

# Grants Committee

## Performance of Grants Programme 2017-21 April 2017 - September 2018 (quarters one to six)

Item: 4

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**Date:** 21 November 2018

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### Summary

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

Priority 1 Combatting Homelessness

Priority 2 Tackling Sexual and Domestic Violence

Commissions were agreed for the period 2017 to 2021, subject to delivery, compliance with grant conditions and continued availability of resources.

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

Priority 3 Tackling Poverty Through Employment.

This Priority is funded by boroughs' contributions to the Grants Programme of £3 million and matched by £3 million from the London Councils European Social Fund Programme under an agreement with the Greater London Authority. Commissions for this Priority were agreed in 2016 as the ESF timeframe is not aligned with that of the Grants Programme.

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

For Priorities 1 and 2 this report presents an update for the period April 2017 to September 2018 (quarters one to six). For Priority 3 this report presents an update on delivery from October 2016 to September 2018.

**Recommendations** The Grants Committee is asked to:

**Note:**

- a) Outcomes at priority level:
  - i) Priority 1, combatting homelessness, overall is 16 per cent above profile for quarters one to six
  - ii) Priority 2, tackling sexual and domestic violence, overall is on profile (a marginal 0.87 per cent above) for quarters one to six
  - iii) Priority 3, tackling poverty through employment, overall is -59 per cent below profile for the period October 2016 to September 2018.
- b) The number of interventions delivered in the relevant periods:
  - i) Priority 1, combatting homelessness - 34,570
  - ii) Priority 2, tackling sexual and domestic violence - 184,970
  - iii) Priority 3, tackling poverty through employment - 3,163
- c) At project level, using the Red, Amber, Green (RAG) performance management system (explained at **Appendix 1**):
  - i) Priorities 1 and 2: all 13 projects are rated Green.
  - ii) Priority 3: for the purposes of performance management, all projects remain rated Red to ensure performance management actions support continuous improvements in delivery (Section 4).
- d) **Note** the withdrawal of a partner from Priority 3 and actions to arrange service cover for the affected boroughs (paragraphs 4.6 to 4.10).
- e) **Agree** that options for using the underspend related to the withdrawal of a Priority 3 partner, are discussed with Grants Executive in February 2019, with any other identified underspend from Priority 3, for presentation and decision at full Grants Committee in March 2019 (paragraph 4.11).
- f) **Note** the progress on administration of £200,000 on behalf of the Mayor's Office for Policing and Crime to enhance training to front-line professionals on identifying harmful practices (paragraph 3.15).
- g) **Note** the borough maps (**Appendix 2**), and actions to address issues with borough-level delivery (Section 6).
- h) For the mid-programme review:
  - i) **Note** the discussions that have taken place with borough officers and commissions (Section 7), and
  - ii) **Agree** that any proposed changes to the outcomes for the

current 2017 to 2021 programme are discussed with Grants Executive in February 2019, in conjunction with options for deploying unspent grant from Priority 3, for presentation and decision at full Grants Committee in March 2019 (paragraphs 7.4 to 7.6).

Appendix 1 RAG Rating Methodology

Appendix 2 Priorities 1 and 2 Borough Maps

Appendix 3 Project Delivery Information and Contact Details



## 1 Background

1.1 The 2017 to 2021 Grants Programme is focused on the following priorities:

**Priority 1** - Combatting Homelessness

**Priority 2** - Tackling Sexual and Domestic Violence

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

1.2 For Priorities 1 and 2, Grants Committee agreed funding to 13 commissions for the period 2017 to 2021, subject to delivery, compliance with grant conditions and continued availability of resources. These awards are summarised in Table One below.

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

<b>Service Area<sup>1</sup></b>	<b>Organisation</b>	<b>Annual Grant Amount</b>
1.1	Shelter - London Advice Services	£1,003,495
	St Mungo Community Housing Association	£251,378
1.2	New Horizon Youth Centre	£1,008,338
1.3	Homeless Link	£120,239
	Standing Together Against Domestic Violence	£88,977
<b>Priority 1: Combatting Homelessness</b>		<b>£2,472,427</b>
2.1	Tender Education and Arts	£265,000
2.2	Solace Women's Aid	£1,425,238
	Galop	£146,318
	SignHealth	£148,444
2.3	Women's Aid Federation of England (Women's Aid)	£314,922
2.4	Ashiana Network	£840,000
2.5	Women's Resource Centre	£240,783
2.6	Asian Women's Resource Centre	£320,000
<b>Priority 2: Tackling Sexual and Domestic Violence</b>		<b>£3,700,705</b>
<b>Total</b>		<b>£6,173,132</b>

1.3 Priority 3 commissions were agreed by Grants Committee in July 2016. This Priority is funded by boroughs' contributions to the Grants Programme of £3million and matched by £3million from the London Councils European Social Fund (ESF) Programme, under an agreement with the Greater London Authority (GLA). These commissions,

