

Grants Committee

Grants Programme 2013/17 Year Two Performance Report

Item 12

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Summary

London Councils' grants programme is in year three of a four-year cycle, 2013/14 to 2016/17. The programme has clear priorities and, within these, specifications and outcomes. 35 projects are currently funded to deliver these. These projects have been commissioned following competitive applications. Payment is conditional on delivery of results.

This is a report on the achievement of the programme in:

- The final quarter of 2014/15 (which is quarter eight of the programme)
- The second year 2014/15 (all four quarters combined)
- The two years of the programme 2013-15 (all eight quarters combined).

Recommendations

A. The Committee is asked to note

1. That at priority level, for the two years of the programme, performance in this quarter of:
 - a. priority 1: Homelessness was 39% above target (see section 2.2)
 - b. priority 2: Sexual and domestic violence was 21%

above target (see section 2.3)

- c. priority 3: ESF tackling poverty through employment was 4% below target (see section 2.4)
- d. priority 4: Capacity building was 17% above target (see section 2.5).

2. That for priority 3: ESF tackling poverty through employment:

- a. payment is directly performance related, so under-performance means less money is paid to the providers (on a quarterly basis)
- b. the performance of projects can vary considerably from quarter to quarter, so one quarter's performance should not necessarily be viewed in isolation (see section 2.4.2)
- c. this quarter's performance has been adversely affected by the on-going delays in the new UK-ESF programme. London Councils believes that this uncertainty is causing high staff turnover and capacity issues
- d. projects are aware that if they under-deliver in quarter 9, they will not be paid for this
- e. the London Councils ESF programme continues to perform well compared to other ESF programmes in London. 29% of participants go into jobs. This is the highest level in London even though the London Councils programme works with the hardest to help (see section 2.4.3).

3. That at project level, in the red, amber, green (RAG) system (see section 3):

- a. 34 of the 35 projects are green, with strong performance
- b. one project is amber, St Mungo Community Housing Association, in Priority 3, meaning its performance is satisfactory. This project has worked with an extremely difficult client group, rough sleepers with substance problems. However, it is the case that the project will not be paid for the targets that have been missed in this quarter or in the ninth quarter
- c. the performance of five of the 35 projects is falling. Officers will concentrate performance management on these. This will include more intensive monitoring and agreement on action that project managers will take to improve performance. Last quarter, the performance of eight projects was worsening, so the number in this group has reduced. Officers will report progress at the

next Committee meeting

- d. In the Committee's performance management regime, any project's performance that is 15% or more below its targets in two consecutive quarters is reported to the Committee with recommendations for remedial action. No project is in this category in this quarter.
4. That on programme management:
- a. Officers have completed 52 monitoring visits against a target of 70 for the year. Officers have not been able to complete all the planned visits because of a lack of capacity in the team (see section 4)
 - b. during the fourth quarter of 2014/15, all projects have submitted quarterly monitoring reports and all have been paid the correct amount on time, within four weeks of approving quarterly returns (see section 4)
 - c. London Councils officers set up a task group with borough officers to identify ways of strengthening the relationship between the programme and boroughs. This has met once. Further work on this has been limited due to resource constraints in the London Councils team. The issues that have been raised will be taken forward as part of the full review of the programme (see section 5)
 - d. the programme of Committee presentations and visits continues. No Committee visit took place in the last quarter. There is no presentation at today's meeting as this is the Grant Committee's AGM (see section 5).
- B. The Committee is asked to note the annual statement from London Funders (see Annex D). London Councils pays an annual subscription to London Funders of £60,000 on behalf of London boroughs. This saves a total of £14,800 per year. London Funders is the membership body for public, private and independent funders and investors in the work of civil society across London (see section 6).
- C. The Committee is asked to comment on the performance of the Grants Programme to date as set out in this report.

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1 Introduction

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

The programme is made up of a set of projects that deliver priorities determined by the London Councils Leaders' Committee. This annual £10 million programme of commissions and funding contracts was agreed by the Grants Committee and Leaders' Committee in February 2013 for an initial two-year period to March 2015. The current priorities are:

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

Priority 3 is half-funded by ESF.

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

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

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

This is the report to the Committee for its meeting in July 2015. It covers the fourth quarter of 2014/15, the four quarters of 2014/15 combined and the eight quarters of 2013/15 combined.

For each priority, performance data is set out and any trends or issues of importance are highlighted (see section 2).

Having dealt with all the priorities in this way, in section 3, issues of interest in relation to individual projects are highlighted and actions, if any, are recommended to the Committee to address shortfalls in performance, including, if necessary, changes to funding agreements.

Finally, programme management is discussed (see section 4) and the spread of programme benefits across boroughs (see section 5).

2 Priority-level performance

Each priority is broken down into a number of 'specifications'. Each specification is further broken down into primary outcome indicators.

For each priority, a series of graphs below show the:

- Programme's profiled performance against each specification and/ or primary outcome indicators
- Programme's actual performance against these
- Difference between the profiled and actual performance
- Variance (as a percentage) between the profiled and actual performance.

Other relevant data is set out in tables below these graphs.

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

2.1 Equalities data

The grants programme is aimed at deprivation. People with protected equalities characteristics are among the most vulnerable groups in London. This includes those with specialist and complex needs, those facing social exclusion and those experiencing discrimination, victimisation and harassment. Delivering the grants programme will, therefore, contribute towards equality and diversity legislative requirements and good practice. In addition, the specifications within the grants programme require specific focus on equalities and diversity.

Cumulative equalities information submitted by the 25 commissioned organisations working in priorities 1, 2 and 4 shows consistent take up of project services across all of the protected equalities groups (see below).

A full equalities report and information on the Protected Equalities Groups supported during the life of the grants scheme, is available on request from the grants team.

Priority	Specification	Budget 2013/15	Table 1 Primary Outcome Indicator
1. Homelessness (£5.55 million)	1.1: Early intervention and prevention	£3.79 million	People/ families at risk of homelessness, who are homeless or living in insecure accommodation assisted to obtain suitable temporary or permanent accommodation
			People/ families successfully sustaining their tenancies for one year or more
			People have improved physical and mental health
			People have increased learning and improvements in life skills and employment and training opportunities
			People have increased levels of social interaction and reduced levels of isolation
			People within the protected equalities groups have increased access to housing advice
	1.2: Youth homelessness	£1.46 million	Young people who are homeless or living in insecure accommodation obtain suitable temporary or permanent accommodation
			Young people successfully sustaining their tenancies for one year or more
			Young people have improved health and mental health
			Young people have increased learning and improvements in life skills and employment and training opportunities
			Young people within the protected equalities groups have enhanced knowledge of tackling homelessness
	1.3: Support services to homelessness voluntary sector organisations	£0.3 million	<p>Frontline organisations better able to deliver high quality housing provision support to the protected equalities groups and better able to deliver well informed specialist services, advice and specialist housing and social welfare advocacy and representation for and to the following:</p> <ul style="list-style-type: none"> - Black, Asian, minority ethnic, refugee and migrant groups - Women - Young and older people - Lesbian, gay, transgender and bisexual groups - Deaf and disabled groups
			Frontline organisations better able to raise issues of housing discrimination and trends in housing provision for the protected equalities groups strategically together and with boroughs through sharing good practice, knowledge and expertise. This will include frontline organisations facilitated to contribute to information and data sharing on homelessness.
			Frontline organisations that support the protected equalities groups identified within this specification better able to secure funding and resources and to develop the capacity of their organisation.
			Frontline homelessness organisations better equipped to respond to the diversity of equalities needs

Priority	Specification	Budget 2013/15	Table 1 Primary Outcome Indicator
2. Sexual and domestic violence (£6.81 million)	2.1: Prevention	£0.4 million	Children and young people view sexual and domestic violence as unacceptable and can identify the warning signs and myths.
			Children and young people can identify what positive respectful relationships based on equal power are and have increased confidence and empowerment enabling positive choices to be made.
			Children and young people can identify where to seek support/ their rights/ how to disclose
			Children and young people have respectful relationships with their peers.
			Professionals understand the facts, myths and risk factors relating to sexual and domestic violence (in particular issues that affect children and young people such as sexual exploitation, trafficking, FGM and sexual violence in gang settings) and feel able to address issues with children and young people
			Children and young people are more aware of sexual and domestic violence in relation to the eight protected characteristics (for example violence in same sex relationships, FGM, forced marriage)
	2.2: Advice, counselling, outreach, drop-in and support for access to services	£3.43 million	Users better able to access appropriate services
			Reduced levels/ repeat victimisation of sexual and domestic violence
			Service providers are better informed of beneficiaries' needs and service users are enabled to communicate their needs and views to service providers/decision makers
			Service users have improved self-esteem, motivation, confidence, emotional health and wellbeing and physical health and are able to rebuild their lives, moving to independence.
			Beneficiaries more able to make safe choices leading to a reduction in occurrence and/or effects of violence, sexual abuse and repeat victimisation.
			More informed life choices to enable users to rebuild their lives and move to independence: - health (including sexual health, mental health, drug and alcohol support) - employment - legal/ criminal justice system - education - training - immigration - housing - children's services
	2.3: Helpline and coordinated access to refuge provision	£0.5 million	People from the protected characteristics have access to advice in a way that meets their needs.
			Increased access to emergency refuge accommodation for people escaping domestic violence.
			Improved data collection of service users and service provision resulting in increased information on sexual and domestic violence services in London and beneficiaries needs.
			Service users are supported to move to a position of safety.
			London boroughs receive dedicated support in accessing refuge provision for service users affected by domestic violence. Statutory providers, friends, family and voluntary agencies are better able to support those experiencing domestic violence.
	People with the protected characteristics (2010 Equalities Act) can access support that meets their needs.		

Priority	Specification	Budget 2013/15	Table 1 Primary Outcome Indicator
2. Sexual and domestic violence (continued)	2.4: Emergency refuge accommodation that offers services to meet the needs of specific groups	£1.23 million	Safety from immediate danger from perpetrators through specialist emergency accommodation.
			Increased access to specialist support and culturally specific provision (such as drug and alcohol support, support with mental health, support to exit prostitution. Culturally specific provision to include so called 'honour' based violence, forced marriage, female genital mutilation, early marriage, language and culture, immigration and no recourse to public funds).
			Increased confidence, self-esteem, mental health and increased ability to deal with the effects of domestic violence
			Independent lives rebuilt, through improved independent living skills, knowledge and access to benefits, entitlements, supported/ permanent housing
			Relationship rebuilt with children (where damaged), make safe choices and access support for their children.
			Removal of barriers in accessing services for people with the protected characteristics of the 2010 Equalities Act
	2.5: Support services to the sexual and domestic violence voluntary sector organisations	£0.61 million	Frontline providers are effective and sustainable organisations (financial management, governance, recruitment/ workforce, ICT, premises, fundraising/ tenders/contracts, recruitment or board members)
			Frontline providers able to deliver improved services to meet their clients' needs (deliver, monitor, evaluate and adapt)
			Frontline organisations are able to develop effective partnerships and work with other voluntary and community organisations or statutory providers, linking to local services and networks.
			Frontline organisations able to better represent their service users and ensure they are up to date with policy changes. (Including supporting the sector to collate and analyse data on need)
			Frontline organisations better able to achieve the three aims of the 2010 Equalities Act
	2.6: Specifically targeted services female genital mutilation, honour based violence, forced marriage and other harmful practices	£0.64 million	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			

Priority	Specification	Budget 2013/15	Table 1 Primary Outcome Indicator
3. ESF tackling poverty through employment (£3.58 million) [All specifications use the same indicators]	3.1a Disabled parents	£0.32 million	Participants receiving 6+ hours of one-to-one support
	3.1b People with mental health needs	£0.38 million	Participants completing work or volunteering placement
	3.2 People from ethnic groups with low labour market participation rates	£1.14 million	Participants gaining employment within 13 weeks of leaving
	3.3 Women facing barriers to employment	£1.49 million	Participants sustaining employment for 26 weeks
	3.4 People recovering from drug and alcohol misuse	£0.25 million	Participants progressing into education or training
4. Providing support to London's VCOs (£2.66 million)	To build capacity in London's voluntary and community organisations (VCOs) thereby to help them provide effective services	£2.66 million	Increased ability of voluntary and community organisations in London to deliver efficient and effective services.
			The voluntary sector's role and capacity is understood and new opportunities for engagement of voluntary and community organisations are increased
			Frontline organisations or organisations supporting a particular equalities protected group are better able to deliver well informed services that reflect the needs of equalities groups.

2.2 Priority 1: Homelessness

2.2.1 Data

The Committee has allocated £5.54 million to eight projects to tackle priority 1: Homelessness for 2013/14 and 2014/15. Of these eight:

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

Figure 1 shows the combined performance of these eight projects against the priority and the specifications in the fourth quarter of 2014/15 (quarter 8 of the programme).

Figure 2 shows the combined performance of these eight projects against the priority and the specifications in 2014/15.

Figure 3 shows the combined performance of these eight projects against the priority and the specifications for the first eight quarters of the programme.

Over the second year of the programme 2014/15, performance of this priority is 45% above profile.

Figure 1: Priority 1: Homelessness – performance by specification Q4 2014/15

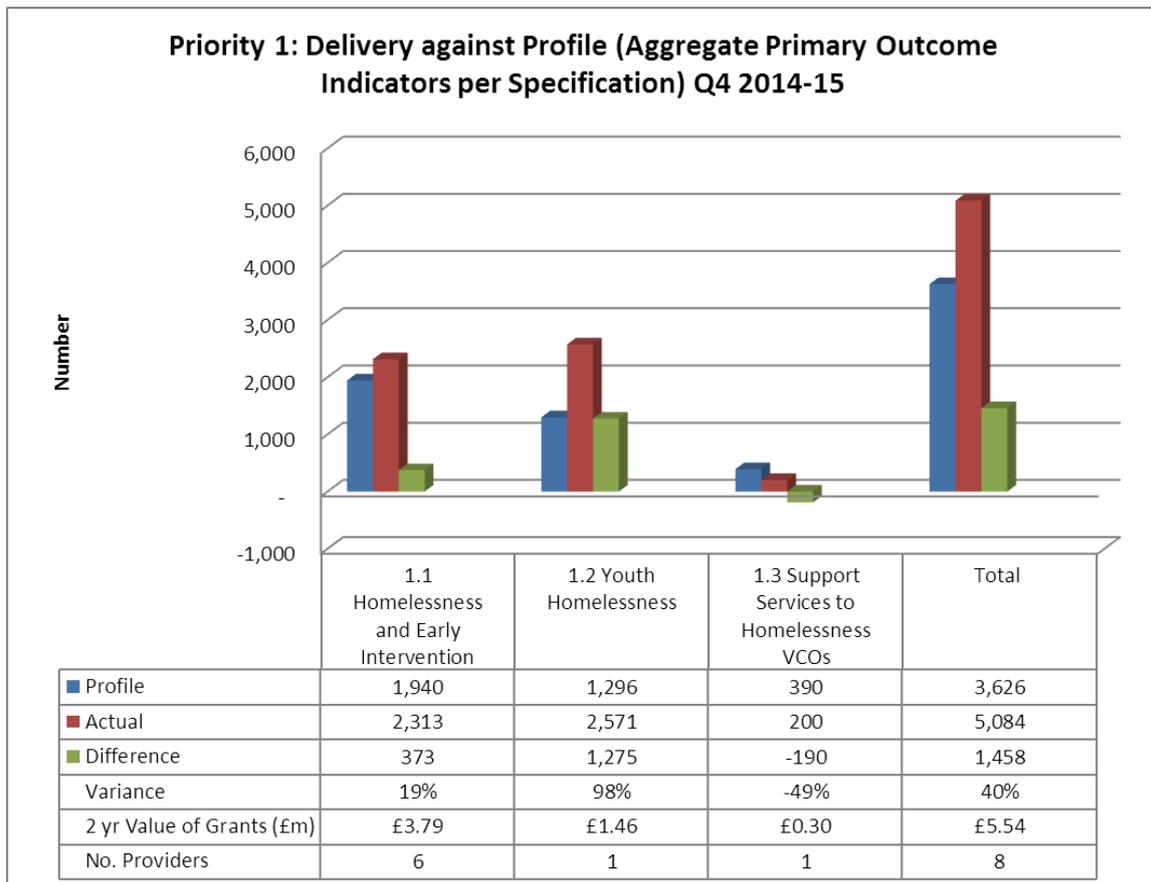


Figure 2: Priority 1: Homelessness – performance by specification 2014/15

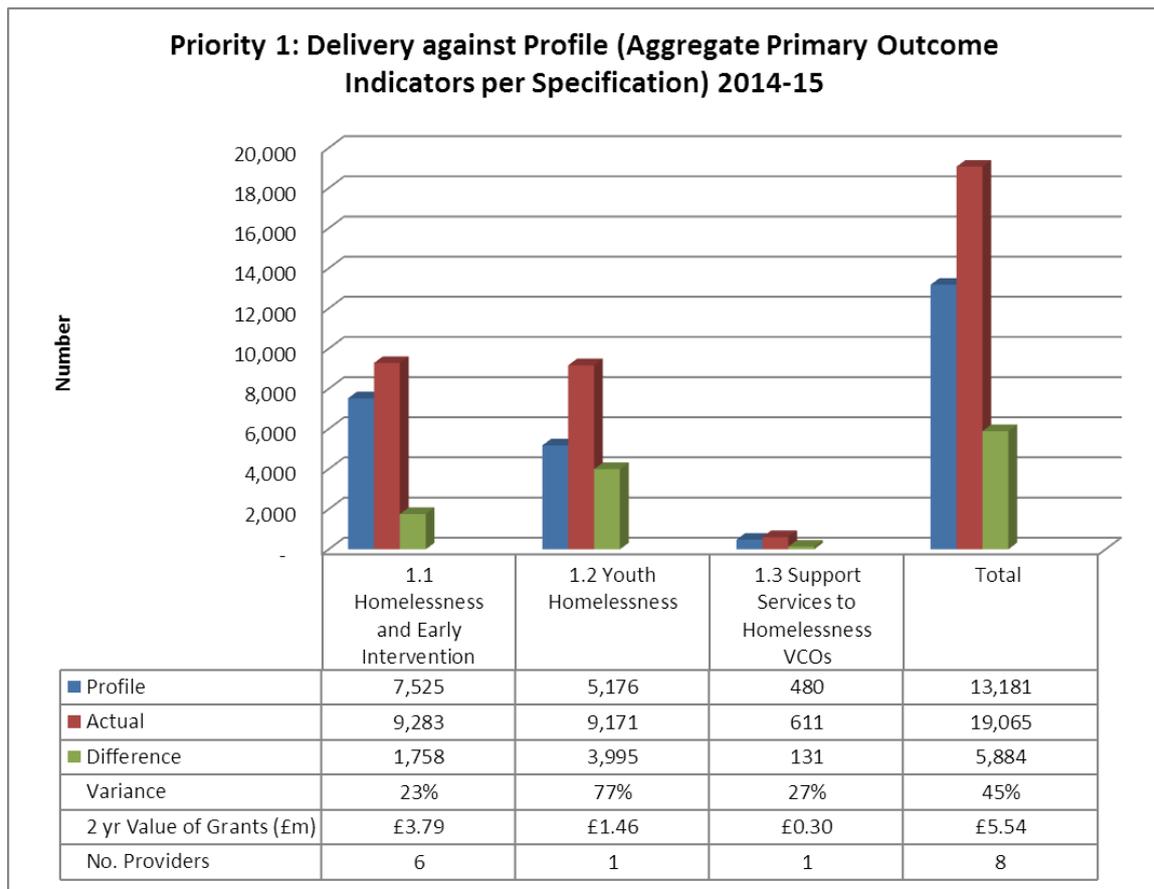
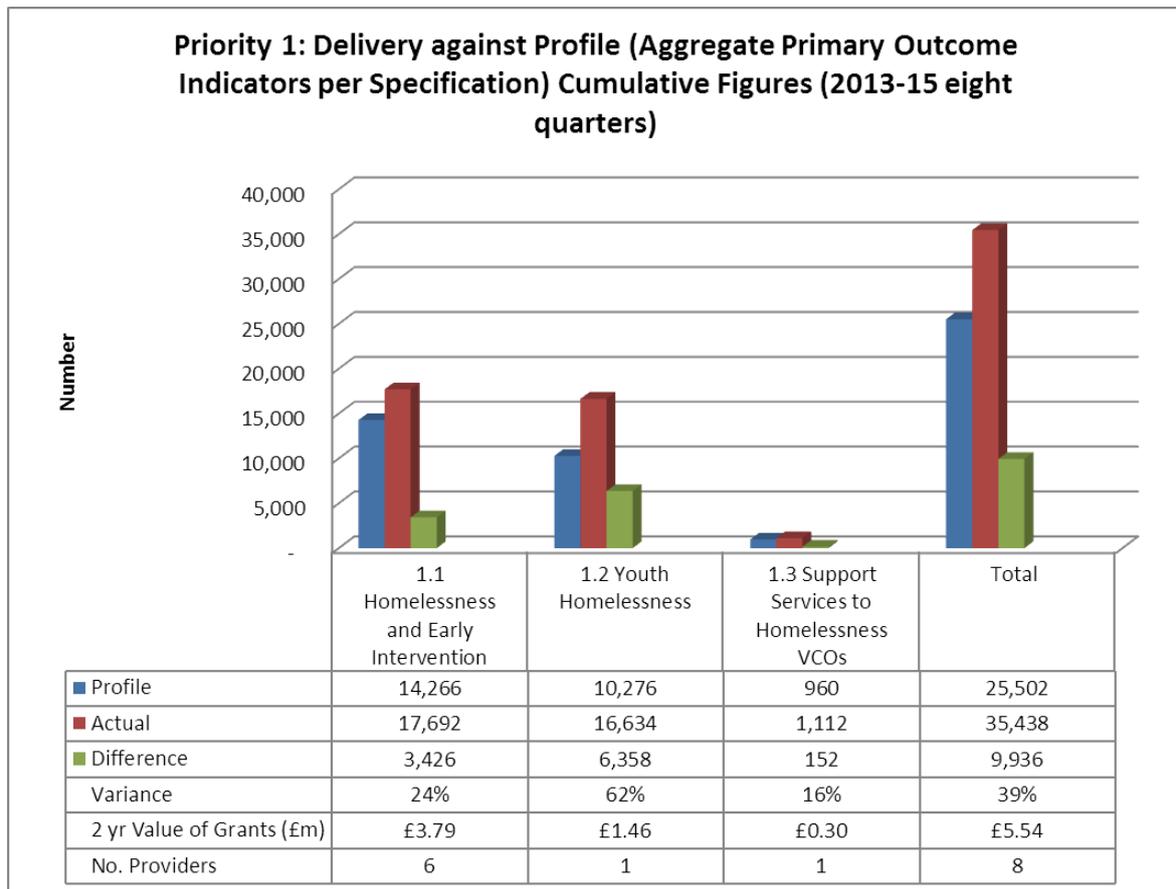


Figure 3: Priority 1: Homelessness – performance by specification eight quarters 2013-15



2.2.2 Priority-level issues

The combined performance of the projects against the priority in 2014/15 has been very good: 45% above profile. Performance in specification 1.1: Early intervention and prevention is 23% higher than the profile. Performance against specification 1.2: Youth homelessness is exceptional: 77% above profile. Performance in specification 1.3: Support services to homelessness voluntary and community organisations is 27% higher than the profile.