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<sup>1</sup> See paragraphs 2.1 and 3.1 for a brief description of the service areas

summarised in Table Two below, were agreed in 2016 as the ESF timeframe is not aligned with that of the Grants Programme:

*Table Two: London Councils Grants Programme 2017-2021 (Priority 3)*

<b>Organisation and Cluster</b>	<b>Grant Amount</b>
Citizens Trust Brent, Ealing, Hillingdon, Hounslow, Richmond-upon-Thames	£448,114
London Training and Employment Network Croydon, Kingston-upon-Thames, Lambeth, Merton, Sutton, Wandsworth	£483,211
MI ComputaSolutions Bexley, Bromley, Greenwich, Lewisham, Southwark	£463,156
Paddington Development Trust Barnet, Hammersmith & Fulham, Haringey, Harrow, Kensington & Chelsea, Westminster	£464,409
Redbridge Council for Voluntary Service Enfield, City of London, Hackney, Islington, Tower Hamlets, Camden	£469,423
Redbridge Council for Voluntary Service Barking & Dagenham, Havering, Newham, Redbridge, Waltham Forest	£491,985
<b>Priority 3: Tackling Poverty through Employment Total Programme</b>	<b>£5,640,601</b>
London Councils Management and Administration (6 percent)	£359,399
<b>Priority 3: Grant Funding</b>	<b>£3,000,000</b>
<b>Priority 3: European Social Funding</b>	<b>£3,000,000</b>
<b>Total</b>	<b>£6,000,000</b>

- 1.4 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. This is the fifth report covering the performance of the 2017 to 2021 Grants Programme.
- 1.5 **Appendix 3**, which sets out each project's delivery information, key outcomes and contact details for lead partners, is designed for members to use as an ongoing resource

## **2 Priority 1: Homelessness**

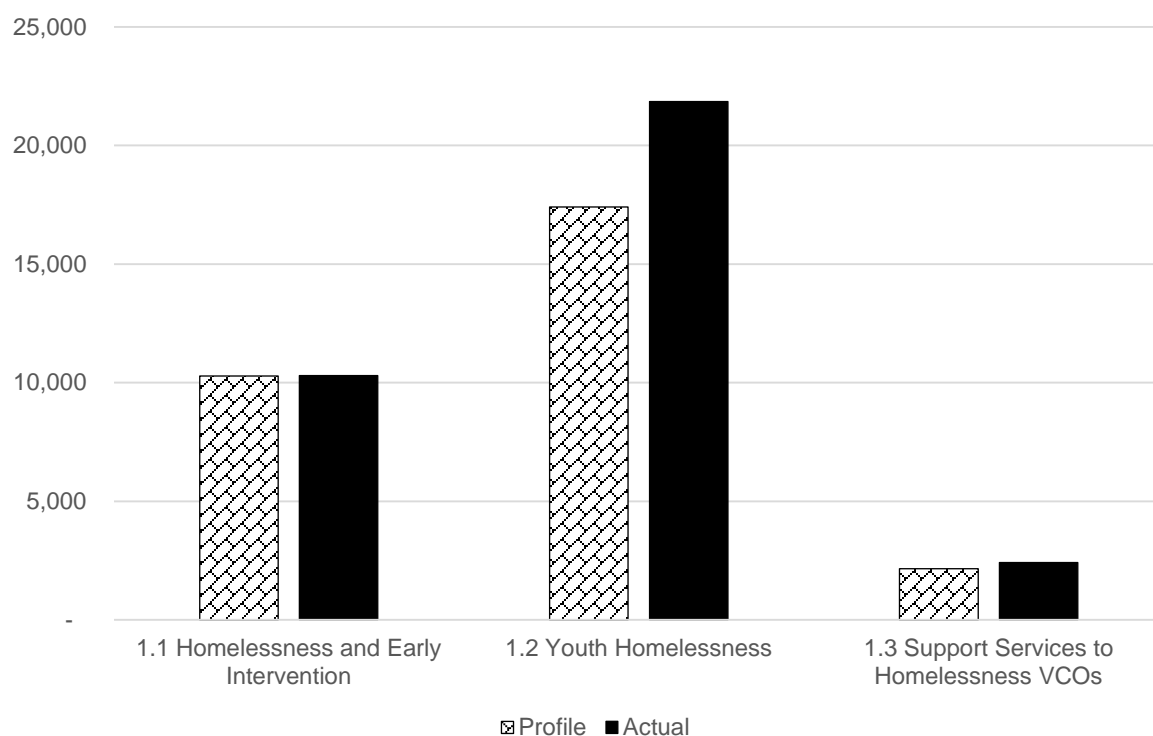
### **Delivery**

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

- Two (with a total value of £1.25 million per year) are delivering against specification 1.1: Prevention and Targeted Intervention
- One (value of £1 million per year) is delivering against specification 1.2: Youth Homelessness
- Two (value of £0.2 million per year) are delivering against specification 1.3: Supporting the Response to Homelessness in London through Support to Voluntary Sector Organisations.

2.2 Over quarters one to six, performance was 16 per cent above profile. Figure 1 provides further detail across the service areas. Specific information on achievement against outcomes at project level is available in Appendix 3.

**Figure 1:** Priority 1 Delivery against Profile Aggregate Outcomes per service area 2017-19 Q1 - Q6



	1.1 Homelessness and Early Intervention	1.2 Youth Homelessness	1.3 Support Services to Homelessness VCOs
<b>Profile</b>	10,280	17,406	2,164
<b>Actual</b>	10,302	21,848	2,420
<b>Difference</b>	22	4,442	256
<b>Variance</b>	0.22%	25.52%	11.83%
<b>Annual Value of Grants (£m)</b>	£1.25	£1.01	£0.21
<b>Number of Providers</b>	2	1	2

2.3 As shown in Figure 1, performance is above across all service areas in the first six quarters combined.

2.4 Providers continue to support vulnerable and disadvantaged service users within the protected characteristics under the Equality Act 2010. By quarter six<sup>2</sup>:

- 47 per cent were female
- 49 per cent were under 25
- 7 per cent were over 55
- 62 per cent were ethnic minorities<sup>3</sup>

<sup>2</sup> Based on self-declaration; users may declare more than one protected characteristics e.g. disability

<sup>3</sup> Includes Asian - all, Black - all, Chinese, Latin American, Middle Eastern, mixed ethnicity, white European, white Irish and white other



- 21 per cent declared a disability/ were deaf or hearing impaired
- 12 per cent were LGBT<sup>4</sup>
- 601 people had no recourse to public funds

### **Policy and wider environment information**

- 2.5 The government abolished the current borrowing cap on councils' Housing Revenue Accounts which will enable local authorities to increase investment in building new homes. London Councils has welcomed the government's move towards placing HRA borrowing under the prudential code, in line with other types of local authority borrowing, saying it will make it far more financially viable for local authorities to invest in new housing
- 2.6 3,103 people were found sleeping rough in the capital between July and September 2018 and new rough sleepers accounted for 45 per cent of the total. Data from the Combined Homelessness and Information Network shows the number of rough sleepers has risen by 20 per cent on the previous three months, and by 17 per cent compared with the same period last year. Outreach teams recorded 1,382 people sleeping rough for the first time, a rise of 20 per cent compared with last year.
- 2.7 The Secretary of State published the Rough Sleeping Strategy in August setting out the government's plans following its manifesto pledge to halve rough sleeping in this Parliament and to end all rough sleeping by 2027. The strategy is based on the recommendations of the Rough Sleeping Advisory Panel. Homeless Link, Shelter and St Mungo's were represented on the panel, alongside other housing and homelessness organisations.
- 2.8 Also in August, the government announced that people living in supported housing, including homeless hostels and refuges for domestic abuse survivors, will continue to receive housing benefit.
- 2.9 Commissions report some positive outcomes following the introduction of Homelessness Reduction Act. St Mungo highlighted that some councils are offering a wider range of support for clients not in priority need. Although they report some inconsistency in approaches across all boroughs, good practice in Bexley and Kensington and Chelsea were noted. In addition, New Horizon Youth Centre report that

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<sup>4</sup> Lesbian, gay, bisexual, identify as trans or a person with trans history or declared other

prison services have been proactive, often referring clients to local authorities and voluntary services simultaneously under the new 'referral duty'.

- 2.10 *Service area 1.1* - St Mungo anticipate changes in their work with Community Rehabilitation Companies from April 2019, following a recent evaluation of the Transforming Rehabilitation Programme and continued difficulties housing clients on Universal Credit. Shelter report a large increase in people with no recourse to public funds, as well as higher numbers of service users with financial hardship issues accessing the service, which they also believe is due to welfare reforms and the introduction of Universal Credit.
- 2.11 *Service area 1.2* – New Horizon Youth Centre report services seeing more young people who are in work but cannot financially afford to escape hidden homelessness (for example, sofa-surfing, squatting and sleeping on public transport) or rough sleeping, as well as a significant service demand from lesbian, gay, bisexual, and transgender young people and those affected by serious youth violence. A key issue is the shortage of appropriate and affordable housing options, coupled with, for example, lower national minimum wage rates for 18 to 24-year olds, which places additional pressures on securing stable housing for young people.
- 2.12 The Chair of the Grants Committee, Mayor Philip Glanville and Cllr McLean visited the New Horizon Youth Centre on 18 September, where they joined young homeless people for lunch, met with support staff and toured the facilities.
- 2.13 *Service area 1.3* – In September, Southwark Council received Domestic Abuse Housing Alliance (DAHA) accreditation, the UK benchmark for how housing providers should respond to domestic abuse in the UK, and part of the government's *Ending Violence against Women and Girls Strategy 2016 to 2020*. Southwark is the first Housing Options Team in the country to receive DAHA accreditation (see Southwark Council's [press release](#)).