However, performance on specification 1.3 in Q4 2014/15 is 49% below profile. There is one project delivering in this specification, Homeless Link (awarded £299,070). Specific information on Homeless Link's performance this quarter is included in section 3.2 Project Issues. In addition, members are asked to note that the numbers of interventions profiled for this specification are low. As a result, a small increase or decrease in absolute numbers can have a big effect in percentage terms.

At a priority level projects continue to express concern around austerity measures and the effects these have on their ability to deliver primary outcome indicators. In particular food and fuel poverty continue to rise.

Policy changes including mental health care provision, the introduction of the Care Act 2014 and the changes across the criminal justice system (Transforming Rehabilitation) have had adverse effects in the homelessness sector.

Projects continue to see a high volume of service users and an increase in demand for services continues to be felt across the sector.

Project have highlighted concerns around high levels of hidden homelessness as well as the:

- Increase in rough sleeping numbers in London, a high number of people riding on buses and sleeping within parks and woodland areas
- Significant increase in the numbers of rough sleepers in specific areas, hot spots eg, Enfield (A406)
- Increase in the number of migrant rough sleepers. 50% of rough sleepers in London are non-UK nationals
- Increase in the number of women rough sleepers in London (around 30%)
- Lack of (direct/emergency) accommodation.

Project have highlighted the importance of:

- specialist services (eg, LGBT rough sleepers, ex-offenders)
- the link with providing employment opportunities particularly for specific groups, e.g. ex-offenders, young people.

The London housing market continues to present a significant challenge in terms of affordability, suitability and availability – all of which apply within the social housing and private sector. Affordability within the private rented sector both for housing benefit claimants and councils continues to contribute to the move from inner to outer boroughs of London.

2.2.3 Equalities

Table 2: Equalities protected groups' performance data eight quarters 2013-15

Equalities protected group	Support provided (number)	Support provided (%)
Age	Specialist support provided to 26,737 young people aged 16-24	Represents 28% of all age groups supported by priority
	Specialist support provided to 5,417 service users aged 54-64	Represents 6% of all age groups supported by priority
Disability	Specialist support provided to 8,149 service users with mental impairment	Represents 5% of all disabled groups supported by priority
Race	Specialist support provided to 51,825 service users from Black and ethnic communities	Represents 55% of all ethnic groups supported by priority
	Specialist support provided to 41,663 service users from White communities	Represents 45% of all ethnic groups supported by priority
Sexual Orientation	Specialist support provided to 8,640 lesbian, gay, bi-sexual and transgender (LGBT) service users	Represents 12% of all groups by sexual orientation supported by priority

From the cumulative data provided under priority 1: homelessness, it is noted that of service users surveyed for ethnic background, low numbers of service users persist who are from Chinese, Latin American and Middle Eastern communities. Data also shows that disabled service users are being supported by commissioned projects, but there appears to be a gap in the take up of services by Deaf, or hearing impaired service users and those who are blind, or visually impaired.

2.3 Priority 2: Sexual and domestic violence

2.3.1 Data

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

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

Figure 4 shows the combined performance of these 11 projects against the priority and the specifications in the fourth quarter of 2014/15 (quarter 8 of the programme).

Figure 5 shows the combined performance of these 11 projects against the priority and the specifications in 2014/15.

Figure 6 shows the combined performance of these 11 projects against the priority and the specifications for the first eight quarters of the programme.

Over the second year of the programme 2014/15, performance of this priority is 36% above profile.

Figure 4: Priority 2: Sexual and domestic violence – performance by specification Q4 2014/15

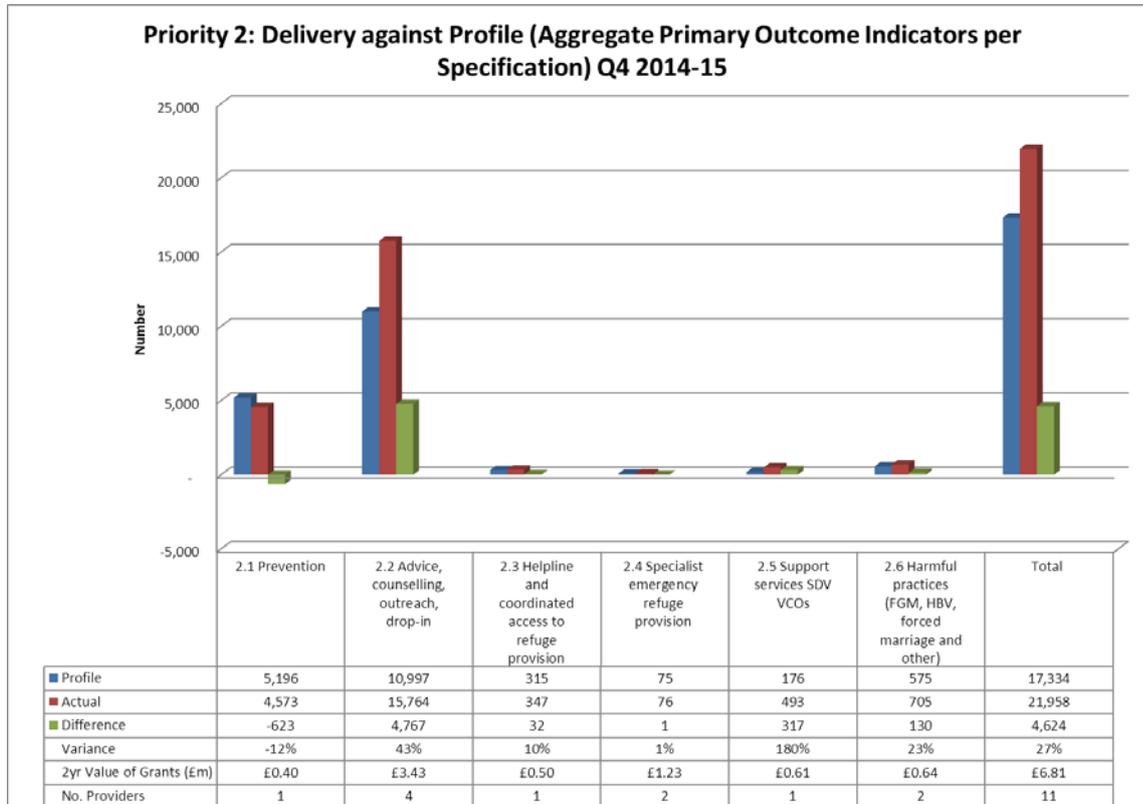


Figure 4: Priority 2: Sexual and domestic violence – performance by specification 2014/15

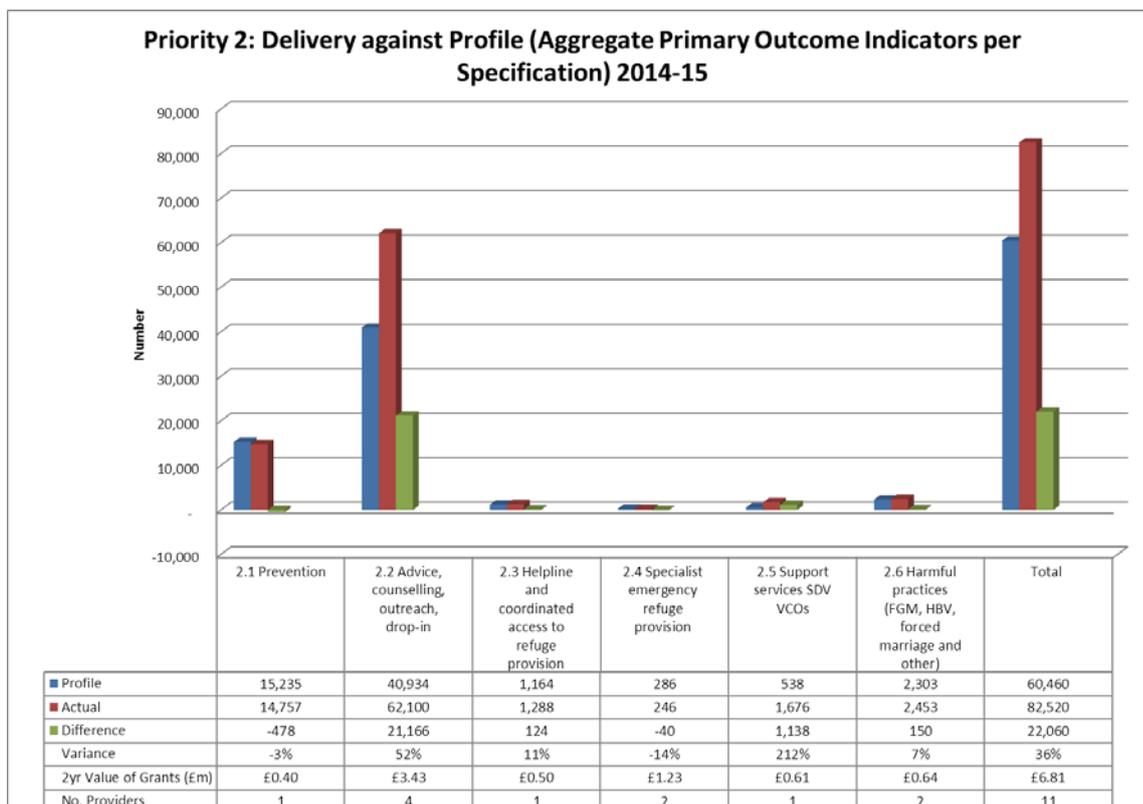
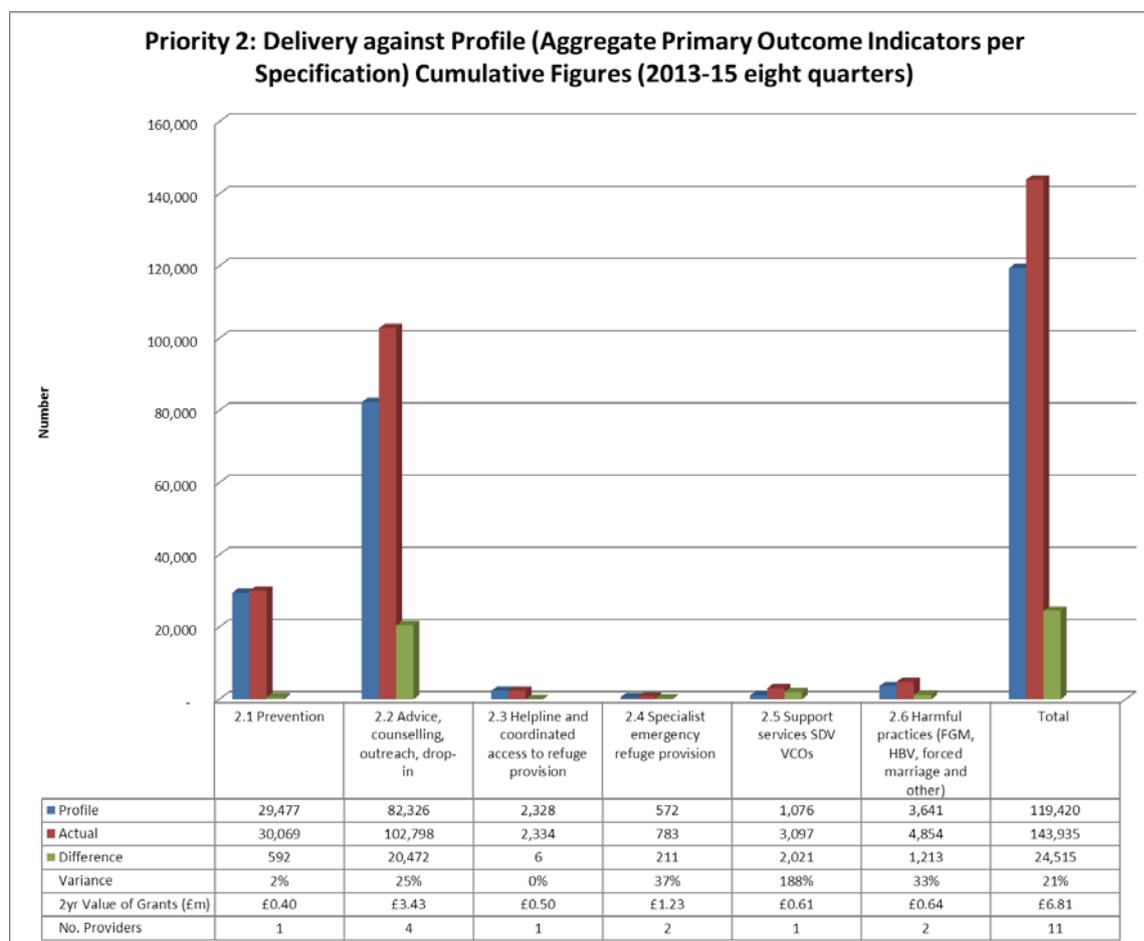


Figure 6: Priority 2: Sexual and domestic violence – performance by specification eight quarters 2013-15



2.3.2 Priority-level issues

The combined performance of the projects against priority 2: Sexual and domestic violence in 2014/15 has been strong: 36% above profile. Two specifications - 2.1: Prevention and 2.2: Advice, counselling, outreach, drop-in and support for access to services - are responsible for most of this because their profiled amounts are so much higher than those of the other four specifications.

Performance in 2.1: Prevention and 2.4: Specialist emergency refuge provision are both below profile. These will be monitored closely.

Performance in specifications specification 2.2: Advice, counselling, 2.3: Helpline and coordinated access to refuge provision and 2.6: Harmful practices are all above profile.

Performance in 2.5: Support services to sexual and domestic violence voluntary and community organisations is substantially above profile.

While performance is above target against specification 2.4 across the two years (+37%), members will note the lower level of performance in 2014/15 (-14%). The work undertaken by these providers (Ashiana Network (£900,000)) and Eaves Housing for Women

(£325,900)) is intensive refuge provision and therefore the numbers of beneficiary activities profiled are low (in the tens rather than the hundreds). As a result, the scope for significant percentage variation is greater.

Projects in this priority continue to express concern about the funding environment, austerity measures and the effects these have on their ability to deliver services. Cuts to legal aid provision, changes to welfare benefits, the Localism Act, housing policy, the London housing situation and the new Immigration Act 2014 have all had a particularly negative impact on women's ability to seek support and on their long-term recovery and reintegration into society.

In addition, the uncertainties around the election and policy changes have been of concern in the last quarter.

Projects have highlighted that they continue to see a high volume of service users and an increase in demand for services particularly around:

- Access to safe accommodation, referrals for refuge spaces have tended to outnumber the space by 5 to 1. It is particularly difficult to find space for gay/bi men, for some trans people and for women with additional needs such as: insecure immigration status (no recourse to public funds); language needs; complex needs such as mental health or problematic substance use
- Rehousing and providing move-on accommodation for those leaving projects. Offers of inappropriate accommodation are made for many women and women often feel unable to live independently immediately and continue to need a significant amount of reassurance and support with everyday decisions and actions
- Statutory providers such as health, the police, housing and others appear to have reduced capacity to assist black and minority ethnic women with language needs. This lack of assistance at the point of contact can have a serious impact on women's safety and ability to leave a violent situation
- Difficulties in accessing justice for women with no recourse to public funds, particularly for women with an irregular migration status. Finding immigration lawyers is proving harder and these cases are becoming more complex and time consuming
- Requests from professionals for training and advice on FGM, in understanding the new legislation (Anti-Social Behaviour, Crime and Policing Act 2014) and how this fits with existing civil Forced Marriage Protection Orders
- Latin American women survivors of domestic and sexual violence (a fast growing ethnic minority group in the UK) and women in prostitution from Brazil, both groups present different challenges and support needs
- The reduced capacity from the police to address domestic and sexual violence where women from black, minority ethnic and refugee backgrounds are victims. Women tend to be victimised as a result of language barriers and lack of knowledge about legislation and the system. There is also a lack of interpreter's provision.
- Gay/bi men reporting sexual and domestic violence where drug use is a feature.

2.3.3 Equalities

Table 3: Equalities protected groups' performance data eight quarters 2013-15

Equalities protected group	Support provided (number)	Support provided (%)
Disability	Specialist support provided to 1,571 Deaf women	Represents 5% of all disabled groups supported by priority
Race	Specialist support provided to 111,235 service users from Black and ethnic communities	Represents 50% of all ethnic groups supported by priority
Gender	Specialist support provided to 34,981 male service users	Represents 12% of all gender groups supported by priority
	Specialist support provided to 189 transgender service users	Represents a very small percentage of all gender groups supported by priority
Sexual Orientation	Specialist support provided to 6,715 lesbian, gay, bi-sexual and transgender (LGBT) service users	Represents 5% of all groups by sexual orientation supported by priority

From the cumulative data provided under priority 2: sexual and domestic violence, disabled service users are being supported by commissioned projects, but there appears to be a gap in the take up of services by Deaf, or hearing impaired service users and those who are blind, or visually impaired. Within this data there may also be lower service take up from people with mobility disability and learning disability.

2.4 Priority 3: ESF tackling poverty through employment

2.4.1 Data

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

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

Unlike London Councils' other three priorities, the primary outcome indicators are the same for all the specifications. This means performance against the primary outcome areas is directly comparable across the priority. Two sets of graphs are therefore provided below.

Figure 7 shows the combined performance of these 10 projects against the priority and the specifications in the fourth quarter of 2014/15 (quarter 8 of the programme).

Figure 8 shows the combined performance of these 10 projects against the priority and the specifications in 2014/15.

Figure 9 shows the combined performance of these 10 projects against the priority and the specifications for the first eight quarters of the programme.

Figure 10 shows performance by primary outcome area in the fourth quarter of 2014/15

Figure 11 shows performance by primary outcome area in 2014/15.

Figure 12 shows performance by primary outcome for the first eight quarters of the programme.

Over the second year of the programme 2014/15, performance of this priority is 10% below profile.

Figure 7: Priority 3: ESF tackling poverty through employment – performance by specification Q4 2014/15

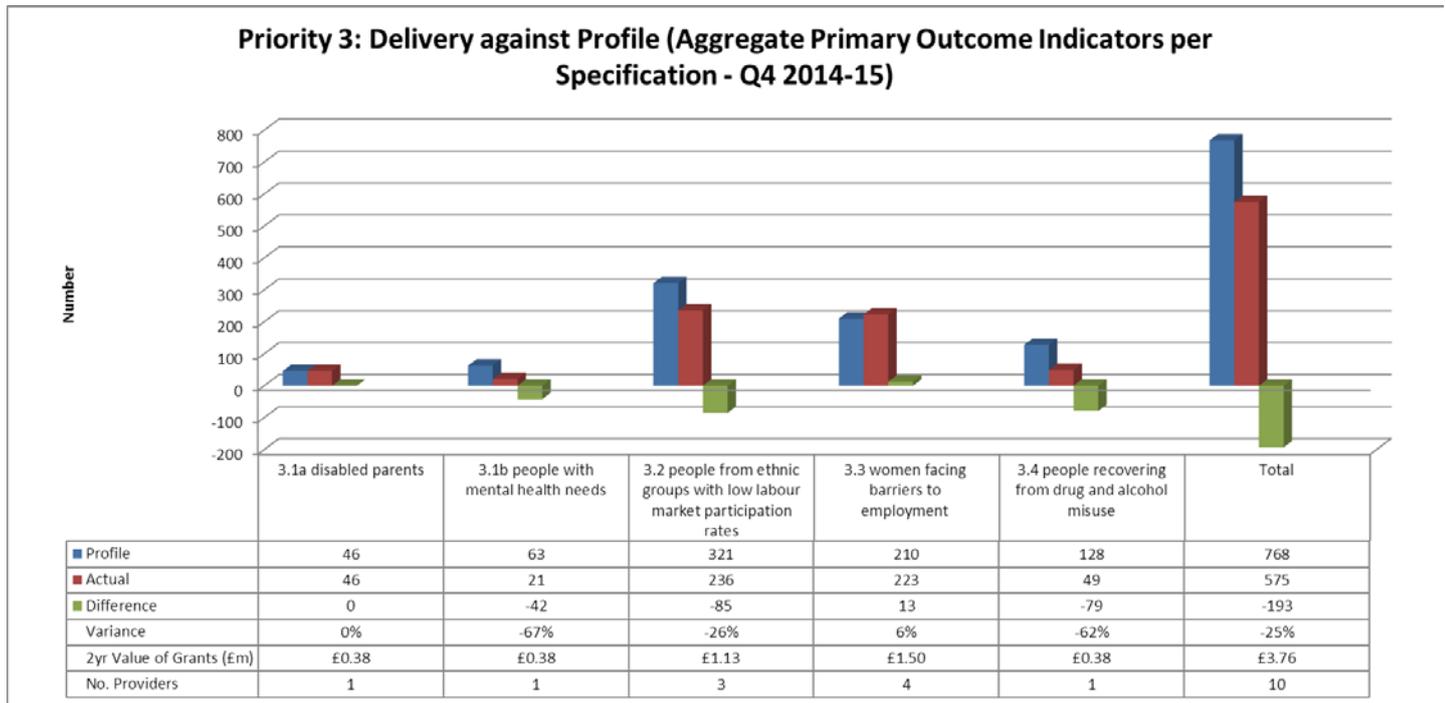


Figure 8: Priority 3: ESF tackling poverty through employment – performance by specification 2014/15

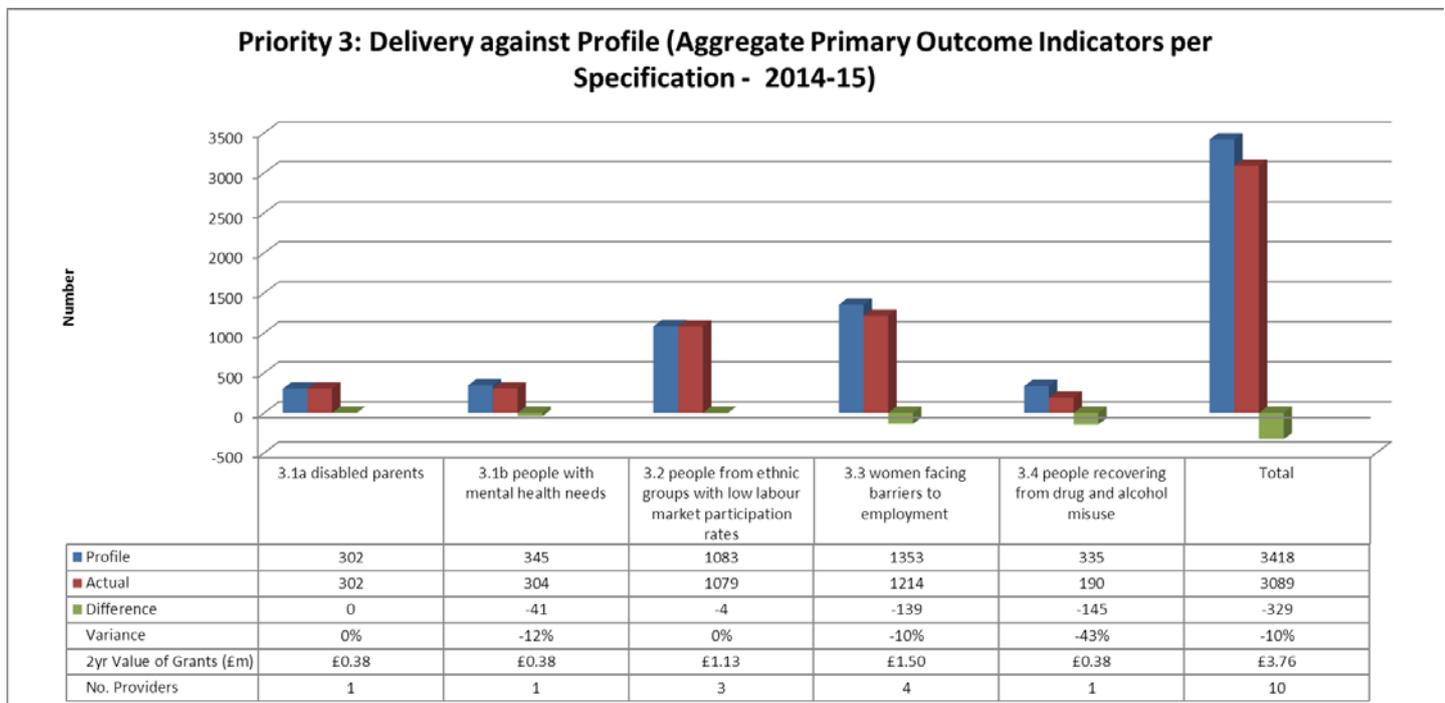


Figure 9: Priority 3: ESF tackling poverty through employment – performance by specification eight quarters 2013-15

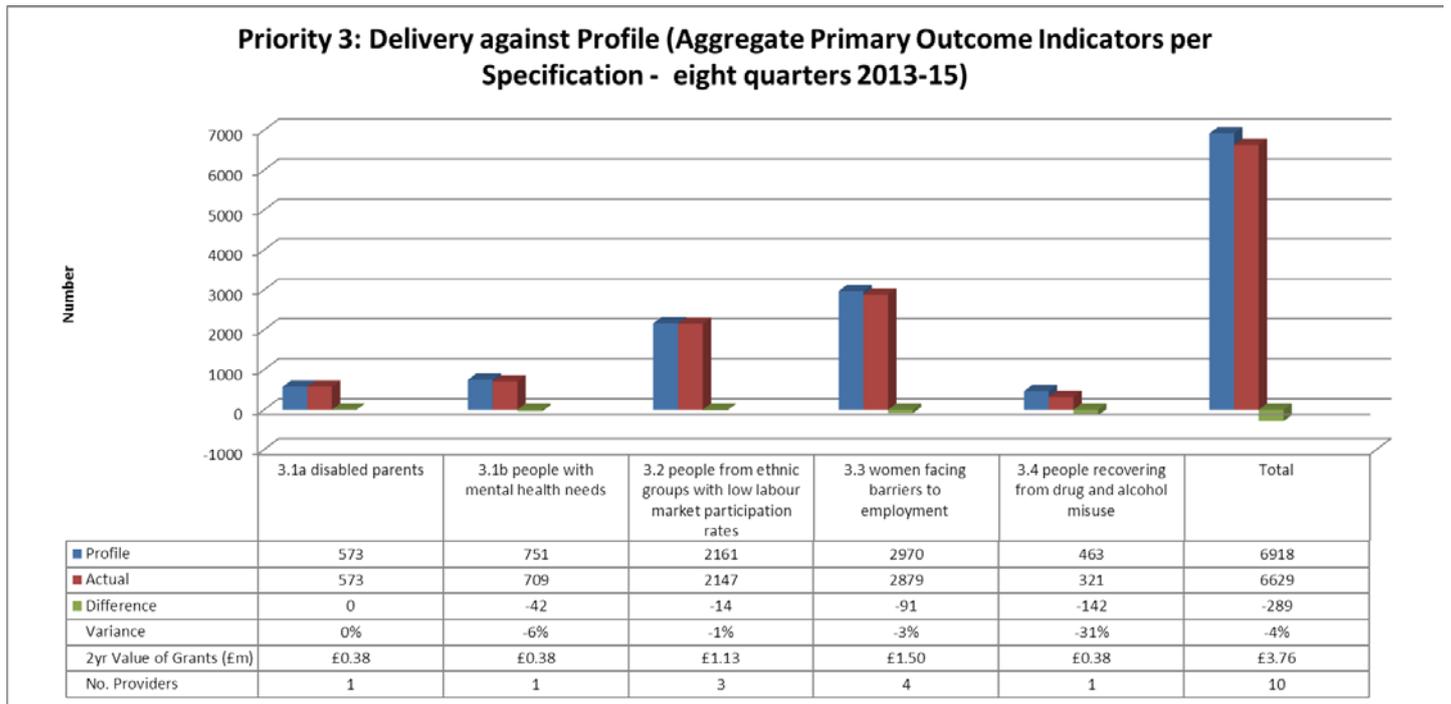


Figure 10: Priority 3: ESF tackling poverty through employment – performance by priority outcome indicator Q4 2014/15

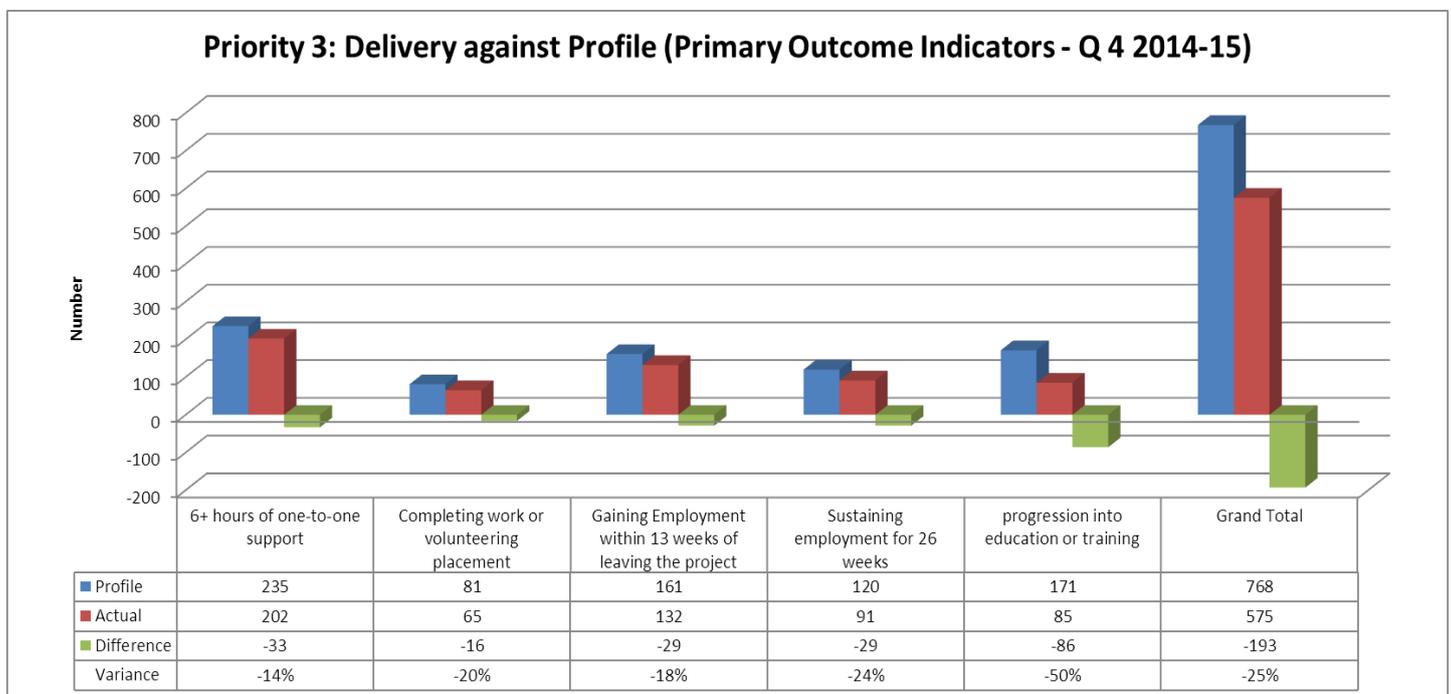


Figure 11: Priority 3: ESF tackling poverty through employment – performance by priority outcome indicator 2014/15

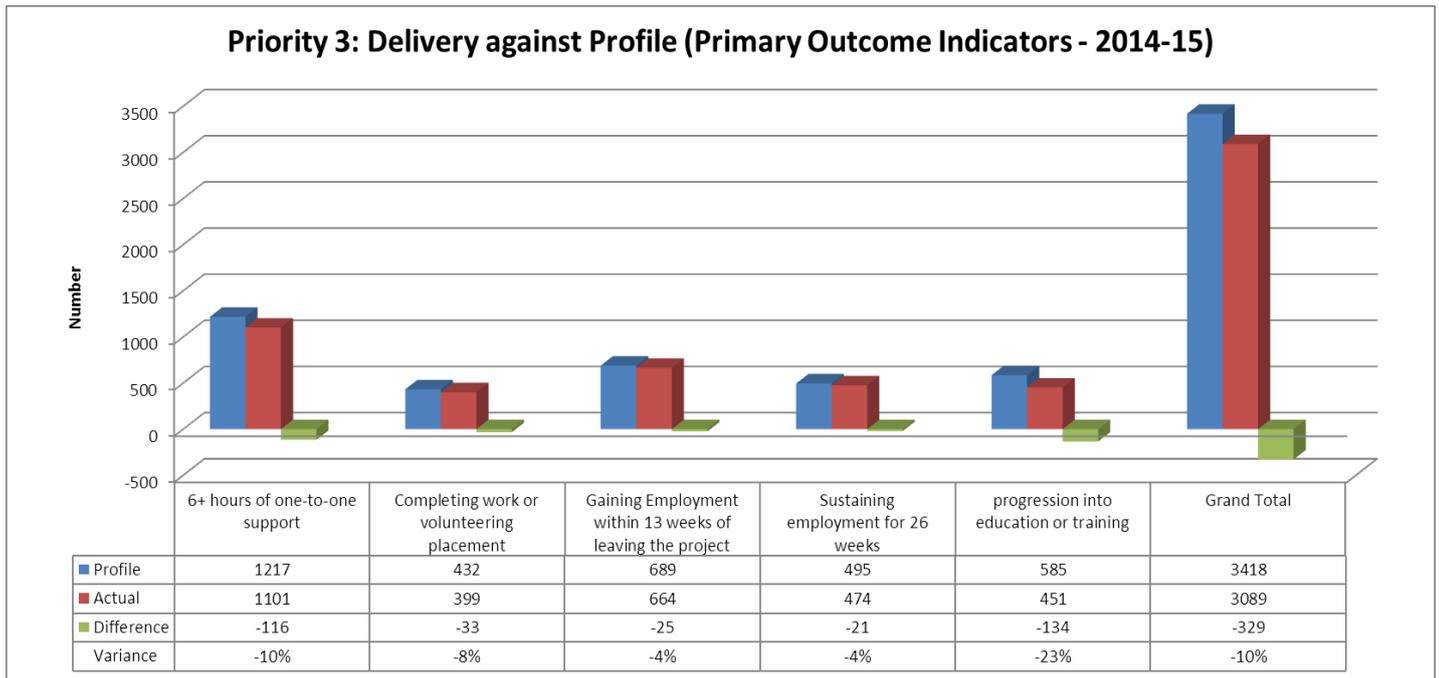
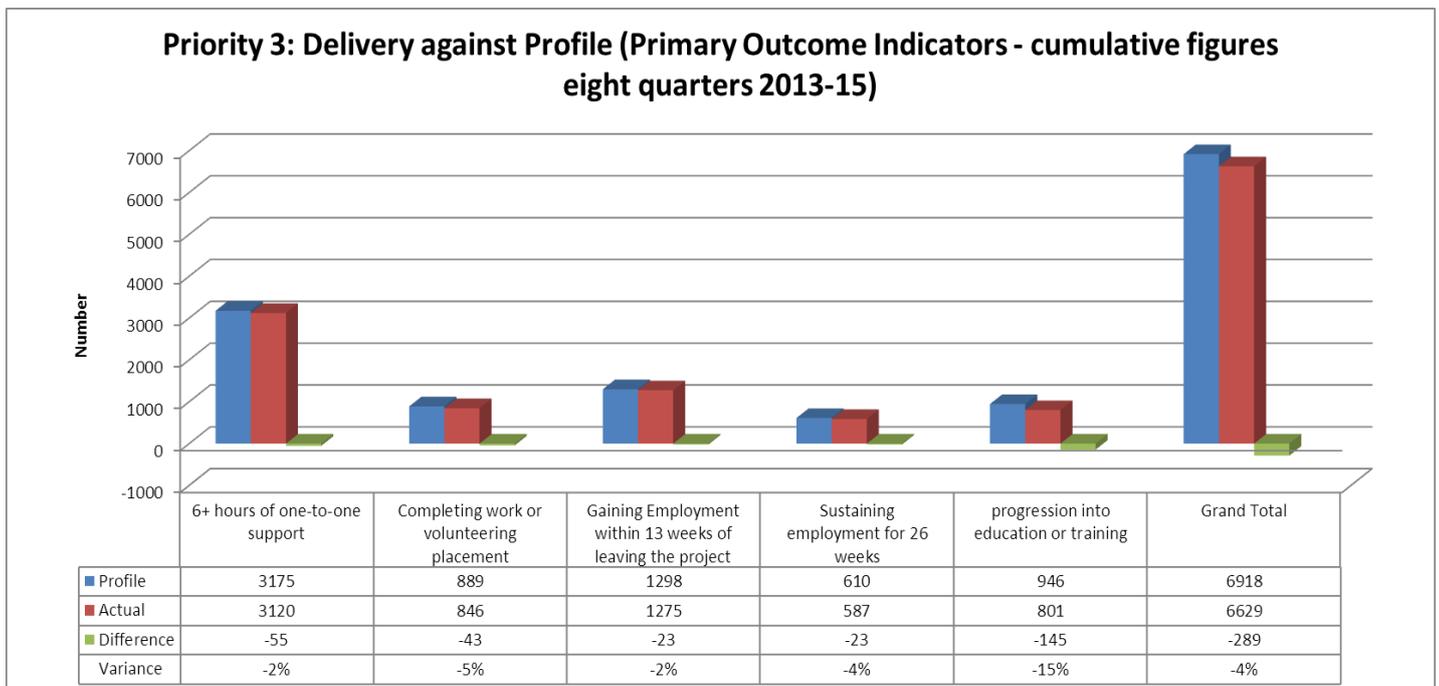


Figure 12: Priority 3: ESF tackling poverty through employment – performance by priority outcome indicator eight quarters 2013-15



2.4.2 Priority-level issues

Over 2014/15, performance is 10% below profile. But in quarter 4 of 2014/15, overall performance is 25% below profile. Within this, performance against specification 3.1a: disabled parents and 3.3: women facing barriers to employment is on profile. But, performance against the other specifications is below profile.

The overall conclusion therefore is that the long-term performance of this priority has been strong but performance has dipped in the most recent quarter. In considering this, members will already be aware that the ESF element of the grants programme is directly performance related, so that 25% under-performance in this quarter results in 25% less money being paid to the providers for this quarter. This tends to protect value for money.

There has been improvement compared to the first year of the programme in 3.1a: disabled parents and performance in 3.2 people from ethnic groups has remained on profile. Performance in all other specifications and primary outcome indicators has fallen in 2014/15 compared to the first year of the programme 2013/14.

In the cumulative data over the eight quarters of the programme to date, overall performance against specifications and primary outcome areas is improving in several areas. Performance against specifications 3.1a: disabled parents, 3.1b: people with mental health needs and 3.3: women facing barriers to employment is improving. The primary outcomes indicators completing work or volunteering placements, sustaining employment for 26 weeks and progression into education or training are all improving.

In addition, the performance of projects can vary considerably from quarter to quarter. There has been over delivery in other quarters (see Table 4). This quarter has been adversely affected by the delays in the new UK-ESF programme. This programme is now around a year overdue because of delays in negotiations between the Government and the European Commission. The Committee extended the 10 projects in priority 3 from March 2015 to the end of June 2015 to bridge the gap in provision. However, the new UK-ESF programme has still not been launched and this is causing organisations that employ staff with ESF expertise to let go of them and encouraging people in those jobs to leave them because they need continuing employment. This has had a definite impact on the performance of ESF projects.

Finally, there is a marked impact of payment by results on achievement. The primary outcome indicator Further Job Search enables projects to receive payment for participants who they do not progress into work. Projects are unable to claim for both a Job Start and a Further Job Search for an individual participant. As a result projects often wait until the end of the delivery period to claim Further Job Search as they would rather claim for a Job Start. As the end of the programme approaches, projects will request approval to use the funding allocation for Further Job Search to pay for additional Job Starts.

Table 4: Priority 3: ESF tackling poverty through employment – Quarter 3 and Quarter 4 2014/15 compared

Priority 3: ESF tackling poverty through employment: Quarter 3 and Quarter 4 2014/15 performance compared			
Specification	Q3	Q4	Change (%)
Disabled parents	65	46	-29%
People with mental health needs	66	21	-68%
People from ethnic groups with low labour market participation rates	255	236	-7%
Women facing barriers to employment	233	223	-4%
People recovering from drug and alcohol misuse	49	49	0%
All specifications	668	575	-14%
Primary outcome indicator	Q3	Q4	Change (%)
6 hours of one-to-one support	229	202	-12%
Completing work or volunteering placement	60	65	8%
Gaining employment within 13 weeks of leaving	159	132	-17%
Sustaining employment for 26 weeks	121	91	-25%
Progression into education or training	99	85	-14%
All primary outcome indicators	668	575	-14%

2.4.3 Comparison of London Councils ESF programme to other London programmes

The Committee may wish to compare priority 3 with the main ESF programme that London Councils manages under bilateral agreements with boroughs. It is helpful to consider the performance of the London Councils ESF programme in the context of ESF across London. London Councils is one of five ESF programme managers in London. The others are the:

- Greater London Authority (GLA)
- Department of Work and Pensions (DWP)
- Skills Funding Agency (SFA)
- National Offender Management Service (NOMS).

The London Councils ESF programme is unique in that the Grants Committee-matched element (c£1.8m in total per year) is the only ESF programme in London that works exclusively with the voluntary and community sector.

Table 6 shows the performance of the London Councils ESF programme in Quarter 4 compared to that of the most recently available data for the other four London programme managers.