### **Performance management**

- 2.14 *Standing Together Against Domestic Violence - RAG rated Green (Q6)*: Delivery has improved over the last two quarters and has remained above the 85 per cent performance tolerance. This follows the introduction of two bespoke accreditation related outcomes in quarter five and continued improvements in line with the action plan introduced by officers to address under-delivery.

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

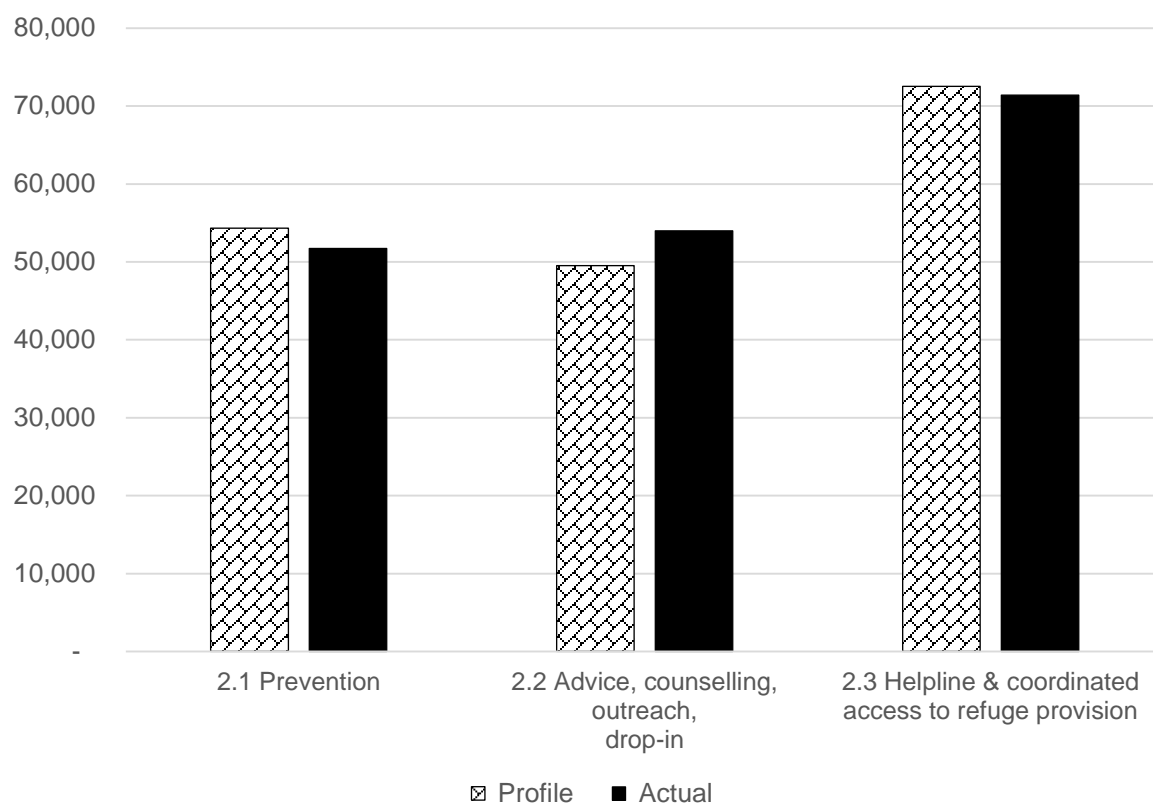
### **Delivery**

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

- One (value of £0.26 million per year) is delivering against specification 2.1: Prevention (working with children and young people).
- Three (total value of £1.72 million per year) are delivering against specification 2.2: Advice, counselling and support to access services (for medium risk post-independent Domestic Violence Advocate (IDVA) support and target groups not accessing general provision).
- One (value of £0.31 million per year) is delivering against specification 2.3: Helpline, access to refuge provision, support and advice, data gathering on refuge provision and supporting regional coordination of refuge provision.
- One (value of £0.84 million per year) is delivering against specification 2.4: Emergency refuge accommodation and support and alternative housing options to meet the needs of specific groups.
- One (value of £0.24 million per year) is delivering against specification 2.5: Strengthening support for frontline sexual and domestic violence (working with voluntary sector organisations, local authorities, and other agencies).
- One (value of £0.32 million per year) is delivering against specification 2.6: Specifically, targeted services for those affected by harmful practices (female genital mutilation (FGM), honour-based violence, forced marriage and other harmful practices).

2.16 Over quarters one to six, overall performance was on profile (a marginal 0.87 per cent above). Figures 2 and 3 provide further information at a service area level. Outcomes targets have been met or achieved in three out of the six service areas. For the three service areas (2.1, 2.3 and 2.4) that have performed below target, all are within the -/+15 per cent performance tolerance. Tender Education and Arts, the sole commission that delivers service area 2.1, has significantly reduced the -18 per cent variance reported to Grants Committee in July, to -5 per cent. Further information is provided in paragraph 3.14.

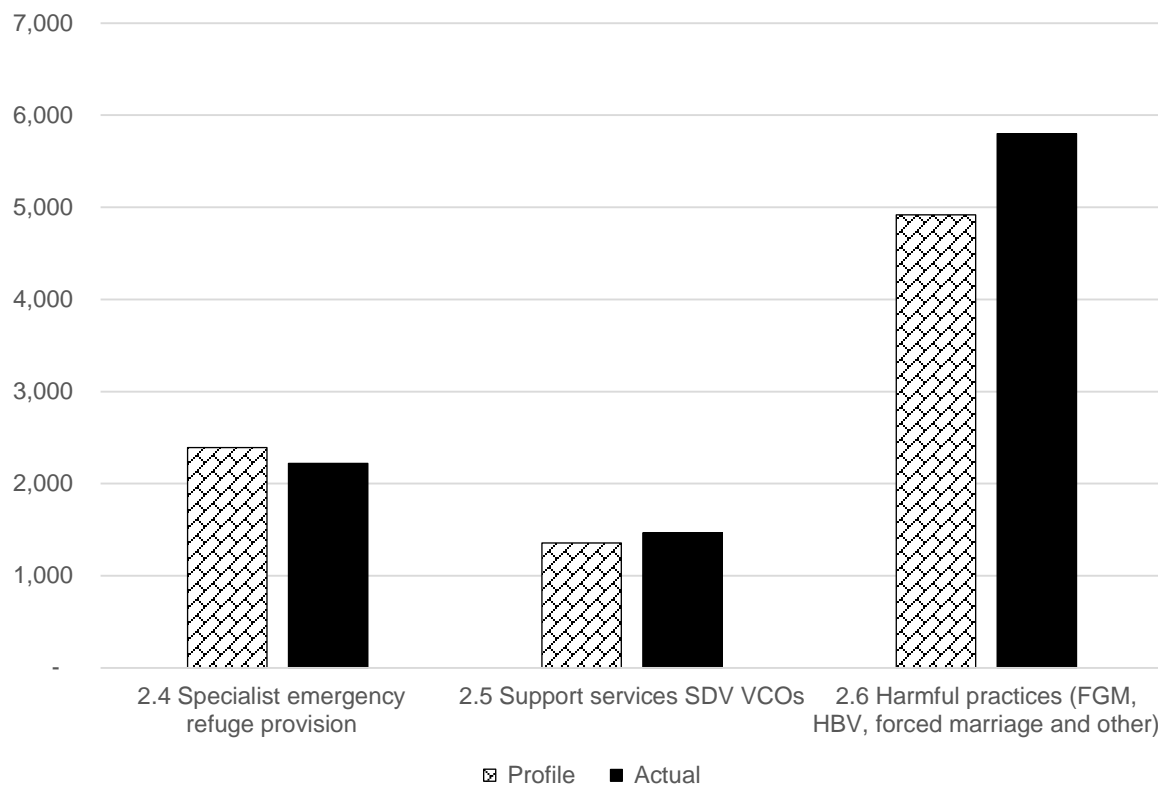
**Figure 2:** Priority 2 Delivery against Profile Aggregate Outcomes per service area (2.1, 2.2, 2.3) 2017-19 Q1- Q6<sup>5</sup>



	2.1 Prevention	2.2 Advice, counselling, outreach, drop-in	2.3 Helpline and coordinated access to refuge provision
<b>Actual</b>	51,714	53,971	71,412
<b>Difference</b>	-2,610	4,477	-1,081
<b>Variance</b>	-4.80%	9.05%	-1.49%
<b>Annual Value of Grants (£m)</b>	£0.27	£1.72	£0.31
<b>Number of Providers</b>	1	3	1

<sup>5</sup> Tender Education and Arts (the only commission in this strand) operates on a rolling programme working with three to four boroughs each quarter. As delivery is aligned to the academic year rather than the committee reporting schedule, delivery can appear to fluctuate

**Figure 3:** Priority 2 Delivery against Profile Aggregate Outcomes per service area (2.4, 2.5, 2.6) 2017-19 Q1-Q6<sup>6</sup>



	2.4 Specialist emergency refuge provision	2.5 Support services SDV VCOs	2.6 Harmful practices (FGM, HBV, forced marriage and other)
<b>Actual</b>	2,218	53,971	1,465
<b>Difference</b>	-171	111	885
<b>Variance</b>	-7.16%	8.20%	18.00%
<b>Annual Value of Grants (£m)</b>	£0.84	£0.24	£0.32
<b>Number of Providers</b>	1	1	1

2.17 Providers continue to support vulnerable and disadvantaged service users within the protected characteristics under the Equality Act 2010. By quarter six<sup>7</sup>:

- 74 per cent were female
- 22 per cent were under 25
- 3 per cent were aged over 55

<sup>6</sup> Women's Aid Foundation (the only commission in this strand) records high numbers of callers where their borough of residence is unknown, or unreported, due to the nature of the service, a domestic violence helpline where callers may be unwilling or too distressed to give this information

<sup>7</sup> Based on self-declaration; users may declare more than one protected characteristics e.g. disability

- 39 per cent were ethnic minorities<sup>8</sup>
- 14 per cent declared a disability/ were deaf or hearing impaired
- 5 per cent were LGBT<sup>9</sup>
- 956 people had no recourse to public funds

### **Policy and wider environment information**

- 2.18 London Councils is working with the Mayor's Office for Policing and Crime (MOPAC), the GLA, boroughs and voluntary sector partners to explore the scope and feasibility of developing a pan-London approach to refuge provision. MOPAC is establishing thematic task-and-finish groups for delivering the Violence and against Women and Girls (VAWG) strategy commitments; this includes Housing and Refuge, which will be chaired by a local authority representative. Routes to Support data and analysis, funded through the London Councils Grants Programme, will be critical in building a strong evidence base to support greater strategic co-ordination and collaboration in commissioning refuge provision in London.
- 2.19 MOPAC is in the process of tendering for a new Integrated Victims and Witnesses Service (IVWS) for 2019 to 2021. This will bring specialist domestic violence advocacy support, currently delivered through the pan-London IDVA service, into a single integrated contract with generic victims and witness services. MOPAC is encouraging consortium bids. During the consultation process, boroughs recommended that specialist providers are commissioned to deliver the domestic violence element and that any new service should engage closely with boroughs so that local pathways and provision are retained. The IVWS has been developed as part of the criminal justice devolution agenda, which will see pre- and post-trial aspects of the Witness Service devolved from the Ministry of Justice to London.
- 2.20 The Home Office and Ministry of Justice are expected to put forward draft legislation for the Domestic Abuse Bill in the coming months, with the full government response to the consultation due in late November/December. Key proposals in the Bill include a new civil protection order, a refreshed definition of domestic abuse accompanied by statutory guidance and the establishment of a Domestic Abuse Commissioner. The Domestic Abuse Commissioner is expected to have a role in holding local areas to

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<sup>8</sup> Includes Asian - all, Black - all, Chinese, Latin American, Middle Eastern, mixed ethnicity, white European, white Irish and white other

<sup>9</sup> Lesbian, gay, bisexual, identify as trans or a person with trans history or declared other

account, monitoring delivery of domestic abuse services and oversight of Domestic Homicide Review Quality Assurance.

- 2.21 The Ministry of Housing, Communities and Local Government (MHCLG) is expected to publish the findings from its Domestic Abuse Services Review in the coming months, including the results of an audit of local authority commissioned domestic abuse services. The Ministry has been consulting, informally, with local authorities on developing a new model for administering central funding, with the aim of supporting local areas in funding refuge and accommodation-based service provision. London Councils has been liaising with MHCLG and lead boroughs officer to provide feedback on the model and any potential implications for London's boroughs.
- 2.22 Women's Aid, and other ASCENT partners, report that continuing austerity and the rollout of Universal Credit are having a negative impact on both their service delivery and their clients. For example, fewer women can volunteer in the day time due to needing to work (paid employment) more hours (some of the ASCENT partners' current model of delivery relies on a significant number of volunteers).
- 2.23 *Service Area 2.1* - Tender Education and Arts report that, from September 2020 (delayed from 2019), Relationships and Sex Education will become compulsory in secondary schools, and Relationships Education will be compulsory in primary schools in England (the Children and Social Work Act 2017 placed a duty on the Secretary of State for Education to make the new subjects compulsory through regulations). The introduction of these subjects at school form part of a wider discussion across the UK about the importance of teaching children how to build healthy relationships. The guidance for the new subjects was open to consultation (the consultation closed on 7 November 2018). It is anticipated that the consultation will encourage schools to start planning, and identifying staff leads and teachers for these subjects in their schools.
- 2.24 *Service area 2.2* - Solace Women's Aid report that supporting single women experiencing domestic violence and housing needs remains an issue. As boroughs implement the changes brought about through the Homelessness Reduction Act, single women do not appear to be prioritised for housing. In addition, in some instances Social Services do not appear to accept statutory responsibility for destitute women and children. In several instances, legal advice is being sought on behalf of services users, which is resource intensive.
- 2.25 *Service Areas 2.2 and 2.3* - The Home Office recently put out to competition domestic violence national helpline services. Two organisations that deliver commissions for

London Councils have submitted bids to the Home Office; a decision regarding the successful bidder is due by the end of the calendar year. As the Grants Programme supports the London-wide domestic violence telephone helpline, officers will keep Members informed as to any potential impact to the London Councils grant funded services.