Table 5: ESF performance and value for money (April 2008 to November 2014)

CFO	Economically Inactive (%)	Unemployed (%)	14-19 NEET	Job outcomes (% of leavers)	Unit cost per job outcome	Six month sustained job outcomes (% of leavers)	Unit cost per six month sustained job outcome
LC	65%	35%	N/A	29%	£5,391	16%	£10,103
GLA	21%	44%	31%	24%	£5,919	14%	£9,171
SFA	11%	50%	32%	10%	£7,759	Not applicable	
NOMS	28%	61%	11%	15%	Information not available		
DWP	47%	47%	6%	17%	£5,914	Information not available	
London Average	34%	47%	20%	19%	£5,681	Not applicable	

The London Councils ESF programme is performing well compared to others in London. The main factors in this are:

- London Councils ESF projects work with a much higher proportion of economically inactive and hard-to-reach participants than other providers. This is shown in the proportion of economically-inactive participants (65%) and the relatively low proportion of economically-active (unemployed) participants (35%)
- Despite working with these economically inactive participants, London Councils' programme has the highest rates of people moving into employment (29%)
- London Councils' unit cost for moving people into employment is £5,391. This is lower than the London average (£5,681)
- 16% of people who have left the London Councils programme have sustained employment. This has been delivered at a unit cost of £10,103. Not all the CFOs produce this data in a way that can be compared. London Councils' sustained employment rate is currently slightly higher than the GLA's (14%). The associated unit cost is a little higher. But this is down from £10,710 (reported to the Committee in July 2014¹) to £10,103 in Quarter 4.

By the time all our current ESF projects (Grants Committee- and borough-funded) finish in late 2015, London Councils expect that 33% of people who have accessed the programme will have found work and at least 16% will have sustained work for six months at an average unit cost of £8,400.

The strength of the London Councils ESF programme is recognised at UK and Europe levels. In the minutes of the most recent meeting of the UK level ESF management committee, the representative of the Commission "congratulated them on being one of the best CFOs particularly in terms of job outcomes performance and meeting equality targets and that it would be necessary to make possible to make the best use of their experience in 2014-20." The GLA representative added that "London Councils will continue to contribute, in particular with match funding and they will look at what lessons can be learned from their experience." The UK Government representatives commented that "the 30% achievement of people moving into employment was really impressive" and that "these results show that you can achieve targets with tailored provisions" and that "the new programme should build on tailored local provision."

2.5 Priority 4: Capacity building

2.5.1 Data

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

This priority consists of a single specification. This means that all the primary outcomes are directly comparable. There are, therefore, graphs for this below. The numbers relate to organisations supported (as that is the focus of this priority), not to individual people.

Figure 13 shows performance against all primary outcome indicators in the fourth quarter of 2014/2015 (quarter 8 of the programme).

Figure 14 shows performance against all primary outcome indicators in 2014/15.

Figure 15 shows performance against all primary outcome indicators for the first eight quarters of the programme.

Over the second year of the programme 2014/15, performance of this priority is 11% above profile.

Figure 13: Priority 4: Capacity Building – overall performance Q4 2014/15

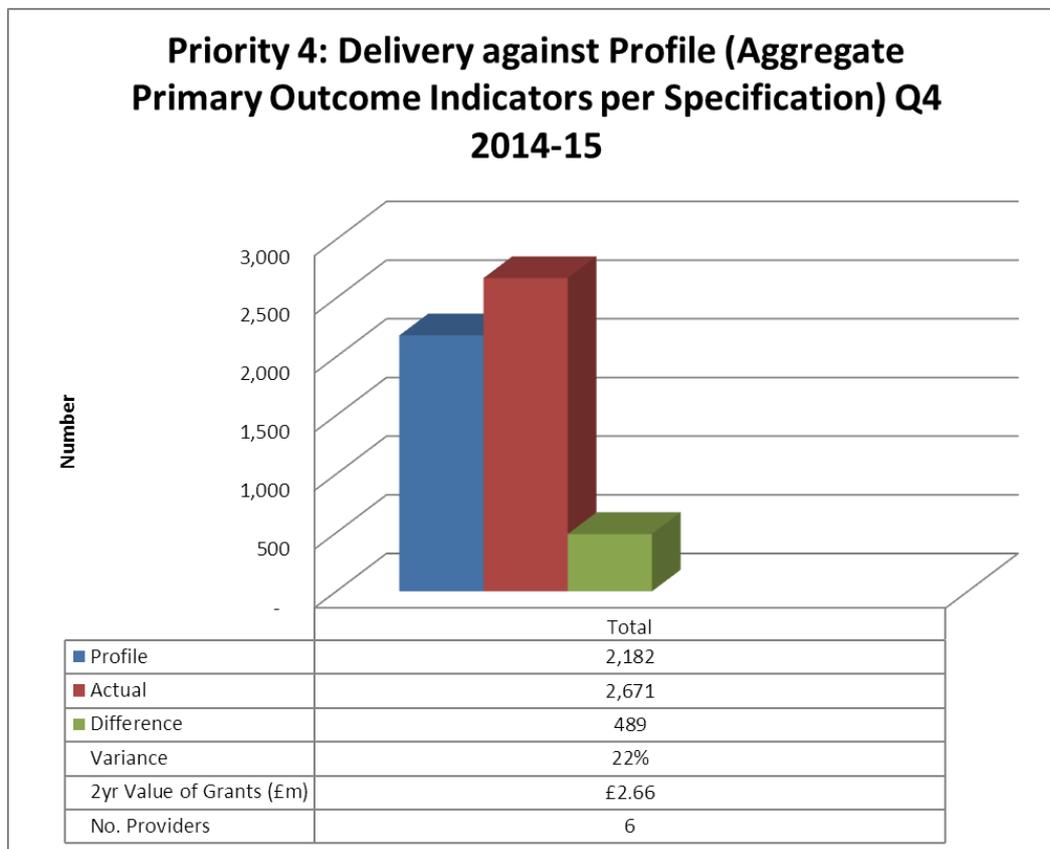


Figure 14: Priority 4: Capacity Building – overall performance 2014/15

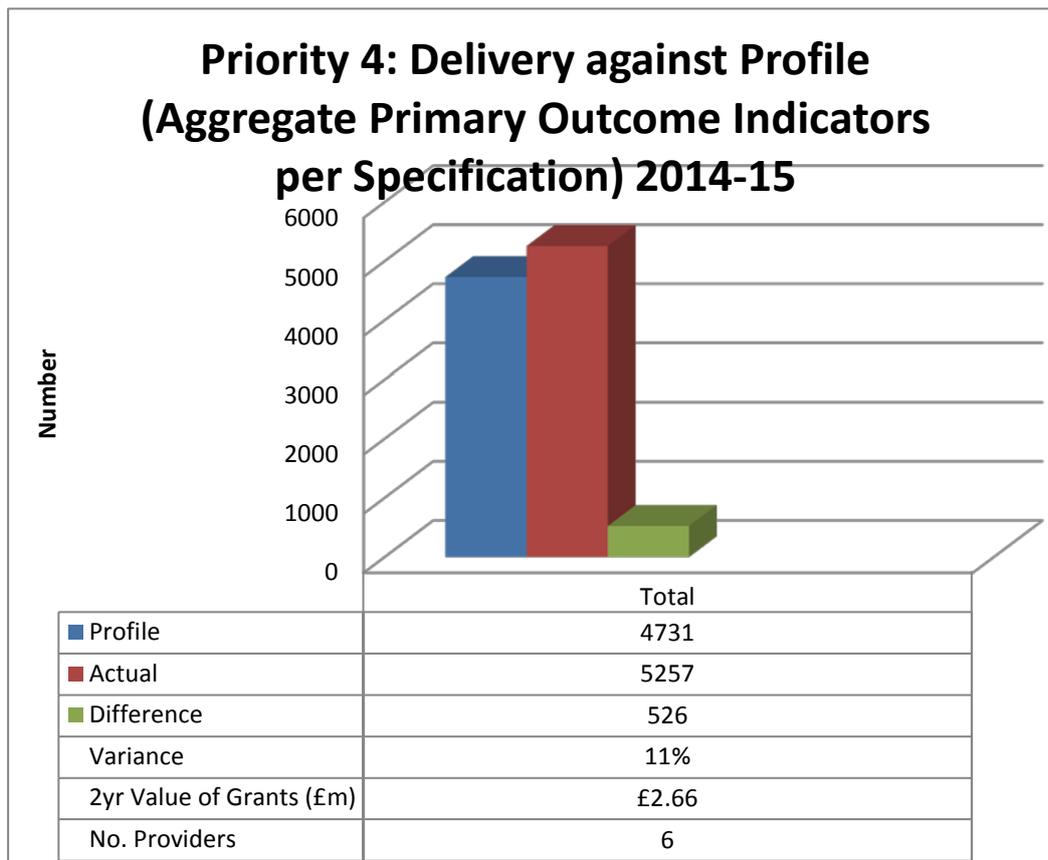
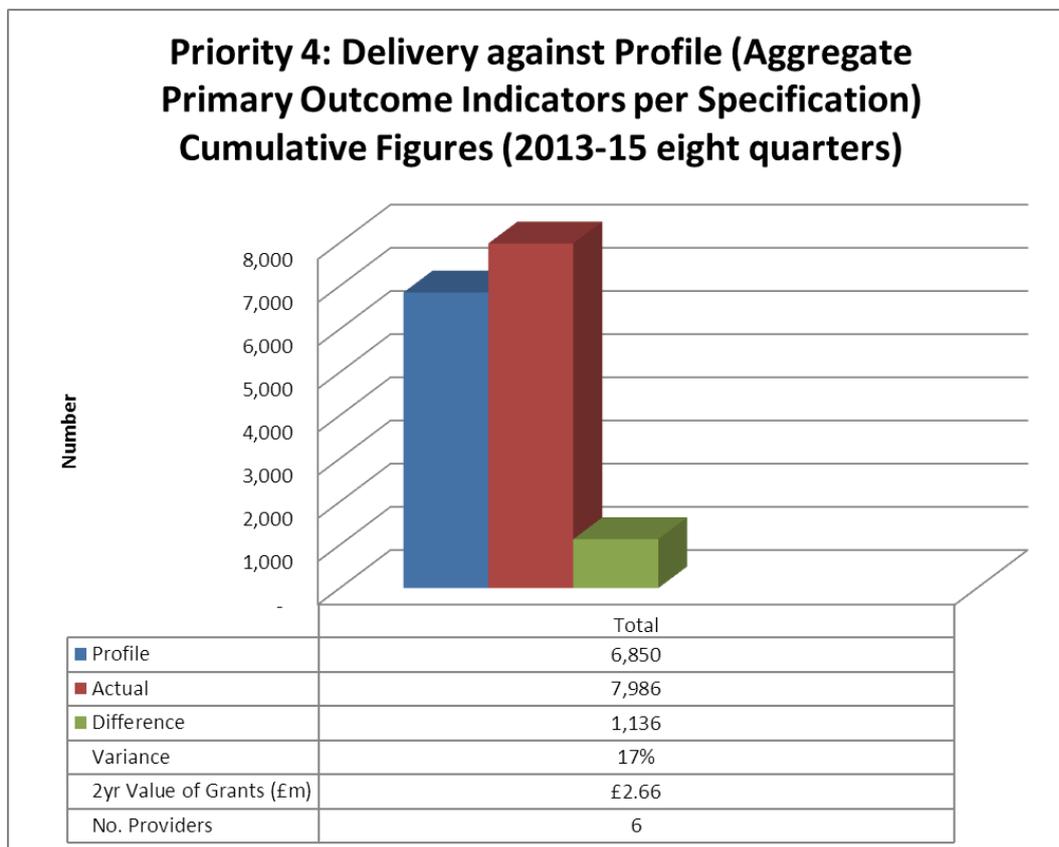


Figure 15: Priority 4: Capacity Building – overall performance eight quarters 2013-15



2.5.2 Priority-level issues

Figure 14 shows that overall there has been good performance against this priority in 2014/15: 11% above profile. The first primary outcome indicator: Effective and efficient services is 35% above profile. The other primary outcome indicators, Capacity and engagement and Equalities are 2% above and 4% below profile respectively.

Members will be aware that this priority is not designed to provide services to individual Londoners but instead to voluntary organisations that work with individual Londoners. It is hard to measure and demonstrate the impact of these types of activities as a whole as they are all doing different things. For example:

- Children England works with small local voluntary children's organisations, delivering training in safeguarding and equality issues to improve practice in these areas. The organisation has also completed a piece of work looking at the needs of young people and mapping the current infrastructure supporting children and young people
- Age UK works with small local voluntary elder's organisations, improving the sustainability of these organisations through training. They also deliver social media workshops which have been particularly important in combating loneliness and isolation in older people
- London Voluntary Services Council (LVSC) works with small local voluntary organisations to improve financial skills and ensures organisations can undertake business and financial planning. It also hosts forums to ensure cross-sector and pan-London perspectives are shared on a range of issues. This promotes better knowledge of individual organisations, underpins effective referrals and signposting and enables closer working relationships and collaboration across the sector.

At a priority level, projects continue to express concern around the funding environment, austerity measures and the effects these have on their ability to deliver services. In addition, the uncertainties around the election and policy changes have been of concern in the last quarter. An increase in demand for services continues to be felt across the sector; both as a result of increasing need but also as a result of policy changes (for example pension deregulation, the introduction of the Care Act).

These factors mean that the sector will need more rather than less capacity building and sustainability support in the future. Services have highlighted the need for capacity building support to focus on helping the sector to form more effective partnerships and in promoting good practice in collaborations/mergers.

2.5.3 Equalities

Table 6: Equalities protected groups' performance data eight quarters 2013-15

Equalities protected group	Support provided (number)
Age	Supporting 143 older peoples organisations to gain skills in diversifying funding streams
Disability	Supporting 298 organisations for disabled people to be involved in consultation and engagement opportunities
	Supporting 17 voluntary organisations to have increased knowledge of Deaf and Disability equality issues
Sexual Orientation	Supporting 25 LGBT organisations to gain skills in income diversification

The cumulative data provided under priority 4: capacity building shows that services are being equipped to better meet the needs of people across the spectrum of equalities protected groups.

3 Project-level performance

3.1 RAG rating

The main measure of projects' performance is the programme-wide red-amber-green (RAG) rating. The RAG rating system was introduced by the Committee in March 2013 as a result of learning from the first year of the programme. These measures are cumulative for all eight quarters of the programme to date. The RAG rating is made up of:

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

Projects that score (out of 100 points):

- 75 or more are rated green indicating that performance is strong
- From 50 to 74 are rated amber indicating that performance is satisfactory
- Less than 50 are rated red indicating that performance is poor.

Direction of travel arrows show each project's performance in this quarter compared to the previous quarter as follows:

- ↓ Down by more than 5%
- ↘ Down by more than 2%, less than 5%
- ↔ Score within 2% of last quarter
- ↗ Up by more than 2%, less than 5%
- ↑ Up by more than 5%

The RAG rating is used to guide the amount of support and challenge that London Councils officers give projects. In particular, a red rating would lead to urgent and substantive work with a project and potentially changes in the funding agreement (with Committee approval). The RAG system has now proven to be a robust tool for measuring all-round performance of all projects.

The RAG ratings for the fourth quarter of 2014/15 are set out in table 9. There are 34 projects out of 35 with green ratings in Quarter 4 which means their performance is strong; this is down from 35 in Quarter 3. St Mungo Community Housing Association, for Priority 3, is the only project with an amber rating, meaning its performance is satisfactory. There are no red-rated providers.

The direction-of-travel marker shows that the performance of eight projects has declined since the last quarter. These are the projects officers are currently focusing on. Last quarter, there were nine projects in this category, so the number in this category has reduced.

Table 7: RAG ratings – changes since last quarter

	Quarter 3 (12/2014)	Quarter 4 (03/2015)
Red	0	0
Amber	0	1
Green	35	34
Total	35	35

Table 8: Quarter 4 RAG ratings

Funding Strands	Organisation	Partners	RAG Rating Q3 (Oct – Dec 2014)	RAG Rating Q4 (Jan – Mar 2015)
1.1	Stonewall Housing	Referral partners: Shelter, AdviceUK, Royal Association for Deaf People.	Green ↗	Green ↔
1.1	Women in Prison Ltd		Green ↔	Green ↘
1.1	Shelter - London Advice Services	St Mungo's Community Housing Association, (plus the project will be supported by a range of referral partners Family Mosaic, Genesis Housing Association, Peabody, P3, Royal Association for the Deaf, Southern Housing Group, Stonewall Housing)	Green ↔	Green ↔
1.1	St Mungo Community Housing Association	St Giles Trust	Green ↘	Green ↑
1.1	Thames Reach	Eaves Housing for Women, Addaction Drug and Alcohol Services	Green ↘	Green ↔
1.1	The Connection at St Martin's		Green ↔	Green ↔
1.2	New Horizon Youth Centre	New Horizon Youth Centre, Alone in London, Depaul UK, Stonewall Housing.	Green ↔	Green ↔
1.3	Homeless Link	Shelter, DrugScope.	Green ↔	Green ↓
2.1	Tender Education and Arts	The Nia Project, Solace Women's Aid, Women and Girls Network, Southall Black Sisters Trust, Ashiana Network, Latin American Women's Rights Service, Foundation For Women's Health Research and Development (FORWARD), Iranian and Kurdish Women Rights Organisation, Asian Women's Resource Centre, IMECE Women's Centre,	Green ↔	Green ↔
2.2	Galop	Stonewall Housing, Pace, Broken Rainbow, Galop, London Lesbian and Gay Switchboard.	Green ↔	Green ↔
2.2	Women in Prison Ltd		Green ↔	Green ↗

Funding Strands	Organisation	Partners	RAG Rating Q3 (Oct – Dec 2014)	RAG Rating Q4 (Jan – Mar 2015)
2.2	SignHealth		Green ↔	Green ↘
2.2	Solace Women's Aid	Ashiana Network, Asian Women's Resource Centre, Chinese Information and Advice Centre, Ethnic Alcohol Counselling in Hounslow, Iranian and Kurdish Women Rights Organisation, IMECE Turkish Speaking Women's Group, Latin American Women's Rights Service, The Nia project, Rights of Women, Southall Black Sisters, Jewish Women's Aid, Women and Girls Network, Solace Women's Aid.	Green ↔	Green ↔
2.3	Women's Aid Federation of England (Women's Aid)	Women's Aid, Refuge, Women and Girl's Network.	Green ↗	Green ↔
2.4	Eaves Housing for Women		Green ↘	Green ↗
2.4	Ashiana Network	Ashiana Network, Solace Women's Aid, The Nia project	Green ↔	Green ↔
2.5	Women's Resource Centre	Women's Resource Centre, AVA (Against Violence and Abuse), Imkaan, Respect, Rights of Women, Women and Girls Network.	Green ↔	Green ↔
2.6	Asian Women's Resource Centre	Southall Black Sisters Trust, FORWARD, IMECE Women's Centre, Women and Girls Network, IKWRO Women's Rights Organisation, Ashiana Network, Latin American Women's Rights Service.	Green ↘	Green ↔
2.6	Domestic Violence Intervention Project		Green ↔	Green ↔
3.1a	The Citizen's Trust	London Skills Academy, The Camden Society	Green ↔	Green ↔
3.1b	Peter Bedford Housing Association	East Potential, Hillside Clubhouse,	Green ↔	Green ↘
3.2	MI ComputSolutions Incorporated	African Advocacy Foundation, Amicushorizon, Ripe Enterprises	Green ↔	Green ↔
3.2	Paddington Development Trust (PDT)	Renaissance Skills Centre, Hammersmith and Fulham Volunteer Centre, Urban Partnership Group , Skills and Development Agency	Green ↔	Green ↗

Funding Strands	Organisation	Partners	RAG Rating Q3 (Oct – Dec 2014)	RAG Rating Q4 (Jan – Mar 2015)
3.2	Urban Futures London Limited	The Selby Trust, Newlon Fusion, (Prevista)	Green ↓	Green ↔
3.3	Hopscotch Asian Women's Centre	Refugee Women's Association, The Citizen's Trust	Green ↓	Green ↔
3.3	London Training and Employment Network (LTEN)	Crisis UK, East London Skills for Life, Havering Association of Voluntary and Community Organisations, Midaye Somali Women's Development Network	Green ↔	Green ↔
3.3	Redbridge Council for Voluntary Service	Widows and Orphans International, DABD	Green ↔	Green ↔
3.3	Catalyst Gateway	East Potential (part of East Thames Group)	Green ↑	Green ↔
3.4	St Mungo Community Housing Association	Foundation 66, AJ Associates	Green ↘	Amber ↓
4	Children England	Partnership for Young London, Race Equality Foundation.	Green ↔	Green ↔
4	London Deaf & Disability Organisations CIC (Inclusion London)	Transport for All.	Green ↔	Green ↔
4	Advice UK	Law Centres Federation, Lasa.	Green ↔	Green ↔
4	London Voluntary Service Council	Race on the Agenda, Women's Resource Centre, Refugees in Effective and Active Partnerships, Lasa.	Green ↗	Green ↑
4	Age Concern London	Opening Doors Age UK, London Older People Advisory Group (LOPAG).	Green ↔	Green ↔
4	The Refugee Council		Green ↘	Green ↔

Shelter - London Advice Services

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

Project aiming to prevent homelessness.

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

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

Delivery information

Primary outcome indicator	Original profile 14/15	Most recent profile 14/15	Delivered 14/15
Number of new users	4,050	4,050	5,258
People/ families who gain/secure temporary/permanent accommodation	112	112	327
People/ families successfully sustaining their tenancies for one year or more	400	400	407
People who gained employment, volunteering opportunities and work placements	140	140	197
Protected equalities groups assisted to secure or sustain suitable accommodation	200	200	334

The project's multidisciplinary service is now firmly established, it has developed robust relationships with partnership agencies, resulting in some impressive joint working. The relationships built within the project's advice surgery hosts, see all areas of the community able to access face to face advice, particularly those identifying as Black and Minority Ethnic and Refugee communities.

Case study

I was referred to Connect London after being declared bankrupt and a key worker provided me with support.

I attended workshops on homelessness which were informative but discouraging given I'd already been through pretty much everything they suggested. Then I attended a couple of corporate training days on Interview technique and another on CV writing, the former of which was usefully buttressed by guidance from my key worker.

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

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

St Mungo Community Housing Association

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

Project includes pan-London HARP service for offenders at risk of homelessness on release from prison; community recovery network to help offenders sustain their accommodation and prevent relapse into offending; handbook and helpline for outside of London prison establishments discharging clients back to London on release.

Delivery partners: St Giles

Delivery information

Primary outcome indicator	Original profile 14/15	Most recent profile 14/15	Delivered 14/15
Number of new users	4,500	4,500	4,083
Number of clients gaining suitable temporary or permanent accommodation	790	790	832
Number of clients living independently after one year	72	72	60
Number of people achieving employment/ volunteering/ training outcomes	45	45	37
Number of clients demonstrating improved social networks/ relationships	72	72	142
Number of people with protected characteristics resettled into all forms of tenure	530	530	1,395

Have successfully built a directory of private landlords who wish to work with them and made good links with probation offices. A number of clients that have engaged with the service for a year, have not re-offended in that time and have managed to move their lives onto positive paths like training, employment and education.

Case study

Throughout my life I have definitely learned some hard lessons, as I've had to rely on myself for almost everything. I spent a lot of my childhood in care as my Mum abandoned my 2 brothers and I when we were little, she had her own issues with drugs and my Dad didn't stick around. I'd say the whole experience growing up taught me a lot about surviving in life from an early age.

I did have some issues with managing my anger, spending time with the wrong crowd and I made some mistakes, which led me to prison. I wasn't sure if I would lose my accommodation in a shared house after received a 4 month sentence, and having a lot of experience with homelessness I really wasn't looking forward to the prospect of spending winter on the streets.

I first met with my support worker whilst I was in custody, we talked about the issues that I was facing and it felt pretty reassuring to know that she'd be able to meet me at the gates on the day of my release and help me with my benefits and housing issues. We keep in contact and meet up regularly. I've positively refocused my life. I'm now registered with a GP, and attend a training programme with a job skills coach in St Mungo's Broadway's Employment Team. My support worker has also helped me apply for courses and given me loads of information to help me back into work.

I'm a really keen songwriter and performer too, I love the opportunity it gives me to express myself and channel my creativity in such a positive way. My support worker gave me an opportunity with St Mungo's Recovery College to have dedicated studio time, and I've just about completed my first album. The music tutor has been great and is going to help me promote the album too!

Stonewall Housing

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

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

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

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

Delivery information

Primary outcome indicator	Original profile 14/15	Most recent profile 14/15	Delivered 14/15
Number of new users	706	706	630
LGBT people/families gaining suitable temporary or permanent accommodation	200	200	162
Tenancies sustained for one year plus	25	25	25
LGBT people reporting reduced social isolation	200	200	190
People from protected equalities groups with increased access to suitable temporary or permanent accommodation	706	706	630

The commission was 11% under profile for the second year of the project but only 5% under profile for the two years of the commission. The project has been affected by lack of move on options which mean users are waiting longer to find accommodation. The project has adapted to help service users develop emotional resilience which will enable them to prevent a reoccurrence of homelessness in the long term.

Case study

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

I am now receiving support from a Stonewall Housing advisor, have had advice on obtaining private rented accommodation, contacts for LGBT friendly lettings agents and information on credit unions for raising a deposit. My advisor took me through my options for securing housing, securing a rent deposit and presenting for a priority housing needs assessment at my local authority. My advisor linked me in with Age UK Enfield, Anchor Housing and completed an adult social services referral.

My advisor coordinated supporting evidence from my HIV consultant, GP and orthopedic specialist and I am awaiting a local authority decision for housing. I feel more confident about my situation and not so alone having an advisor who knows how to navigate the process and give advice that is useful and meaningful.

Thames Reach

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

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

Delivery partners: Eaves Housing for Women, Addaction Drug and Alcohol Services

Delivery information

Primary outcome indicator	Original profile 14/15	Most recent profile 14/15	Delivered 14/15
Number of new users	6,374	6,374	3,268
Number of rough sleepers gaining accommodation	100	100	78
Tenancies sustained	28	28	85
Improved physical and mental health.	250	250	297
Number of beneficiaries undertaking further education, volunteering and internships	30	30	96
More confident to participate in activities	20	20	99
Risk of homelessness reduced for women	300	300	445

TRIO has continued to respond to hotspot referrals and arranged five morning and evening shifts in one week to meet the high demand. The project has concentrated on the boroughs in Brent, Barnet, Waltham Forest, Greenwich and Heathrow. The project has continued to make good working relationships across the boroughs and has made a positive impact with coordinating outreach shifts with local authorities and enforcement services.

Case study

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

In joint cooperation with local safer neighbourhood teams, home office immigration teams and reconnection teams, the client has been assessed to establish whether he has made any attempt to exercise his treaty rights. As a result, he has been served with a removal direction by the Home Office with a one year ban on entry to the country. In cooperation with the London reconnection team and Thames Reach TRIO project, he has been helped to renew his passport and reconnect to his country of origin. He has also been linked to relevant local services in his place of arrival.

The Connection at St Martin's

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

Prevention service giving homeless people access to advice and other services to reconnect them to their home area and to provide them with support services and alternative housing options where this process is not straightforward. Services include assessment, referral, reconnection and advocacy for people from all London boroughs, engagement and skills training and structured progression to training and employment.

Delivery partners: none

Delivery information

Primary outcome indicator	Original profile 14/15	Most recent profile 14/15	Delivered 14/15
Number of new users	652	652	499
People at risk of homelessness assisted to obtain temporary or permanent accommodation.	600	600	660
People with improved physical and mental health	350	350	382
People have increased learning and improvements in life skills and employment and training opportunities.	350	350	401
People with increased levels of social interaction and reduced levels of isolation.	350	350	394
People within the protected equalities groups have increased access to housing advice.	520	520	524

During the year the project supported service users from 100+ different countries, some not English speakers. They continue to operate a telephone translation service and employ staff to speak the most common languages; French Italian Romanian and Polish. The project has successfully carried out street outreach including early morning and late night sessions seven days a week. They continue to run support groups for Black and Minority Ethnic people and women, including quarterly health and wellbeing days.

Case study

MT is a 30 year old man with enduring mental health problems, born and raised in Harrow but with a long-standing history of sleeping rough in central London. He has an on/ off relationship with his immediate family but remains close to them. He meets his uncle for dinner or coffee every week. His engagement with mental health services was very erratic, and his movement across London boroughs made him quite elusive.

The Project met MT at its daycentre and he was very suspicious from the first meeting. He later admitted that he was keen to access support with daily living (showers, food, and laundry) but did not want to find accommodation. MT has spiritual beliefs and has tried joining groups in the past. At some point he had a negative experience at an Islamic class and incorporated this into his existing paranoid delusions. When I met him he said that he would not go back to Harrow because of the "large Asian population," and would not see his psychiatrist, who is of Pakistani origin (someone he had previously had a good relationship with). It did appear to be obfuscation and evasion on MT's part, as a reason not to return to Harrow.

As MT was still able to function very well in general life, he would not have been considered for Mental Health Act 'section'. He also presented quite plausible reasons for sleeping rough which would be interpreted as a 'life style choice'. After many (failed) attempts to reconnect him, we arranged a meeting and he met with his uncle and father at a local café. After this meeting MT went back to the family. He now sells the Big Issue and sometimes attends our workspace training unit. A few weeks ago, MT decided to sleep out again. If he returns here the process will begin again. This type of unresolved case, returning to rough sleeping when life becomes challenging, is all too common.

Women in Prison Ltd

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

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

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

Delivery partners: none

Delivery information

Primary output indicator	Original profile 14/15	Most recent profile 14/15	Delivered 14/15
Number of new users	550	550	586
Number of women accessing or maintaining accommodation	500	500	517
Number of sustained tenancies for more than one year	250	250	151
Number of women with appropriate medication, and referral routes to appropriate secondary care	135	135	176
Number of women within the protected equalities group (80% BAMER etc.) have individual support plans in place	250	250	240

Positive changes continue to be made by supported women including getting into employment, committing to the counselling process or getting their children back into their care. Community partnership links and service delivery pathways have been developed following requests by agencies after initial support work, for example with Croydon Probation, Advance Minerva and Clean Break.

Case study

My drug worker referred me to Women in Prison (WiP) in the community. I meet with a housing worker who went through the issues I needed help with. I explained that I had been living rent free with a friend connected to my old landlord. I told her that he was touching her and wanted to have sex with me.

My WiP worker explained that getting out of that accommodation was a priority as I needed to feel safe. It would also help my anxiety caused by a fear of becoming street homeless. She gave me information about renting in the private rental sector. She also helped me apply for supported housing, Employment & Support Allowance, retrieving property held by the police, and provided details of organisations that would help if I did become homeless. I was also provided with emotional support and had a 3-way meeting between WiP and my drug worker.

One of the supported housing organisations contacted me back advising that I am suitable.

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

New Horizon Youth Centre

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

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

Delivery partners: Alone in London, Depaul UK, Stonewall Housing, Albert Kennedy Trust, Galop, Pace

Delivery information

Primary outcome indicator	Original profile 14/15	Most recent profile 14/15	Delivered 14/15
Number of new users	4,308	4,308	4,609
Young people securing suitable accommodation	416	416	540
Young people sustaining tenancies for one year or more	76	76	89
Young people reporting improved health or mental wellbeing following support	980	980	975
Young people securing employment, apprenticeships, placements, training and/or volunteering opportunities	352	352	582
Young people within protected groups benefiting	3,352	3,352	6,985

In 2013/15 the project engaged with young people from every London borough, making a total of 1,596 referrals to statutory and voluntary services to enable borough reconnection and facilitating 867 satellite surgeries and outreach sessions.

Case study

K (19 years old) experienced an unsettled childhood, suffering emotional and psychological abuse from her mother, and regularly running away. Eventually she moved in with her partner, but when the relationship broke down, she found herself without anywhere to live. She stayed with a friend for a while but it put a lot of pressure on the friendship and she was asked to leave. As a part-time student K sought the support of her college who signposted her to the London Youth Gateway project. When she attended New Horizon Youth Centre, she was on the verge of sleeping rough. K was supported to stay at Depaul UK Nightstop emergency accommodation until she accessed night shelter accommodation.

K was encouraged to attend the many other activities and services available via the London Youth Gateway. She regularly went to the women's group at New Horizon Youth Centre which she says helped boost her self-confidence. Also, to make sure she would be well prepared when moving on she took part in the independent living skills workshops, and learnt the realities of moving into and sustaining accommodation.

K, applied for jobs she could combine with college and is now in employment and continues to study. She lives in her own room in a shared privately rented house and can continue to access support if she needs to. K says: *"The people at London Youth Gateway were so helpful. It isn't just about the housing, it's also about starting to feel good about yourself, about having people around who believe in you and they helped me a great deal with that. It's also good to know they are around if I still need some help later on. The London Youth Gateway has made such a big difference"*

Homeless Link

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

Second tier project providing infrastructure support including advice, training, and capacity building opportunities to front-line agencies providing support to equalities groups around homelessness. Activities include good practice training and events, including webinars, on homelessness, equalities and fundraising; one-to-one support; monthly email bulletins; specialist substance misuse newsletters; coordinated responses to London-wide consultations.

Delivery partners: Shelter, DrugScope

Delivery information

Primary outcome indicator	Original profile 14/15	Most recent profile 14/15	Delivered 14/15
Number of new users	240	240	287
Agencies reporting increased awareness of the needs of homeless clients from protected groups	120	120	182
Front-line homelessness agencies and equalities agencies working closer together	120	120	153
Front-line agencies confirming they have a wider understanding of funding opportunities	120	120	101
Agencies reporting increased awareness of equalities needs and how they impact on homelessness	120	120	175

The spotlight and forum's on women and trauma informed care were very popular resulting in agencies reviewing and adapting their services to better meet the needs of women. Homeless Link also established an internal working group to review good practice and identify better ways to support work with women rough sleeping and at risk of homelessness.

Case study

J is a 40 year old, unemployed IT consultant, with a history of physical and emotional abuse from his parents. He lost contact with his siblings 10 years ago when he disclosed his sexuality and became homeless when he could no longer afford an increase in rent. John had a range of mental health issues including bipolar, depression and suicidal ideation. When he came to our service, he was rough sleeping in central London parks during the day and walking about or riding night buses in the evening. On occasion he would sofa surf, and visit day centres to keep clean but found this service was intimidating and homophobic.

John was in receipt of job seekers allowance and presented at housing options but was turned away as he was not considered a priority need. At this point, he found a property, was told they would accept tenants in receipt of housing benefit and was issued keys. He moved into the flat but the landlord attempted to force him to withdraw money from a cash machine. When John refused and reminded the landlord about the tenancy, he was illegally evicted. The locks were changed and his belongings put on the street in bin bags.

John became homeless again. Stonewall Housing advocated on his behalf with the local authority who eventually provided emergency accommodation. We also supported John to report the landlord to the police who are investigating. Whilst waiting for local authority accommodation, we looked at alternative housing options and referred John to a private rental agency and advocated with them to waive the requirement for a deposit. John has now moved into his own flat. We provided a home starter move-in kit and assisted John with claiming housing benefit. John is now receiving counselling from an LGBT mental health support service and support from our tenancy sustainment officer. He is doing well setting up a home again.

Tender Education and Arts

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

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

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

Delivery information

Primary outcome indicator	Original profile 14/15	Most recent profile 14/15	Delivered 14/15
Number of new users	43,594	43,594	41,125
Participants who can identify at least one early warning sign of an abusive relationship	1,783	1,783	1,775
Participants understanding what a healthy relationship is and able to make positive relationship choices	9,803	9,803	8,467
Participants know where to disclose	2,103	2,103	1,928
Participants report improvement in their peer relationships	340	340	962
Participants more knowledgeable about the nature of sexual & domestic violence	205	205	655
Participants who can recall criminal statistics of different forms of violence to protected groups	1,001	1,001	970

Culturally specific issues such as 'honour' based violence, forced marriage and female genital mutilation have only been delivered in a small number of primary schools across the country before so this work is ground-breaking and the feedback from teachers has reflected this. Project staff saw a shift in attitudes away from accepting these issues as the cultural norm.

Case study

This project was delivered over 10 hours with a group of 26 year 6 students. (14 girls and 12 boys). The school chose to address the topic of female genital mutilation.

The group looked at the attributes of good and bad relationships and explored conflict and emotional violence including how to keep safe and where to report an argument or disagreement. The group tackled the sensitive issues of boundaries. Drama exercises led the group safely into an exercise addressing safe and unsafe touch. Students then explored 'red flags' and 'early warning signs' through a short scene that addressed peer pressure. They received information on support both in school and out. The topic was addressed by discussing extracts from a diary and through drama activities to consider pressure, consent and emotional and physical violence. On completion of the project:

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

GALOP

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

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

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

Delivery information

Primary outcome indicator	Original profile 14/15	Most recent profile 14/15	Delivered 14/15
Number of new users	502	502	552
People reporting an increased level of knowledge about housing options and support available	100	100	97
People who have received 1:1 support reporting improved self-esteem and self-confidence	45	45	56
People who have accessed specialist telephone and email support reporting increased knowledge about how to make safe decisions	96	96	105
LGBT people reporting an increase in their knowledge of rights, entitlements and options	150	150	180

This commission has been consistently green through 2014/15 and delivers at a high level. Access to their web base resource has exceeded the target by 504%. The number of counselling sessions and weekend workshops been delivered have improved throughout year two after a slow start in year one. The DAP is growing in reputation and have been visited by a delegation from Sweden interested in setting up a LGBT specific service.

Case study

I had been with my ex-partner for years; we were married and living together. She struggles with mental health issues and I felt that it was my job to take care of her. She was abusive. I hoped she would get better but the abuse only got worse and I became scared for my life. I tried to report to the police but they didn't appear to respond to my report.

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

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

SignHealth

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

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

Delivery partners: None

Delivery information

Primary outcome indicator	Original profile 14/15	Most recent profile 14/15	Delivered 14/15
Number of new users	187	187	176
Users better able to access appropriate services.	25	25	121
Clients have reduced levels / repeat victimisation of sexual and domestic violence.	25	25	57
Service users more able to make safe choices leading to a reduction in occurrence and/or effects of violence, sexual abuse and repeat victimisation	25	25	91
Service users make more informed life choices to rebuild their lives and move to independence.	25	25	57
People from the protected characteristics have access to advice in a way that meets their needs.	85	85	149

The fifth 'Survivor Workshop' was the most successful workshop to date. The project has received very positive feedback; 100% of those who attended reported that their confidence and self-esteem had improved, that they were more assertive and had a clearer view of their future pathway to recovery. All attendees reported that the session covering how witnessing abuse had affected their children's behaviour was particularly valuable and had enabled them to adapt their parenting skills.

Case study

Client B is a mother of three children. She has been the victim of abuse and still lives with the perpetrator who presents a charming persona to agencies involved with the case. However he has put the family at risk and Client B has tried several times unsuccessfully to get help and to leave the family home.

Prior to contacting DeafHope client B disclosed abuse to her GP and asked for a letter of referral to support her case. Her GP wrote a letter but failed to make a common assessment framework referral. Unfortunately, Housing refused to take up the matters raised in the GP referral and did not provide an interpreter so communication with Client B, was severely compromised. Client B has involved the police in the past but her husband is trying to force her to drop charges as a criminal record would affect his ability to work.

Client B was originally referred by a midwife and we set up a joint meeting at the children's centre while her husband was at work. During this meeting we identified that the husband had been locking the client and three children in a small bathroom. This information was missed by the midwife and health visitors.

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

Solace Women's Aid

Project name:	London Women Against Abuse
Priority:	2, Sexual and domestic violence
Specification:	2.2: Advice, counselling, outreach, drop-in and support for access to services
Amount (2 years):	£2,695,642

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

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

Delivery information

Primary outcome indicator	Original profile 14/15	Most recent profile 14/15	Delivered 14/15
Number of new users	9,409	9,409	13,851
Service users remaining in the service until needs met	8,468	8,468	12,374
Users that have an increased level of safety/reduced level of risk	7,057	7,057	9,713
Service users report increased understanding of their needs by providers	6,586	6,586	9,557
Users reporting increased levels of independence and ability to make decisions	4,707	4,707	8,782
Users with a changed living situation (including leaving a violent relationship, exiting prostitution)	2,352	2,352	2,438
Service users better able to access services appropriately	4,705	4,705	8,682
People from each protected characteristic who report an increase in their knowledge of rights, entitlements and options	4,705	4,705	7,833

The commission has performed well in 14-15 surpassing the majority of its targets. 10,154 users have an increased awareness of support available, 15,062 individual counselling sessions have been provided, 34 women with no recourse to public funds have been supported (325% above profile). These services have met gaps in provision at borough level e.g. in Harrow the Tamil speaking caseworker is now providing advice to a client group who would not have previously received this service.

Case study

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

In 2013, I started a relationship with a boyfriend but in early 2015, my parents started speaking to me about getting an arranged marriage. I told my parents I wanted to marry my boyfriend. My family disapproved of this, stating that it would be dishonorable for them to refuse the already agreed proposal. My father was physically abusive and forced me to speak to my future husband on the phone. I told someone in my bank about the violence and the likelihood of a forced marriage. The clerk helped and I disclosed to the police. The police referred me to Southall Black Sisters, who found me emergency accommodation. They also helped me to get a Forced Marriage Protection Order, and provided counselling and support group activities.

Women in Prison Ltd

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

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

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

Delivery partners: None

Delivery information

Primary outcome indicator	Original profile 14/15	Most recent profile 14/15	Delivered 14/15
Number of new users	565	565	491
Number of one off contacts, assessments and support plans in place	500	500	500
Number of women actively engaged with 1:1 support, counselling and attending group support	400	400	397
Number of women reporting increased knowledge to be able to make safe choices	438	438	415
Number of women reporting improved knowledge to make improved life choices	400	400	419
Number of individual support plans in place for women from protected characteristics	40	40	77

Strong inter-disciplinary working relationships have continued, particularly with statutory health services in the prison ensuring many women receive support that they would not have previously under the statutory prison regime. 70 women attended a 'Women and Girls Against Violence' presentation within HMP Holloway at which nine organisations provided information on domestic and sexual violence services.

Case study

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

- Hopes, fears, expectations and what is domestic and sexual violence: Ms AM showed insight into the way domestic violence has affected her and how she needs forgiveness to move on.
- What is domestic and sexual violence and cycle of abuse: Ms AM demonstrated the importance of understanding negative patterns in relationships and difficulties in getting out of the cycle.
- Building strong foundations – cycle of change and future planning: Ms AM demonstrated how difficult it is to be challenged and to challenge. She identified her strengths as hope and faith which helps her grow in confidence.
- Preparing for change and applying your learning: Ms AM reflected on past experiences and the impact. She demonstrated resilience and the capacity to reflect learn and move on.
- Building personal resilience and positive coping strategies: Ms AM was unable to attend
- Review of learning and celebrating achievements: Ms AM said she would like to attend more groups like this. She thanked staff and the organisation for providing an important group experience.

Women's Aid Federation of England

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

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

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

Delivery information

Primary outcome indicator	Original profile 14/15	Most recent profile 14/15	Delivered 14/15
Number of new users	21,000	21,000	15,902
London callers reporting they have a better understanding of the options available to them	400	400	451
Key stakeholders report improved data collection/tracking of service users;	32	32	28
Service users reporting that the helpline helped them plan for their safety and understand risks	300	300	317
London boroughs report the Helplines and related services enabled them to support service users affected by domestic violence;	32	32	43
Service users reporting their needs were adequately addressed when utilising the Helpline	400	400	449

Targeted promotion will take place in year three to increase new users (the project delivered 11% above profile in year one). The outcome relating to London boroughs has exceeded profile and received positive back from some boroughs. Data on pan-London refuge provision is being disseminated to borough Violence Against Women and Girls co-ordinators. This has led to an increase in stakeholder reporting and improved data collection/tracking of service users. Year two showed an increased number of service users with protected characteristics reporting that the helpline met their needs.