- 2.26 *Service area 2.6* - Following the first two forced marriage convictions in the UK earlier this year, with coverage in the national press featuring quotes and figures from the Iranian and Kurdish Women Rights Organisation, the issue of forced marriage has remained on the political agenda and in the public eye in recent months.
- 2.27 England's first walk-in clinic for survivors of FGM has opened in Whipps Cross Hospital, in the London Borough of Waltham Forest. Women will be able to have cervical screenings performed by FGM-specialist nurses and gynaecologists and can also access specialist surgical and psychological support.

#### **Performance management**

- 2.28 Tender Education and Arts - RAG rated Green: in quarter six this commission delivered significantly over profile to make up for previous under delivery. Postponed activities took place in quarters five and six and have resulted in project delivery being within the +/-15% performance tolerance for all outcomes by the end of quarter six. Delivery is now at 95 per cent, up from 78 per cent in quarter two. Tender has improved its forward planning, booking of schools and use of borough contacts.

#### **Mayor's Office for Policing and Crime (MOPAC) funding: tackling harmful practices**

- 2.29 London Councils administers £200,000 (over two years) on behalf of MOPAC under a partnership arrangement, to complement the Grants Programme and provide additional resources to Asian Women's Resource Centre for training front-line staff in statutory and voluntary services to identify harmful practices and take appropriate action. The funding enhances London Councils service area 2.6, which delivers services to those affected by harmful practices.
- 2.30 The MOPAC funded extension to the Asian Women's Resource Centre *Ending Harmful Practices* commission has focused on recruiting specialist trainers within the partner agencies to deliver and promote the increased offer of training across London. The additional funding has enabled increased contact with borough officers, for example VAWG and Safeguarding leads, the police and probation service, health, education



and social care professionals. The programme of planned sessions is steadily increasing, making up for a delayed start. During quarters one and two, six sessions were delivered to a total of 101 professionals. As this is below target, London Councils officers will continue to monitor performance to ensure Asian Women's Resource Centre rapidly increases delivery to meet the agreed targets of 51 sessions to 480 professionals per year.

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

- 3.1 Grants Committee agreed funding for the Poverty Programme under Priority 3, Tackling Poverty through Employment, at its meeting on 13 July 2016. The Poverty Programme Priority is funded by boroughs' contributions to the Grants Programme of £3million. This is matched by the London Councils ESF Programme, through a funding agreement with the GLA, which operates within a framework set by the Department for Work and Pensions and the London Economic Action Partnership.
- 3.2 The London Councils ESF Poverty Programme aims to support long-term unemployed and economically inactive people from specific disadvantaged target groups. This includes Londoners that are at risk of homelessness, or are homeless, so projects work in partnership with organisations that London Councils funds under Priority 1.
- 3.3 Payments to providers delivering under Priority 3 can only be made following rigorous quality assurance of all participant documentation to ensure a) eligibility against strict ESF criteria and b) evidence of activity and results is available.
- 3.4 From October 2016 to September 2018, the following activity has been undertaken and results achieved:
- Enrolments – 1,590
  - Personalised support and advice – 1,535
  - Volunteering/work experience - 97
  - Progressed into education/training - 155
  - Progressed into employment - 253
  - Sustained in employment 26 weeks - 93
- 3.5 Providers continue to attract and support disadvantaged residents. Of the participants engaged and enrolled onto the programme:
- 63 per cent are female
  - 59 per cent are parents
  - 58 per cent were long term unemployed
  - 42 per cent were economically inactive
  - 57 per cent were inactive or unemployed for more than three years
  - 29 per cent were over 50
  - 34 per cent did not have basic skills
  - 65 per cent were ethnic minorities

- 53 per cent were from a jobless household
- 21 per cent were from a single adult household with dependent children
- 17 per cent declared a disability
- 20 percent declared they had a health condition that limits work
- 15 per cent declared a mental health condition.

## **Performance management**

### ***Partner withdrawal***

- 3.6 The Citizens Trust (the Trust), delivering services across Brent, Ealing, Hillingdon, Hounslow and Richmond-upon-Thames (the West Cluster), notified London Councils in July that it wished to withdraw from the programme. London Councils Officers having been working with staff at the Trust to ensure participants either progress to positive outcomes, or transition to another provider. The Trusts withdrawal was discussed with members of the Grants Executive on 18 September and the Strategy Director sought advice regarding potential options for continued delivery.
- 3.7 Certain factors have been considered when determining options for continuing services for the boroughs in the West Cluster:
- projects are scheduled to complete at the end of June 2019, with most of the participant activity profiled to be undertaken by the end of March 2019
  - the Trust highlighted challenges with delivery related to other competing services as one of the reasons for withdrawing from the programme
  - opening the West Cluster boroughs for recruitment to the remaining Priority 3 partners;
    - would not require a tendering exercise
    - could enable immediate service coverage across West Cluster boroughs
    - may provide more opportunity for addressing under-delivery at a project level and would not require any variations to agreed funding or volumes of activity.
- 3.8 Considering the above factors, re-tendering for services for the West Cluster is not a practical or preferred option.
- 3.9 In order to provide some immediate service cover for the West Cluster boroughs, the Strategy Director asked the four remaining partners delivering the Priority 3 Programme, if they have services in these boroughs and had the capacity to extend services to the London Councils programme. Paddington Development Trust has agreed to deliver services for residents in all but Richmond-upon-Thames (the

organisation does not have any natural ties with the borough). Paddington Development Trust is currently enrolling and delivering services.