Case study

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

My partner had been physically abusive towards me a few times, but it wasn't until I spoke with the helpline that I realised that he had also been abusive towards me in other ways, the helpline worker helped me to understand that my partner was very controlling. I was very confused when I called, and I explained that I wasn't ready to make any decisions. I was reassured that this was ok, that calling the helpline was a big step and that they could put me in touch with other services so to get the support that I need. I was advised how to keep myself and my children safe, and given information about my local outreach service. I was advised that they could offer me some practical and emotional support to help me to decide what to do next.

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

Ashiana Network

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

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

Delivery partners: Solace Women's Aid, Nia.

Delivery information

Primary outcome indicator	Original profile 14/15	Most recent profile 14/15	Delivered 14/15
Number of new users	421	421	533
Clients supported in the refuge who don't return to violence	41	41	35
Clients engaged with in-house and external support services around problematic substance use and mental health and NRPF.	41	41	32
Clients demonstrating increased feeling of well-being	41	41	34
Clients have planned move-on	20	20	33
Clients report increased understanding regarding the effects of DV/problematic substance misuse on children	26	26	10
BAMER, older, pregnant, disabled and LGBT clients report that support meets their needs	43	43	32

The project had very high delivery in the first year which ensured targets were met. They have had difficulties engaging with women with children but are working with children centres and have recently appointed an Engagement Worker. Twenty seven women have successfully resettled into housing. Six women with no recourse to public funds and four with disabilities have been supported; eighteen women demonstrated reduced harmful substance misuse. The project has worked with 449 professionals in specialist agencies as part of outreach sessions and partnership work.

Case study

I was referred to the Emma Project after fleeing from my violent partner. Prior to coming to the refuge I had been staying with friends and sleeping on the streets as I was struggling to find a refuge space that accepted women with substance misuse issues. My alcoholism caused the breakdown of my relationships with family and friends. My experiences of violence and involvement with the criminal justice system resulted in the courts giving me a one year probation order in 2014.

During my first weeks at the refuge I was withdrawn. I struggled with moving to a new area and accessing services. My key worker at the Emma Project worked with other support agencies and provided emotional and practical support for me to access services. I was accompanied to appointments and my key worker advocated on my behalf. She also encouraged me to speak about my use of alcohol.

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

Eaves Housing for Women

Project name:	Poppy - London Emergency Accommodation
Priority:	2, Sexual and domestic violence
Specification:	2.4: Emergency refuge accommodation to meet the needs of specific groups
Amount (2 years):	£325,900

Project offering accommodation in two safe, secure and 'women only' houses for women seeking refuge and those who have been affected by trafficking. Service users are supported by Support Workers to help them recover and rebuild their lives; service includes advocacy.

Delivery partners: None

Delivery information

Primary outcome indicator	Original profile 14/15	Most recent profile 14/15	Delivered 14/15
Number of new users	120	120	147
Women granted refuge accommodation per year.	24	24	19
Number supported to return to their home countries or stabilise their immigration status	24	24	12
Increased level of awareness in the women of their rights including housing and benefits.	8	8	22
Improved mental health and wellbeing.	18	18	17

The project has been able to expand and continue providing accommodation and support for female victims of trafficking. It has been able to reach out to a number of external agencies including local authorities, voluntary organisations and legal advocates. It has also extended its work on seeking out and identifying victims of trafficking through the acute team. The Poppy Project designated Outreach Workers have continued to have effective engagement. The Prison and Detention Advocate visits prisons and immigration detention centres to locate and secure the release of wrongly imprisoned trafficking victims.

Case study

Due to the sensitive nature of this projects work, no case study has been provided.

Women's Resource Centre

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

Project providing sustainability training and accredited training for front-line staff to improve service provision and ensure it meets the needs of service users.

The service includes a combination of core accredited training, expert-led training and seminars (on sustainability, front-line delivery of sexual and domestic violence services, and equalities issues), themed networking events, borough surgeries and one-to-one support on a pan-London basis.

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

Delivery information

Primary outcome indicator	Original profile 14/15	Most recent profile 14/15	Delivered 14/15
Number of new users	320	320	512
Increased knowledge about income diversification and effectiveness.	160	160	335
Frontline organisations gaining/ maintaining accreditation/ quality/ sector-wide standards-	62	62	463
Organisations reporting increased ability to work effectively together and develop partnerships	160	155	364
Statutory and non-statutory bodies reporting increased access to data on sexual and domestic violence.	35	101	334
Organisations reporting an increased knowledge of the requirements of the Equality Act.	110	60	180

Interest in the project's work has grown over the life of the project, and the project experiences increased requests for support from other voluntary and community sector organisations that come into contact with sexual and domestic violence survivors.

Case study

I work for an organisation working with women trying to exit prostitution. The women come from varied backgrounds but all have dual diagnosis and complex needs (such as substance misuse, mental health depression, self-harming, eating disorders and anxiety). I find the work very challenging and struggle with some of the risky decisions that clients make, hearing the trauma of their lives and feeling quite powerless in how to help them get out of their difficult situations.

I attended WGN's 'Promoting recovery to support women with complex needs' course. The course was really informative. I really understood where all the symptoms that women display come from and how important it is to work with the impact of trauma and deal with this rather than just manage symptoms. We got some great information on different clinical conceptualisations.

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

Asian Women's Resource Centre

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

Project providing intense support to women and girls from BMER communities across London affected by female genital mutilation, 'honour' based violence, forced marriages, and other harmful practices within the spectrum of domestic and sexual violence.

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

Delivery information

Primary outcome indicator	Original profile 14/15	Most recent profile 14/15	Delivered 14/15
Number of new users	560	560	938
Number of beneficiaries having improved levels of self-esteem /confidence	560	560	625
Number of beneficiaries having improved understanding of options and rights	560	560	740
Number of beneficiaries having improved ability to communicate needs to service providers	560	560	641
Number of beneficiaries who made changes to their living situations improving their safety	532	532	353

There has been high demand for services across London and work with young women has been a particular success. This work included workshops, peer education, mentoring and youth advocacy as well as creating referral pathways to refuge provision and female genital mutilation clinics.

Case study

My parents are originally from Bangladesh. I have always enjoyed school and was happy when I was invited to a party by popular girls in our year. After that party, my friend and I started hanging around with this group, sometimes in the park with boys from the local gang. They used to get us to do sexual stuff. I wasn't happy with it but that's what you have to do to keep your place.

Someone told my brothers I was having sex with loads of guys and they confronted me with highly offensive language, spat at me and beat me. I was devastated, terrified and felt ashamed that my brothers would tell my parents. I came home from school one day and my eldest brother told me that they were going to send me to Bangladesh to get married. They were laughing that the man had learning difficulties so it wouldn't matter that I was dirty as he wouldn't know the difference. They insisted this was the only way that I could stay part of the family, as the alternative would be to kill me. I was so scared and my parents said nothing. I knew not to protest as I was terrified that they would kill me. I left and ran to my best friend's house.

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

Domestic Violence Intervention Project

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

Project providing support predominantly to Arabic-speaking women affected by harmful practices such as female genital mutilation, 'honour' based violence, forced marriages. Services include safety planning; emotional, advocacy and practical support; outreach to change behaviours and perceptions; a weekly support group programme including workshops, and information to help beneficiaries access further education, volunteering or employment.

Delivery partners: None

Delivery information

Primary outcome indicator	Original profile 14/15	Most recent profile 14/15	Delivered 14/15
Number of new users	30	30	30
Beneficiaries reporting greater confidence and self esteem	30	30	32
Beneficiaries taking up additional services	32	32	32
Beneficiaries accessing education/training, volunteering or employment	29	29	30

This project has scored a high green rating throughout. The number of beneficiaries has increased along with better attendance and engagement in workshops; achieved by offering a wider range of topics in response to feedback including counselling in Arabic, yoga and information sessions by the police in Arabic on reporting perpetrators. They have also continued to provide a high number of outreach activities with other agencies for example boroughs, NHS, community radio stations and mosques, and participated in a number of Local FGM forums. They have increased the number of women better engaging in one to one and group work in year two, delivered 263 hours of one to one support (10% above target), developed 32 safety plans and achieved 32 beneficiaries attending the group work programme (10% above target).

Case study

When I was 21 I was introduced to a male friend of my uncle and I got married to him a few months later. He is a British national with his own business and came regularly to Jordan on holiday. Less than a year into our marriage he started to abuse me. Sometimes he would tell me to get out of the house late at night, knowing that it was not safe for a young woman to be out at night on her own.

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

I left but ended up sleeping on the floor of relatives and friends. I was referred to Al-aman. They helped me access a refuge, apply for the destitute domestic violence concession, and get support from a solicitor to receive indefinite leave to remain. I also attended one-to-one and group sessions where I met other women with similar stories. I'm so grateful to Al-aman for their help. Today I have a place to stay, friends that I trust, I'm studying at college and now that my English is stronger I have a part-time job. I feel more positive and hopeful about my future.

Citizens Trust

Project name:	Disabled Parents Employment Service
Priority:	3 ESF tackling poverty through employment
Specification:	3.1 Parents with long-term work limiting health conditions
Amount (2 years):	£362,440

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

The project provides one-to-one support, sector specific qualifications, soft skills development and work placements. The project also offers employers and providers workforce development workshops including flexible employment practices, disability awareness training and equalities legislation.

Delivery information

Deliverable group	Original profile 14/15	Most recent profile 14/15	Delivered 14/15
enrolment	118	118	130
6+ hours of support	106	106	106
work / voluntary placement	3	3	3
evaluation	0	0	0
employment start	72	72	72
sustained employment (26 weeks)	57	57	57
progression into education or training	64	64	64
Budget (£)	£212,550	£212,550	£212,550

In 2013/14 this project was re-profiled due to underperformance. As a result £52,800 was withdrawn. The project has been delivering very well and as a result further funds were invested when the programme was extended.

Case study

Sara has 3 children. After her second child reached school age, Sara settled into retail work, working for 3 years in Primark where the opportunities for shift work suited her childcare needs. Sara's second child was 9 when her third child was born. As Sara admits, the new arrival came as "something of a shock".

Sara was keen to return to work as soon as possible but had no family in the area to help with childcare. Once her third child was 3, Sara enrolled her in nursery school and looked for part time work. However, opportunities were scarce. "Everyone says get back to work," she says, "but the work just wasn't there with the hours I needed."

Sara completed a healthcare course, hoping to get more flexible work. She found work in a hotel but this proved unsuitable, as every day the hours would be different and Sara had to fit in with the needs of her employer and the hotel guests. Sara was sometimes forced to call upon the two older children to help with the youngest, which she felt was unfair on her young children (17 and 13). She began finding everything very stressful and applied for retail work, but without success due to her need for specific hours.

Sara enrolled with The Citizens Trust and was delighted with the opportunity for a part-time cleaner position. She was able to suggest her own hours and is now able to drop off her daughter at nursery on the way to work and collect her after she finishes. "It's just ideal," she says. "The hours are perfect and it's a great place to work. The hotel was manic and stressful but here it's so calm. My daughter is really enjoying nursery and I love what I'm doing. It's all working out brilliantly."

Peter Bedford Housing Association

Project name: Working Futures
Priority: 3 ESF tackling poverty through employment
Specification: 3.1 People with mental health needs
Amount (2 years): £376,040

Peter Bedford Housing Association, East Potential and Hillside Clubhouse work with unemployed and economically inactive people including those with a long history of unemployment and a wide range of mental health conditions. Many have dual diagnosis (alcohol and drug misuse issues or learning disabilities). The project offers employability training delivered by employers such as Barclays and Lloyds, and designed with them. Training includes help with CVs, preparing for interviews, presentations, information technology and customer care. Personal development and coaching courses are also provided.

Delivery partners: East Potential, Hillside Clubhouse

Delivery information

Deliverable group	Original profile 14/15	Most recent profile 14/15	Delivered 14/15
enrolment	210	210	115
6+ hours of support	97	97	85
work / voluntary placement	74	74	66
evaluation	1	1	0
employment start	57	57	52
sustained employment (26 weeks)	45	45	43
progression into education or training	72	72	58
Budget (£)	£212,490	£212,490	£186,100

This project is performing quite well against their delivery profile and is expected to deliver on target.

Case study

When this client enrolled he was already volunteering as Admin/Receptionist at Lee House, a Hackney based mental health project. He wanted to use his personal experience of his condition to help others and so we arranged an Admin / IT Tutor Support work placement to assist him to up skill. He also successfully completed courses in health and social care, change for success, business in the community interview panel day and film making.

He was then interviewed for a part time Peer Support Worker's job with the NHS – his ideal job. He has now been in this job for nine months and regularly comes to have lunch at Peter Bedford Housing Association on his days off, keeping us up to date with how things are going.

He continues to enjoy working part time, using his personal experience of depression to support clients who are hospitalised, to recover and return to the community. He loves his job and feels that he is making a real contribution.

MI ComputSolutions

Project name:	Jobs Plus
Priority:	3 ESF tackling poverty through employment
Specification:	3.2 People from ethnic groups with low labour market participation rates
Amount (2 years):	£389,640

Project offering vocational qualifications and sector taster sessions, employment related soft skill development and information, advice and guidance.

The target participants for this project are primarily people with parentage of black Caribbean, Sub-Saharan African, and Middle Eastern origin with additional participants from South Asia, many of whom are recent eligible refugees and migrants, living in the most deprived neighbourhoods primarily across boroughs in South, East, and West London.

Delivery partners: Africa Advocacy Foundation, AmicusHorizon, Ripe Enterprises

Delivery information

Deliverable group	Original profile 14/15	Most recent profile 14/15	Delivered 14/15
enrolment	205	205	240
6+ hours of support	143	143	143
work / voluntary placement	63	63	63
evaluation	0	0	0
employment start	94	94	94
sustained employment (26 weeks)	61	61	61
progression into education or training	100	100	92
Budget (£)	£284,900	£284,900	£281,700

This project has been performing very well recently and is expected to deliver well against delivery targets.

Case study

Iffat was very demotivated and uncertain about employment opportunities open to her especially because of her age. Through the Job Plus Programme she now feels that there are many opportunities.

Iffat was referred by a partner agency where she had been volunteering for some time. She had been unemployed for more than three years. Iffat, is nearly 40 and originally from Asia. She did not find it easy to settle in the UK but after many years has her visa. She married into a Muslim family where she disclosed that she has been mandated not to seek education or employment but rather to stay at home and look after the children. During these years, her self-esteem, self-worth and confidence were completely shattered. Since completing her secondary schooling in Pakistan, she has not had the opportunity to further her education. Being out of work and with limited education, she felt that there was no use trying to find work and going into further education especially because of her age.

Volunteering has been a positive factor in her life and motivated her to continue with her education. Through the programme, her capabilities and skills were assessed which confirmed that she enjoyed working with vulnerable people and people with disabilities. She was encouraged to enroll on the Health and Social Care course. At first she was very skeptical that she would be able to understand and concentrate in class but she was supported to complete the course. Her confidence was uplifted upon gaining a qualification and she has started getting support on another programme to improve her numeracy and literacy skills. Iffat is now semi-skilled and glad the programme was able to enhance her skills development. She is very happy, her self-confidence and motivation has greatly increased and she has committed herself to find work.

Paddington Development Trust

Project name:	West London Ethnic Employment Support
Priority:	3 ESF tackling poverty through employment
Specification:	3.2 People from ethnic groups with low labour market participation rates
Amount (2 years):	£376,040

This project provides employability support for workless members of the Somali, Bangladeshi, Pakistani and North African communities in eight West London boroughs. These communities experience multiple barriers to work, which exclude them from the labour market. This project provides participants with an intensive, flexible, and individually tailored programme of one-to-one information and guidance, work placements and job coaching/mentoring to enable them to address their barriers and make progress towards employment.

Delivery partners: Renaissance Skills Centre, Hammersmith and Fulham Volunteer Centre, Urban Partnership Group, Skills and Development Agency

Delivery information

Deliverable group	Original profile 14/15	Most recent profile 14/15	Delivered 14/15
enrolment	187	187	296
6+ hours of support	159	159	177
work / voluntary placement	46	46	31
evaluation	1	1	0
employment start	72	72	84
sustained employment (26 weeks)	56	56	58
progression into education or training	57	57	67
Budget (£)	£247,990	£247,990	£258,900

This project had been slightly behind but has worked hard to return to profile. They are expected to achieve their delivery target.

Case study

ND is 29 and has a degree and a masters in criminology. She has always wanted to help young people, especially those at a disadvantage. After university, she applied for trainee jobs in this field but without success. N is very independent minded and was keen to avoid going on benefits. She therefore started a job at McDonalds which covered her expenses but was not rewarding. She was promoted to branch manager but continued to apply for roles working with young people. N became pregnant and was unable to keep her job due to childcare commitments or to find a suitable alternative job. She had limited support from her Mum and was initially content to be a stay at home mum.

When her child was two she visited a local children's centre where she saw an advert for a job support session through Paddington Development Trust (PDT). "I didn't go to the children's centre expecting to get job advice. I had seriously begun to doubt myself. My motivation had entered a downward spiral. I went to the first session hoping to reverse this. It was just really great to have a second pair of eyes on my CV. I left that meeting thinking: Yeah! I can do this, despite all the barriers".

However N still faced barriers due to her lack of relevant experience and childcare needs. PDT selected N for a part time administration post as part of their scheme for those needing to build experience. With some training, she quickly took on more responsibilities but was losing money due to childcare costs. PDT were able to double N's hours, increasing her wages and allowing her to claim childcare assistance. She is now a trainee job adviser, and has a small caseload of young people.

Catalyst Gateway

Project name: WISH
Priority: 3 ESF tackling poverty through employment
Specification: 3.3 Women facing barriers to employment
Amount (2 years): £362,440

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

Delivery partners: East Potential (part of East Thames Group)

Delivery information

Deliverable group	Original profile 14/15	Most recent profile 14/15	Delivered 14/15
enrolment	23	23	26
6+ hours of support	20	20	20
work / voluntary placement	14	14	14
evaluation	1	1	0
employment start	39	39	39
sustained employment (26 weeks)	52	52	52
progression into education or training	23	23	23
Budget (£)	£141,740	£141,740	£135,500

As part of the extension to the priority 3 projects, Catalyst were allocated an additional £12,550. They are expected to meet all targets.

Case study

In Jane's words:

I have just completed my placement with the employment and inclusion team, part of East Thames Group. Following my training with the WISH Project, I was delighted when I got invited along to do a two week placement.

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

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

Many thanks to the entire team!

Hopscotch Asian Women's Centre

Project name: Women Into Work
Priority: 3 ESF tackling poverty through employment
Specification: 3.3 Women facing barriers to employment
Amount (2 years): £376,040

Specialist service helping women from Black, Asian, minority ethnic and refugee communities with employment advice and training that are looking to go into work. The project is designed to increase women's employability providing welfare benefit advice, confidence and self-esteem through customised workshops. Offering personalised one to one support, work placements, pre- and post-employment and vocational training.

Delivery partners: Refugee Women's Association, The Citizen's Trust

Delivery information

Deliverable group	Original profile 14/15	Most recent profile 14/15	Delivered 14/15
enrolment	193	193	155
6+ hours of support	205	205	137
work / voluntary placement	75	75	90
evaluation	0	0	0
employment start	93	93	75
sustained employment (26 weeks)	51	51	57
progression into education or training	111	111	36
Budget (£)	£298,400	£298,400	245,050

In 2013/14 this project was re-profiled due to underperformance. The project has been delivering very well and as a result further funds were invested when the programme was extended.

Case study

After my children went started full time education I realised I had to do something with my life. I had no previous work experience and I completed my education in the late 1990s. My friend informed me about women into work.

I went and registered with the project. I received one-to-one support and attended various in house work shops around employability, confidence building and effective communication which really helped me and empowered and encouraged me to make a difference in my life. I was talking to my advisor and was telling her I would be interested in an interpreting job. My advisor informed me about the Somali Outreach Worker job with Hopscotch. My advisor supported me with the application and interview preparation and I secured the job. I have gained lots of new transferable skills.

I am a different person now, confident, independent and really happy.

In the future I plan to complete an information and guidance course and a certificate in teaching in the lifelong learning sector (CTTLS). This will enable me to become a qualified information and advice worker and the CTTLS qualification will mean I can teach adults in a community setting. Hopscotch will be supporting me to enrol and complete these courses.

London Training and Employment Network (LTEN)

Project name:	Leap Into Work
Priority:	3 ESF tackling poverty through employment
Specification:	3.3 Women facing barriers to employment
Amount (2 years):	£376,040

The LTEN project is working with hard to reach women to engage and support them into work. The project has a particular focus on women from members of London's Somali, Bangladeshi, Pakistani and North African communities, as these four communities all suffer disproportionately high rates of worklessness. The project offers vocational training in health and social care, childcare, teaching assistantship, and enterprise. Participants are supported to engage in work experience, formal education and employment.

Delivery partners: Crisis UK, East London Skills for Life, Havering Association of Voluntary and Community Organisations, Midaye Somali Women's Development Network

Delivery information

Deliverable group	Original profile 14/15	Most recent profile 14/15	Delivered 14/15
enrolment	93	93	94
6+ hours of support	93	93	94
work / voluntary placement	56	56	56
evaluation	0	0	0
employment start	72	72	74
sustained employment (26 weeks)	53	53	54
progression into education or training	33	33	33
Budget (£)	£207,750	£207,750	£210,950

LTEN have continued to perform well and are expected to achieve against their delivery targets.

Case study

Idu joined LEAP into work in June 2014, while recovering from an abusive marriage and being subjected to emotional, physical and financial abuse. She was referred to the project to improve career prospects.

'Words alone can't express my thanks for all I have been assisted with since joining Leap into Work a few months ago. Before the start of the programme, I had no idea of how to construct a useful resume. I was taught and taken through the basic steps of constructing my profile down to structuring my details appropriately. I also learnt how to use the right words and terms necessary for each job vacancy. I learnt how to search for job vacancies through various portals. I also learnt how to write cover letters for all kinds of job applications.

Finally I was assisted with identifying and enrolling to study for part time and full time courses with institutions that would help add to my qualifications and provide a better platform on which to apply for specific jobs. Overall, I have been greatly impacted by this programme; I owe lots of thanks to my advisor who took her time with me on the step by step process of achieving all things. I am a proud beneficiary and I am happy I was accepted to be assisted.'

Redbridge Council for Voluntary Service

Project name:	Women Works
Priority:	3 ESF tackling poverty through employment
Specification:	3.3 Women facing barriers to employment
Amount (2 years):	£376,040

The project works with hard to reach women providing outreach, widening participation and delivering support and training services. The project offers access to workshops that address barriers to work and employer needs. As part of the delivery the project offers one-to-one information and guidance, job brokerage, and life coaching to develop soft skills and address personal barriers to work in participants' homes.

Delivery information

Deliverable group	Original profile 14/15	Most recent profile 14/15	Delivered 14/15
enrolment	178	178	178
6+ hours of support	141	141	141
work / voluntary placement	50	50	49
evaluation	0	0	0
employment start	72	72	71
sustained employment (26 weeks)	55	55	54
progression into education or training	45	45	45
Budget (£)	£230,450	£230,450	£227,350

The project has shown good progress. There has been slight slippage on some delivery which will be closely monitored by contract managers.

Case study

Client K approached the Involve Project as a mother who was destitute with two children in need, further she told us she needed help and advice regarding her status in the country. Client K was given information, advice and guidance. She was given support on issues regarding her status in the country and she was also helped with food bank vouchers once a month. She was made to understand her current situation and what she wants to achieve and how to get there. She was also referred to John Smith House and Royal Croft House.

With her leave to remain granted by the Home Office, client K was advised to work voluntarily in order to gain work experience. She started as an Administration Assistant with Widows and Orphans International after a mock interview to prepare her for the role and to assist her to gain confidence. She was also helped with job searching and updating her CV.

Since working with Widows and Orphans international, client K's confidence has improved tremendously. She is a fast learner and understands her role in the office. She has already helped other clients with CV writing, job searching and job applications. Currently, client K has made several job applications and has had one job interview. After her unsuccessful interview, to build her skills, we decided to delegate more duties to client K and encouraged her to multi task and to improve her ability to be fast and efficient in a busy environment. Client K seems to be improving every day and hopes to work in the human resource department in the future. She enjoys working as part of a team.

St Mungo Community Housing Association

Project name:	TARGET
Priority:	3 ESF tackling poverty through employment
Specification:	3.4 People recovering from drug and/or alcohol addiction or misuse
Amount (2 years):	£376,040

The project is supporting participants recovering from drug or alcohol misuse who need support to engage and sustain employment. Each participant has at least six hours' one to one support and training, help developing employability skills; input from peers either on mentoring schemes or the St Mungo's Recovery College, via which they develop their vocational skills.

Delivery partners: Foundation 66, AJ Associates

Delivery information

Deliverable group	Original profile 14/15	Most recent profile 14/15	Delivered 14/15
enrolment	128	128	90
6+ hours of support	134	134	92
work / voluntary placement	45	45	22
evaluation	0	0	0
employment start	58	58	38
sustained employment (26 weeks)	28	28	11
progression into education or training	70	70	27
Budget (£)	£181,850	£181,850	£98,000

This project has continued to underperform over the last three quarters. This relates to the particular participant group being supported who have multiple barriers to work including, homelessness, mental health issues and drug and alcohol misuse. The project needs more time to progress each participant and often participants struggle to remain engaged.

Case study

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

Gradually with the help of a friend, therapy and a referral to St Mungo's patient advice and liaison team, I got into stable accommodation. From there I continued counselling. I found it so hard to access services when I didn't have a stable address – it felt like a vicious circle. Getting a place to stay made a huge difference. St Mungo's helped me to get a grant as I was starting from scratch. This has helped me to look after my health, and control my environment. Once I had done quite a lot of therapy I felt I was ready to take the next step towards a normal life. I was referred to the employment team. It was good to be somewhere that wasn't like the job centre. I wanted to find work but I didn't feel confident. My self-esteem was low – I was no longer a mother, wife or daughter. So I needed to build my identity.

I talked to my job coach about my goals and applied for the Volunteer Receptionist role with the team. This has really helped with my routine, my confidence and I am beginning to trust myself and my abilities. This is the first experience of working and it feels good. The staff are welcoming, I don't feel judged - it was good to be given a chance. I may apply for the St Mungo's Apprentice Project Worker post to develop skills as an advisor. I feel more positive about the future.

Urban Futures

Project name: Booster +
Priority: 3 ESF tackling poverty through employment
Specification: 3.2 People from ethnic groups with low labour market participation rates
Amount (2 years): £376,040

The project is a partnership of voluntary, community, grass roots, training and employment organisations purpose built to support progression of participants into sustainable employment and targeted at people from ethnic minority groups.

Unemployed and economically inactive ethnic minority clients who are normally excluded or cannot access support are able to benefit from a combination of localised services. This includes English for speakers of other languages courses where communication and basic skills are embedded into the delivery of the programme.

Delivery information

Deliverable group	Original profile 14/15	Most recent profile 14/15	Delivered 14/15
enrolment	111	111	148
6+ hours of support	119	119	106
work / voluntary placement	6	6	5
evaluation	0	0	0
employment start	60	60	65
sustained employment (26 weeks)	37	37	27
progression into education or training	10	10	6
Budget (£)	£154,950	£154,950	£136,450

After getting off to a very good start this project has been offered extra delivery – which has been moved from underperforming projects. However in more recent quarters delivery has slowed significantly - overall an underspend is now expected.

Case study

Olivia was referred from Finsbury Park job centre plus with an aim to return back to full or part-time employment. During our first one-to-one induction appointment, Olivia was very defensive and extremely negative about the possibility of the project supporting her into employment. I was able to reassure her that I would be able to find her suitable employment. Although she worked for corporate companies in the past, Olivia lacked employability skills as she had been unemployed for over four years. Reluctantly, Olivia enrolled onto a preparation for employment course to improve her confidence and interview techniques.

After the completing the preparation for employment course, Olivia's whole outlook changed, she was more positive and confident in regards to her returning back to employment. So much so that she was able to complete a construction skills certification scheme (CSCS) course and obtain a CSCS license. She also registered with Be-On Site which places women into marketing and administration roles within the construction industry.

After four weeks this resulted in Olivia completing a work placement with Ardmore Construction Limited as a Personal Assistant. After a three month work placement she was offered the full-time role of Project Manager Trainee.

Advice UK

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

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

Delivery partners: Law Centres Federation, Lasa.

Delivery information

Primary outcome indicator	Original profile 14/15	Most recent profile 14/15	Delivered 14/15
Number of new users	175	175	167
Increase in organisational stability of agencies.	12	12	12
Number of organisations reporting that they can better engage with statutory agencies and stakeholders.	29	29	16
Increase in the awareness of voluntary advice agencies, to meet the advice and support needs of protected equalities groups.	40	40	29

A particular success of the project has been the delivery of the London Advice Conference; enabling frontline advice agencies to engage with stakeholders and policy makers, as well as funding bodies.

Case study

Welwitschia Welfare Centre (WWC) is a charity set up in 1998 to facilitate the integration of African Portuguese speaking migrants, refugees and other people of African origin in Greater London. They offer quality assured information advice and support in community languages, and the service includes advice on social welfare matters such as housing, welfare benefits, money, debt and immigration.

WWC's CEO approached AdviceUK's for help with their advice service and to explore strategies to develop sustainable income streams and long term delivery of services. The organisation was in danger of having to close down unless they could obtain further funding. They had also run into difficulties with the renewal of their accreditation with the Advice Quality Standard (AQS) following changes to the standard. They needed the accreditation before they could submit planned funding applications.

Our organisational development service provided one-to-one support including reviewing funding applications and developing a fundraising strategy. We also helped to develop the new policies required for their AQS accreditation and contacted the auditors to sort out any outstanding issues.

As a result, WWC obtained re-accreditation with AQS and secured funding. This funding has helped the centre continue to delivering its vital services while exploring more funding opportunities. WWC is now offering an advice service dealing more effectively with the problems faced by Londoners, particularly those resulting from welfare changes, in and out of work poverty and deprivation.

'Thank you from the bottom of my heart for your help and assistance... The fight goes on!'

Age UK London

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

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

Delivery partners: Opening Doors Age UK, London Older People Advisory Group

Delivery information

Primary outcome indicator	Original profile 14/15	Most recent profile 14/15	Delivered 14/15
Number of new users	350	350	424
Organisations gain skills in financial and organisational viability.	50	50	190
Organisations with increased knowledge of best practice including legal and policy issues.	350	350	346
Number of organisations able to demonstrate an increased knowledge of principles and practice of equality and inclusion'.	75	75	74

One of the key successes of the project has been their multi-layered project structure of briefings to inform, workshops offering more intensive support and a programme of 1:1 support elements, such as social media champions and corporate support brokerage. This has provided a package of support to a number of organisations and has ensured that learning and information has been effectively utilised.

Case study

Jan, attended the '*How to save and be Energy Wise*', skill sharing workshop that was run by Age UK London as part of the Fit 4 Purpose project on 6th March 2015. The aim of this workshop was to increase attendees' understanding of:

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

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

This workshop helped older people's organisations to develop their organisations policies and activities in this area. Workshop participants shared their organisations approach and policies in this area. They were supported by the workshop facilitator and undertook short exercises to ground content in real-life examples.

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

Following the workshop, Jan commented:

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

Children England

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

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

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

Delivery information

Primary outcome indicator	Original profile 14/15	Most recent profile 14/15	Delivered 14/15
Number of new users	1,067	1,067	1,103
Organisations with enhanced business plans and demonstrating that their services are more able to be effective and sustainable	165	166	279
Organisations effectively engaged in regional representation structures and increased opportunities for engagement	23	24	28
Organisations demonstrating that services are better able to meet the needs of equalities groups	50	51	153

The commission has met their two year profile targets with 178 organisations reporting increased awareness of effective safeguarding practice, training sessions were attended by 785 organisations and 147 organisations reporting increased knowledge around equalities needs.

Case study

'Safeguarding children and young people and equality' training was provided for a Kurdish and Middle Eastern Women's Organisation (KMEWO). The aim of the training is to increase awareness of effective safeguarding practices that meet the needs of children and young people from all communities.

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

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

KMEWO advised that it will make good use of the training in their work with vulnerable clients and their families. It will use the NPCCC / Children in England 'Safe Network' website to update its policy regarding safeguarding. The organisation will also update course materials to address safeguarding children as they provide several educational courses to BME community e.g. parenting workshops.

**London Deaf & Disability Organisations CIC
(Inclusion London)**

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

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

Delivery partners: Transport for All

Delivery information

Primary outcome indicator	Original profile 14/15	Most recent profile 14/15	Delivered 14/15
Number of new users	86	86	84
Organisations business acumen and ability to deliver effective services and respond to changing legal/policy external environment increased	135	135	157
Member organisations have increased skills, knowledge and understanding of how to represent disability issues more effectively	84	84	210
Organisations with increased understanding equalities related legal and policy frameworks	15	15	52

The project has continued to be successful in supporting a diverse range of Deaf and Disabled frontline organisations: 96% said events had increased their knowledge and understanding; 82% said events had increased their skills and confidence; 89% said the project had a positive impact on their organisation and work and 84% said the e-resources provided had been useful .

Case study

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

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

A report detailing findings will be produced and sent to relevant stakeholders. It will also be available on the Inclusion London website and will be used to shape the work of Inclusion London and Transport For All.

London Voluntary Service Council (LVSC)

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

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

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

Delivery information

Primary outcome indicator	Original profile 14/15	Most recent profile 14/15	Delivered 14/15
Number of new users	2,050	2,050	2,453
Number of organisations using learning across services to improve the efficiency and /or effectiveness of their organisation	1,200	1,200	1,455
Number of organisations reporting learning and improvements through peer networking	1,200	1,200	1,104
Number of organisations reporting improved access to services across the equality strands	1,200	1,200	986

Response to training events and conferences has been extremely positive. The HEAR equalities network has grown significantly. Work included members sharing good practice by presenting work to their peers and submitting their views to public bodies including public health bodies and the Home Office.

Case study

LVSC supported the Working Merton Centre for Independent Living (CIL) which is a local grass roots disabled people's organisation run and controlled by disabled people for disabled people.

The HEAR Coordinator made contact with the organisation as part of an initiative to contact equalities organisations in outer London boroughs. (HEAR is the London network of equalities organisations and acts as a strong pan-equalities voice and source of knowledge and expertise on issues impacting on London's voluntary and community sector.) The previous disabled people's organisation in Merton had closed. Following contact, Merton Centre for Independent Living started receiving regular updates from HEAR about London for All activities.

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

Following continued engagement, Merton CIL has presented a case study of their work on tackling health inequalities in London. They have also responded to research examining the impact of funders' practices on London VCS organisations' ability to do equalities related work. Details of a Merton CIL event were also published in the HEAR bulletin which provided contacts enabling them to get suitable speakers.

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

The Refugee Council

Project name: Supporting and Strengthening the Impact of London's Refugee Community Organisations ('Supporting RCOs')

Priority: 4 Capacity building in the voluntary and community sector

Specification: n/a

Amount (2 years): £124,684

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

Delivery partners: None

Delivery information

Primary outcome indicator	Original profile 14/15	Most recent profile 14/15	Delivered 14/15
Number of new users	450	450	561
Refugee Community Organisations reporting business plan development and implementation	30	60	60
Organisations reporting improved understanding of the voluntary sector's role and capacity	20	20	30
Front-line organisations better able to deliver well informed services that reflect the needs of refugees and asylum seekers	50	50	76

There has been a high turnover of RCOs both closing and starting up which has meant The Refugee Council has worked with 111 new organisations in 2014/15, despite not having a profile to do so. During this year 36 organisations report using learning from training received, 17 report or demonstrate improved organisational viability, and 15 have received detailed funding surgeries. In the last quarter, they hosted a "Meet the Funders" session where six funding bodies provided advice to the 55 Migrant and Refugee Community Organisation who attended.

Case study

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

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

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

3.2 Project Issues

The Committee policy is that, if any project's performance is 15% or more below its primary outcome indicators in two consecutive quarters, London Councils officers must report this to the next meeting of the Committee. No project is in this category in this quarter. Officers will continue to manage the performance of the projects tightly to ensure the best possible performance.

The Committee may wish to know about action being undertaken with projects where performance is amber or where the direction of travel marker is down in this quarter. Other project updates are in Annex A.

3.2.1 Priority 1: Homelessness

Women in Prison under-delivered against the target outcome 2 Number of tenancies sustained for 1 year. This was due to a combination of reasons. First, they had a late project start-up which had a knock on effect on the target as they worked with less women at the beginning of the programme (they were re-profiled as a result of late start up in year 1 as reported to committee). Second, they had difficulty following up women in the community a year later if they were not in contact with other agencies, due to changed/lost mobiles etc. Emails were not appropriate due to confidentiality as family members could access these. Third, women advised in the community make up a smaller proportion than those advised in prison. Women in Prison expect this to be remedied following the changes implemented under Transforming Rehabilitation, whereby all women will be released for a year's supervision by their local community rehabilitation company, which for women will be delivered in partnership with the London Women's Consortium, of which Women in Prison is a founding member. Women in Prison will also be co-ordinating Resettlement within HMP Holloway and so will be in a much stronger position to support women to access the community services they need, and to follow up these referrals. Officers have advised the group that they will continue to monitor this situation closely over the next quarters.

Homeless Link's performance remains strong (in the green category) but has shown a decrease from the last quarter due to a combination of staffing gap and low take up of courses under outcome 3. To address this, changes have been made to the programme in 2015/16 and staff are now all in post. In addition, Homeless Link's partner organisation, DrugScope, closed very suddenly at the end of March 2015. Officers have worked closely with Homeless Link to agree replacement services which maintain the same depth and scope of delivery originally commissioned.

3.2.2 Priority 2: Sexual and domestic violence

Sign Health's change in the RAG rating in this quarter is because, although the number of people who have successfully been through the project has been higher than usual, it is still below profile. This reflects the fact that most people require intensive support for lengthy periods of time with Deaf beneficiaries needing on-going independent domestic violence advocates and outreach support for many months and often years. London Councils officers think this underperformance is not a serious concern but will keep it under review.

3.2.3 Priority 3: ESF tackling poverty through employment

Peter Bedford Housing Association has shown a small dip in performance due to the disruptive effect of the organisation's office move. The move happened as planned, however delays in the refit of their new offices meant an unexpected move to a temporary office. This impacted their ability to gain the necessary evidencing paperwork in time for the quarterly claim. The project is on course to deliver the required outcomes in their final quarter (q1 15-16).

St Mungo Community Housing Association deals with a particularly difficult target group, homeless people. They have multiple barriers to work including homelessness, mental health issues and drug and alcohol misuse. As a result, the project needs time to work with each participant and even then many participants struggle to remain engaged. The RAG rating shows that the project has underperformed in the eighth quarter and its performance is in decline. The project has actually performed better on Job Starts than it did in the last quarter. But this improved performance is still below profile. The project will not be paid for the targets that have been missed. For the final quarter, the project will have no additional targets and will be paid for those achieved. London Councils does expect the performance to improve in the final quarter as the project's results benefit from its work with clients in previous quarters. In particular, the project is expected to perform well on the Further Learning target.

As part of the robust performance management processes, it is simple and quick to identify, on a quarterly basis which projects are performing well. This analysis is based on delivery against projects targets, contract performance and equalities data.

A significant review and financial reconciliation has been completed to prepare for the end of the current ESF round. In this a potential underspend of £125,000 has been identified. This underspend is related to underperformance of two projects, St Mungo Community Housing Association and Urban Futures.

At this stage, officers propose to retain this funding within the ESF programme for two reasons. First, this will allow us to retain the ESF match funding. Second, this will give the Committee flexibility to reward over-delivery by other projects within the programme in quarter 9 (when performance for that quarter is next reported to the Committee). All remaining eight projects have been performing well, and have indicated that they could deliver additional job starts. When claims are received for quarter nine, officers will make an assessment based on project performance.

3.2.4 Priority 4: Capacity building

Advice UK has been successful in helping frontline black and minority ethnic organisations secure funding. For example, London Councils funding enabled the BAMER Advice Network to develop a bid to City Bridge Trust for work around future sustainability. Funding of £75,000 over 18 months was agreed in April 2015. Work with Trust for London has led to funding of £14,000 to set up a pilot scheme to develop the concept of a systems approach to advice provision in a sample number of London boroughs.

London Voluntary Services Council (LVSC) performance has been closely monitored by London Councils Officers in the last quarter. Officers are satisfied with the improved delivery

against outcome 3 and the strategies put in place to continue this. The action plan is therefore no longer required.

LVSC are holding a series of meetings and events with Greater London Volunteering and London Funders to consider the report into the future of local infrastructure and considering how this will be shaped and funded in the future. LVSC anticipate that there may be more need for support around collaboration and merger, dealing with commissioners and being commissioned and marketing.

4 Programme management

A new Commissioning Monitoring Arrangements policy was introduced at the beginning of 2013/14. Projects are required to report quarterly to London Councils on delivery statistics and to include a narrative report explaining progress and any variance from their delivery profile. This framework was introduced to alleviate concerns about the performance management processes in place previously. It allows London Councils to assess progress against programme objectives. This was recognised in an audit report, presented to the Grants Committee in March 2014, in which the internal control of grants was described as 'robust'.

Monitoring visits have continued throughout the year – officers have completed 52 visits against a target of 70 for the year (each provider visited twice a year). Officers continue to address issues raised at monitoring visits with project staff to ensure the robust nature of programme oversight is maintained.

Officers have not been able to complete all the planned visits because of a lack of capacity in the team.

Table 9: Monitoring visits – Quarter 1 to Quarter 4, 2014/15

Priority	Information	Delivery	Total	Target
Homelessness	6	7	13	16
Sexual and domestic violence	6	10	16	22
ESF tackling poverty through employment	6	6	12	20
Capacity building	5	6	11	12
Total	23	29	52	70

During the fourth quarter of 2014/15, all the Committee-funded projects have submitted quarterly monitoring reports. All projects have been paid the correct amount on time (within four weeks of approving quarterly returns). Payment is dependent on organisations fulfilling all necessary conditions of payment, which can include completing actions raised at monitoring visits, or requests for information.

Table 10: Quarter 4 payments, 2014/15

Priority	Payments made	On hold – awaiting further information from organisation	On hold – processing delays at London Councils	Total	Average time taken to process payment (days)
Homelessness	8	0	0	8	17
Sexual and domestic violence	11	0	0	11	18
ESF tackling poverty through employment	3	0	0	3	7
Capacity building	4	0	0	4	18
Total	26	0	0	26	12.5

5 Programme-borough relations

The Grants Committee's programme sits within boroughs' wider services. Following the project-level review completed in November 2014 officers set up a task group to identify ways of strengthening the relationship between the programme and boroughs. This has met (see last report). Further work on this has been limited due to resource constraints. The issues that have been raised will now be taken forward as part of the full review of the programme.

Members will wish to note that London Councils and borough officers continue to meet regularly. The Mayor's office on Police and Crime co-ordinates work on violence against women and girls. The grants team officers who lead on homelessness meet housing colleagues from boroughs. The ESF meets borough regeneration managers. The grants team meets all borough grants officers every quarter. See Annex C for further information about these groups.

5.1 Outcomes by borough

Committee members have asked for details of the spread of programme activity across the boroughs. Providers are required to attribute primary outcome indicators and delivery by borough. There have been beneficiaries from every London borough in each of the four priorities. Full details are provided at Annex B. Officers have worked to provide data in a more accessible format for this report.

This is an imperfect picture and data should be used with caution. The tables need to be read in conjunction with the overall data and one page summaries in order to provide a reasonable account of programme performance. Under the principles of the grant programme, the funded projects are pan-London, so not simply attributable to individual boroughs. Awards under the grants programme are made on a pan-London basis as far as needs dictates. They are designed to add value to the work of the boroughs and to provide value for money.

A beneficiary may live in one borough, or declare that they do, but receive services from a project in one or more other boroughs. Also, the programme reporting relies on service users to self-declare their London borough.

In relation to priority 1: homelessness, many homeless people move to central London, homelessness charities have a larger presence in central London and housing in central London is less affordable. In relation to priority 2: sexual and domestic violence, victims of violence often need to be moved from one borough to another, to find safety.

A lot of what partners and commissioned services do (primary and second tier) is about their specialism in service delivery rather than their physical location in any specific borough and therefore the impact is felt across multiple London boroughs (pan-London). In relation to priority 4: capacity building, the head offices of these projects may be based in one part of London but provide services across boroughs.

Finally, some of the figures are the best known figures at this time but may change as officers work their way through monitoring information from providers.

5.2 Committee visits

There have been no visits by Committee members in the last quarter. This is due to the inability to find dates suitable for members. Officers will find suitable dates and arrange visits for Committee members in the next quarter.

5.3 Committee presentations

There is no presentation this meeting due to the AGM and a full agenda. There will be a presentation at the next Committee meeting. The presenter will be agreed with the Chair of the Committee.

6 London Funders

The London Councils Grants Committee pays £60,000 in annual subscriptions on behalf of 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.

London Funders is the membership body for public, private and independent funders and investors in the work of civil society across London.

London Funders' annual statement to the Grants Committee is at Annex D.

Financial Implications for London Councils

The London Councils Director of Corporate Resources will table a separate report on the Pre-Audited Financial Results.

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.

Annex A: Project Updates

Priority 1: Homelessness

Shelter is working jointly with partners including having St Mungo Community Housing Association's staff embedded within the Shelter team, which is producing excellent results.

Thames Reach is in a formal process of dissolving its partnership with Addaction, one of its delivery partners, as it has not met its contractual obligations. Officers have advised that Thames Reach need to follow the terms of the partnership agreement in this regard. Officers are satisfied that Thames Reach will be able to regroup, deliver these services and maintain the same depth and scope of delivery originally commissioned. This will be kept in review.

St Mungo Community Housing Association (St Mungo's) is adapting to the current changes taking place within all areas of criminal justice with the introduction of Transforming rehabilitation. This change amongst other things – includes the introduction of a probation type service for all prison leavers including those serving a sentence of less than a year. Previously only those sentenced to a year or more received probation support. The project will be looking closely to anticipate any possible impact to their service and make adjustments accordingly. The changes should be positive for St Mungo's and lead to expansion in delivery for London from six prisons to 14 and across community based rehabilitations companies as well.

Stonewall have received funding from the Equality and Human Rights Commission to develop a tool kit for housing providers to assist in increasing reporting and reducing incidents of hate crime. They are a core partner in the National LGBT Hate Crime Partnership. There are 10 London based partners (including GALOP) within the framework. Stonewall will be working closely with the Met and other key stakeholders across London to improve the lives of Londoners through increasing reporting and reducing hate crime, making London a safer space for LGBT people to liveⁱⁱ.

Priority 2: Sexual and domestic violence

Eaves has employed a Chinese Community Worker, who is able to liaise in a culturally appropriate manner with the Chinese diaspora community on trafficking issues. An important feature of this project is the scope of expert practical help and emotional support available from one consistent source. This is an effective method of working with heavily traumatised women who have severe trust issues.

Women's Resource Centre continues to receive very positive responses to all of their project activities throughout London and have in particular had excellent engagement from borough staff, not only Violence Against Women and Girls Co-ordinators, but other staff in respect of the borough surgeries.

Women in Prison's housing lead has been invited to sit on the Tower Hamlets multi agency risk assessment forum – developed specifically to address the support needs of women within the sex industry.

Solace has recently been successful in securing some funds from the Home Office towards childcare costs for those accessing counselling. Solace secured funds from Trust for London to enable a social return on investment impact analysis to take place to measure the impact

of the Ascent advice and counselling services over the two year project. This vital piece of work should enable them to shape future interventions.

The **Asian Women's Resource Centre** and Solace have met with HEAR, to build on the disability standards produced by the Ascent partnership in September 2014.

Galop has been funded for a part-time transgender caseworker/development worker, although this is not part of its funded commission, this has led to a number of referrals into the domestic abuse partnership from transgender people experiencing domestic and sexual violence.

Annex B: Outcomes by Borough

Annex C: Programme-borough relations

Priority 1: Homelessness				
Group	Convening Organisation	Chair of group	Frequency of Meeting	Date of Last Meeting
Housing and Homelessness Needs Group	London Councils	Mark Meehan	Bi-monthly	22 May 2015

Borough/Org	Name	Borough/Org	Name	Borough/Org	Name
Barnet	Nick Lowther	Greenwich	John O'Malley	London Councils	Nigel Minto
Bexley	Jo Songer	Greenwich	Lydia Lewison	Merton	Steve Langley
Bexley	Kevin Murphy	Hackney	Fiona Darby	Newham	Modester Anucha
Brent	Laurence Coaker	Hammersmith and Fulham	Glendine Shepherd	North London Housing Partnership	Miranda Griffith
Bromley	Glynn Gunning	Hammersmith and Fulham	Toby Graves	North London Housing Partnership	Lesley Mallett
Camden	Shaun Flook	Haringey	Phil Harris	Redbridge	Karen Shaw
Camden	Louise Murphy	Harrow	Jon Dalton	Redbridge	Peter Jones
City of London	Tom Bush	Hillingdon	Khalid Rashid	Richmond	Ken Emerson
Croydon	Peter Brown	Hillingdon	Richard Ashaye	Richmond	Brian Castle
Croydon	Paul Aston	Hounslow	Barbara Perry	SE London Housing Partnership	Lydia Levinson
Croydon	Sharron Small	Islington	Irna Van der Palen	Southwark	Leigh Richman
DCLG	Tim Gray	Islington	Karen Lucas	Southwark	Ian Swift
Ealing	Lynne Duvall	Kingston	Nick Smith	Southwark	Kojo Sarpong
Ealing	Jack Dempsey	Kingston	Jason Carey	Sutton	Lorraine Thomas
Ealing	Mark Meehan	Kingston	Amanda Gill	Sutton	David Ansa
East London Housing Partnership	Margaret Williams	Kingston	Chris Scott	SW London Housing Partnership	Shelagh Hair
Enfield	Neil Harris	Lambeth	Neil Wightman	Tower Hamlets	Colin Cormack
GLA	James Clarke	Lambeth	Mandy Green	Waltham Forest	Helen Richards
GLA	Deborah Halling	Lewisham	Mark Dowe	Wandsworth	Dave Woth
Greenwich	Jo Beck	Lewisham	Asif Rashid	West London Housing Partnership	Ieuan ap Rees

Greenwich	Katie Ashenden		London Councils	Valerie Solomon		Westminster	Victoria Midwinter
						Westminster	Gregg Roberts

Priority 2: Sexual and domestic Violence

Group	Convening Organisation	Chair of group	Frequency of Meeting	Date of Last Meeting
VAWG (Violence against women and girls) Co-ordinator Network	Mayor's Office for Policing and Crime (MOPAC)	Jain Lemom	Quarterly	2 June 2015

Borough/Org	Name	Borough/Org	Name	Borough/Org	Name
Barking and Dagenham	Allison Buchanan	Havering	Diane Egan	MPS	Jane Scotchbrook
Barnet	Manju Lukhman	Havering	Jane Eastaff	Newham	Cat Everett
Bexley	Nola Saunders	Hillingdon	Erica Rolle	Newham	Kelly Simmons
Brent	Mala Maru	Hounslow	Permjit Chadha	Newham	Fiona Hackland
Bromley	Clare Elcome	Islington	Anne Clark	NHS	Laura Stretch
Coordinated Action Against Domestic Abuse (CAADA)	Natalie Blagrove	Kensington and Chelsea	Lorna Platt	NHS	Susan Bewley
CAADA	Julia Carver	Kensington and Chelsea	Megan Field	Redbridge	Valerie Scanlan
CAADA	Jill Prodenchuk	Kensington and Chelsea	Mina Cobbinah	Redbridge	Sharon Marshall
Camden	Caitriona Scanlan	King College	Susan Bewley	Richmond	Michael Allen
Camden	Rachel Nicholas	Kingston	Kate Leyland	Sign Health	Lynn Shannon
City of London	Paula Wilkinson	Kingston	Kelly Whitehead	Southwark	Nikki Morris
Crown Prosecution Service (CPS)	Lionel Idan	Lambeth	Sophie Taylor	Sutton	Adam French
CPS	Daren Streeter	Lewisham	Adeolu Solarin	Standing Together	Sally Jackson
Croydon	Paula Doherty	London Councils	Sima Maqbool	Tower Hamlets	Sharmeen Narayan
Ealing	Joyce Parker	Merton	Zoe Gallen	Tower Hamlets	Fiona Dwyer

Enfield	Danielle Davis	MOPAC	Gemma Woznicki	Waltham Forest	Dianne Andrews
Hackney	Judith Fitzsimmons	MOPAC	Jain Lemom	Wandsworth	Jenny Iliff
Haringey	Victoria Hill	MOPAC	Kirti Sisodia	Westminster	Rina Mehta
Haringey	Deirdre Cregan	Metropolitan Police Service (MPS)	Dave Macnaughten		
Harrow	Mike Howes	MPS	Ian Fleming		

Priority 3: ESF Tackling poverty through employment

There is no formal group or regular meetings for this priority. Officers ensure to keep boroughs up to date with quarterly reports. The last was sent in June 2015 to the contacts listed below.

Borough/Org	Name	Borough/Org	Name	Borough/Org	Name
Barking and Dagenham	Kerry Prestedge	Hammersmith and Fulham	Antonia Hollingsworth	Lambeth	Donna Michael
Barnet	Carolyn Roche	Haringey	Ambrose Quashie	Lewisham	Paul Hadfield
City of London	Catriona Mahoney	Havering	Lorrita Johnson	Redbridge	Julie Khan
Croydon	Jivko Hristov	Hillingdon, Ealing and Hounslow	Imogen Hughes	Southwark	Ann-Marie Soyinka
Ealing	Imogen Hughes	Hounslow	Lisa Sharp	Sutton	Joanne Cavey
Enfield	Mary O'Sullivan	Islington	Nicky Freeling	Waltham Forest	Robert Bowley
Enfield, Haringey, Waltham Forest	Ambrose Quashie	Kensington and Chelsea	Graham Hart	Westminster	Mervyna Thomas
Hackney	Andrew MacPhee	Kingston	Simon Pearce		

Priority 4: Capacity building				
Group	Convening Organisation	Chair of group	Frequency of Meeting	Date of Last Meeting
Borough Grants Officer Network	London Funders	Andrew Matheson	Quarterly	19 March 2015

Borough/Org	Name	Borough/Org	Name	Borough/Org	Name
Barking and Dagenham	Monica Needs	Hackney	Lola Akindoyin	Lewisham	Winston Castello
Barnet	Haroon Khan	Hackney	Isabel De La Cour	Merton	Joseph Dance
Barnet	Ken Argent	Hammersmith and Fulham	Sue Spiller	Merton	Kate Herbert
Bexley	Shanie Dengate	Hammersmith and Fulham	Katharina Hermann	Merton	Amanda Roberts
Bexley	Ginny Hyland	Haringey	Charlotte Pomery	Newham	Stephen Collins
Bexley	Dick Passmore	Harrow	Kashmir Takhar	Redbridge	John Turkson
Brent	Joanna McCormick	Havering	Brian Partridge	Redbridge	Shila Barber
Brent	Augusta Morton	Havering	Anita McDade	Richmond	Melissa Watson
Bromley	Lorna Blackwood	Havering	Claire Thompson	Southwark	Bonnie Royal
Camden	Ann Wynne	Hillingdon	Sarah Johnstone	Southwark	Angus Lyon
Camden	Jeffrey Hopwood	Hounslow	Aine Hayes	Southwark	Andrew Matheson
Corporation of London	Sarah Greenwood	Hounslow	Stephen Frost	Sutton	Hana Alipour
Croydon	David Freeman	Islington	Jo Eve	Sutton	Victoria Lawson
Ealing	Nigel Fogg	Islington	Joanna Eve	Tower Hamlets	Everett Haughton
Enfield	Debbie Gibbs	Kensington and Chelsea	Stephen Morgan	Waltham Forest	Joanna Edler
Enfield	Niki Nicolaou	Kingston	Lara Pereira	Waltham Forest	Angela Hall
Greenwich	Gulten Fedayi	Kingston	Jill Darling	Wandsworth	Joanne Finlayson
Greenwich	Sue Pigott	Lambeth	Grace Gbadamos	Westminster	Richard Cressy
Hackney	Gurmej Rihal	Lewisham	Petra Marshal		

Annex D: London Funders' Annual Statement



London Funders Grant Report to London Councils – July 2015

London Councils Grant April 2014 to March 2015

The London Councils Grants Committee pays £60,000 in subscriptions on behalf of 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.

So what is London Funders?

London Funders is the membership body for public, private and independent funders and investors in the work of civil society across London. We provide a safe space to think, share, learn and act together to meet the needs of Londoners. With over 100 members London Funders is unique in bringing together public sector funders and commissioners, with independent foundations, social and corporate investors, lottery funders and others.

Purpose of the Grant

The London Councils grant 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 15 learning development network events:

- Unlocking Assets Network (3 events) covering: Community Assets in Difficult Ownership; Building Resources Investment & Community Knowledge; Our Urban Shop and Urban Food Routes; DCLG Future Plans; LB Waltham Forest – Community activities in library buildings.
- Children's & Young People's Network (4 events) covering: Challenges, Opportunities, Threats & Solutions?; SEN children with disabilities – personal budgets; Declaration of Interdependence; Centre for Youth Impact; Violence and vulnerability; Children's Rights.
- Research & Evaluation Network (4 events) covering: Future Learning; Children's Community Programme; Impact measurement in sport; Grantee reporting; Analysing qualitative data; Evaluation for strategic learning.
- Learning From Funders Network (4 events) covering: Thinking about Core Funding; What's the future for London's VCS Infrastructure; Building Community Resilience; Early Action and Intervention.

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

We have convened, hosted and run 11 Funder Forums and 6 Roundtables. Funder Forums provide a space to be briefed on significant issues facing London and have covered:

- Local Welfare Provision – One Year on
- The Challenge of Destitute and Homeless Migrants
- BIG Lottery Fund Future Plans
- NHS Commissioning Landscape in London
- Indebtedness in London
- Poverty & Austerity: The condition of London
- 2014-2020 ESF Funding In London
- The stories of destitute asylum seekers and non-EU migrants: funder response
- Learning from London's Giving
- Migrant and refugee communities – funding priorities
- Safeguarding Children – Pressures and responses

Roundtables provide an opportunity to either explore an issue in depth or contribute to a specific consultation, and have covered:

- BIG Lottery Fund new strategic direction consultation;
- Capital Action
- Cabinet Office Local Sustainability Fund consultation
- Non EU Migrant Destitution – Funders Responses
- Alternative Commission on Social Investment consultation
- VCS Infrastructure in London – Funders Responses

Reports, research and publications

We have published:

- 30 meeting reports
- 12 monthly e-bulletin's
- 7 research and other papers covering:
 - A Vision for Young London – in partnership with London Youth and Partnership for Young London;
 - Rapid Evidence Review for the London Fairness Commission;
 - 25% of the population, but 100% of the future – A discussion document on the challenges facing children and young people's services in London;
 - Children & Young People's Open Access Services in London – What's really happening? – Research commissioned by a number of members looking at 'freely accessible' open access services in four London Boroughs;
 - Keep The Safety Net – A response to the DCLG consultation;
 - Funding Infrastructure: the good, the bad or should we?
 - Poverty and Austerity: patterns and responses in London.

Secretariat to the Borough Grants Officers Forum

We have provided the secretariat to the group that brings together the officers from all boroughs, which has met three times during the year.

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

Inspired by the innovative [Islington Giving](#), a ground-breaking cross sector collaboration, London's Giving is sharing the evidence base, lessons learnt and know-how from local giving campaigns to help interested London boroughs to create their own locally tailored initiatives. Supported by City Bridge Trust the project team is currently working with 11 boroughs – all of whom are at different stages of the journey in developing the local partnerships necessary to enable local residents, business, public agencies and others to give what they can (be it money, time or talents) to make a real and lasting difference within their local community.

Local Welfare Safety Net

Over the last two years London Funders has played a significant role in helping support boroughs responding to the devolution of the social fund. This has included running four events bringing together borough officers and members, with independent funders and other stakeholders, to share learning and best practice, facilitate partnership building between boroughs and other funders, and over the last year playing an important role in coordinating and support the Keep the Safety Net Campaign.

Migrant Destitution and Homelessness

The issue of migrant destitution and homelessness has been growing across London over the last few years, with Homeless Link reporting (June 2015) that 57% of rough sleepers are non-UK nationals. London Funders has been working with boroughs, the GLA, homelessness agencies and others working in this area to help bring new thinking and a greater sense of urgency to tackling these challenges. In addition to London Funders convening a number of strategic roundtables bringing local government together with independent funders to explore possible funding collaborations, we have also been involved in helping establish the national Strategic Alliance on Migrant Destitution (funded by the Joseph Rowntree Foundation); providing guidance and advice to funders wishing to make more of a contribution in this area.

Responding to the challenges facing borough based youth services

Over the last year London Funders has played a major role, through our Children & Young People's Network in supporting boroughs and our other members in responding to the financial challenges facing borough based youth services, as the ability of boroughs to retain a universal youth offer comes under even further pressure. In addition to helping develop specific borough partnerships between local youth services and independent funders, we have been working in partnership with London Youth & Partnership for Young London - in developing a new collaborative alliance (involving over 40 partners, including boroughs, London Council, the GLA and the Cabinet Office) to develop A Vision for Young Londoners to 2025, being launched at an event in July.

Borough involvement in London Funders

- 32 boroughs participated in one or more London Funders Networks, Funder Forums or Roundtables during the year;
- 222 individuals participated in one or more London Funders Networks, Funder Forums or Roundtables during the year;
- London Councils and officers from three boroughs are members of the Board of London Funders.

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

Finance

NB The information below covers a 15 month financial year (January 2014 to March 2015) as previously agreed with the Grants Committee to align London Funders financial year with the local authority financial year.

Incoming Resources January 2014 to March 2015

London Councils	75,000
Other Membership Subscriptions	54,488
City Bridge Trust	68,500
Other Grants	10,000
London's Giving (Rec'd)	18,627
London's Giving (Due)	11,675
Gifts In Kind	16,000
Other Income	524
Total Incoming Resources	254,814

Resources Expended January 2014 to March 2015

Networks & Forums	112,229
Projects & Development	43,764
Information & Communication	35,630
London's Giving	30,302
Projects Commissioned for delivery in 2015/16	25,000
Governance	4,860
Total Resources Expended	251,785
Surplus/(deficit)	3,029

Plans for 2015/16

We will:

- Run 16 learning and development networks covering: Children & Young People; Research & Evaluation; Assets and Investments; Learning From Funders;
- Establish a new London's Giving Network which will meet at least three times;
- Convene, host and run 12 other events, being a combination of Funder Forums and Roundtables
- 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;
- Support London Council's work undertaking their Grant's Review;
- Continue to deliver the London's Giving project working with boroughs;
- Work closely with London Councils and the LGA on the changes to the welfare system and their impact on London;
- Lead on a major new collaborative project on the future support needs for London's civil society;

Conclusion

The London Councils grant to London Funders enables all the boroughs to access a much wider network of funders and investors in London. London Funders has over 100 members spanning large national and regional independent charitable foundations, local and specialist independent foundations, lottery distributors, social finance and investment organisations, corporate investors, housing associations and others.

As the funding landscape for London's civil society and local government responds to the severe challenges facing it over the next 5 years, the value of being part of a wide and diverse network of funders and investors committed to working collaboratively to help support and resource local and regional community resilience and response to the changing and growing needs of Londoners has never been more important. London Funders will continue to work closely with the boroughs and London Councils on the challenges ahead.

David Warner

Director

6th July 2015

Borough engagement with London Funders April 2014 to March 2015 (Annex 1)

Authority	Number Events Attended	Number Attendees
LB Barking & Dagenham	10	10
LB Barnet	3	6
LB Bexley	4	5
LB Brent	2	2
LB Bromley	0	0
LB Camden	23	29
Corporation of London	4	6
LB Croydon	4	4
LB Ealing	2	2
LB Enfield	3	3
RB Greenwich	2	2
LB Hackney	8	9
LB Hammersmith & Fulham	3	3
LB Haringey	1	1
LB Harrow	10	11
LB Havering	10	10
LB Hillingdon	2	2
LB Hounslow	2	2
LB Islington	15	16
RB Kensington & Chelsea	6	7
RB Kingston upon Thames	3	3
LB Lambeth	7	7
LB Lewisham	12	15
LB Merton	6	6
LB Newham	4	4
LB Redbridge	2	2
LB Richmond upon Thames	2	2
LB Southwark	9	10
LB Sutton	6	6
LB Tower Hamlets	6	6
LB Waltham Forest	4	5
LB Wandsworth	1	1
City of Westminster	6	6
London Councils	12	19
Total	194	222

ⁱ Item 10, Grants Programme 2013/15 – Year One update report, Grants Committee, 16 July 2014

ⁱⁱ See <http://www.pinknews.co.uk/2015/02/16/groups-launch-lgbt-hate-crime-partnership/>