- 3.10 The process to confirm and agree the final delivery position for the Trust is almost complete and will lead to the Trust returning funds to London Councils. Unspent funding from the Grants Programme in respect of this commission is likely to be in the order of £300,000.
- 3.11 Performance across Priority 3 will improve over the next quarters as the majority of activity was profiled to September 2018 however, it is likely that further unspent grant will be identified in the early part of 2019. It is, therefore, recommended that the Strategy Director presents Grants Executive, in February 2019, with options for using the underspend related to the withdrawal of the Trust, along with any other identified underspend from Priority 3, for presentation and decision at full Grants Committee in March 2019. Options for utilising any underspend will encompass the entire programme and may take into account any proposals for changes to outcomes stemming from the mid-programme review (see Section 7).

### ***Priority 3 wider performance management***

- 3.12 Compliance with strict ESF eligibility requirements in relation to potential participants with multiple or complex barriers to employment, has been a key issue for providers. London Councils has negotiated some flexibility to the long-term unemployed target to enable delivery partners to enrol participants with multiple or complex needs, regardless of length of unemployment. This will significantly increase enrolments, and will better support the programmes aim to support the most vulnerable into, or closer to, employment.
- 3.13 Due to ESF compliance requirements, the administrative burden on both delivery partners and London Councils will remain high for the duration of the programme. Three Quality Assurance Administrators continue to provide support directly to partners to help with compliance, and the funding model has been adjusted to increase funding for the first paid element of the programme - personalised support and advice - to acknowledge the additional work that partners need to undertake in the early stages of delivery (overall funding for the programme has not increased).
- 3.14 London Councils continues to pay partners on a monthly rather than quarterly basis to address cash flow issues that have affected partner organisations and to enable London Councils to draw down ESF match funding in a timelier manner. With the

introduction of a robust quality assurance process, and payments based on delivery of results, a monthly payment model is low risk.

- 3.15 More needs to be done to ensure the programme recovers as far as possible. Priority 3 partners are subject to a monthly 100 per cent check of activity and evidence to mitigate the risk of non-compliance with ESF and to closely monitor performance. This is the highest level of risk intervention. This level of monitoring is not a statement about the confidence (or otherwise) London Councils has in its partners. It is in response to the risks associated with delivering a part-European funded programme and the need to closely monitor performance to support the programme's recovery.

#### **4 Risk-based performance management (RAG rating) – Project level performance**

- 4.1 Project performance is measured using the programme-wide Red-Amber-Green (RAG) rating system. The RAG rating system forms part of the Commissioning Performance Management Framework agreed by members in February 2017<sup>10</sup>. The methodology for the system is set out in **Appendix 1** of this report. The rating system shows whether a project's performance is going up, going down or is steady across quarters.
- 4.2 The RAG ratings for quarter five (April to June 2018) and quarter six (July to September 2018) are set out in the table below. For Priorities 1 and 2 the Committee will note that for the 13 projects in quarter six, all are rated Green. The direction-of-travel indicators show that the performance of all projects is steady or improved. Further information is provided in paragraphs 2.13 and 3.13 on projects that were previously reported to this committee due to performance issues. More detailed information on the performance of all commissions is provided in **Appendix 1**.
- 4.3 As noted above (paragraph 4.15), intervention, support and challenge are at the highest level (Red) to ensure robust performance management actions continue to be taken across Priority 3.

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<sup>10</sup> Commissioning Performance Management Framework, Item 5, Grants Committee, meeting on 8 February 2017

**Table Three:** RAG Results (Priorities 1 and 2: April 2017 to September 2018 - Priority 3: October 2016 to September 2018)

Service area	Organisation (lead)	Project	Partners	RAG Rating Q1 to Q5	RAG Rating Q1 to Q6
1.1	Shelter	STAR Partnership (Supporting Tenancies, Accommodation and Reconnections)	Thames Reach, Stonewall Housing, St Mungo's	Green	Green ↔
1.1	St Mungo Community Housing Association	Housing Advice, Resettlement and Prevention Connect	n/a	Green	Green ↗
1.2	New Horizon Youth Centre	London Youth Gateway	Depaul UK, Stonewall Housing, Galop, Albert Kennedy Trust, Shelter	Green	Green ↔
1.3	Homeless Link	PLUS Project	Shelter	Green	Green ↔
1.3	Standing Together Against Domestic Violence	Domestic Abuse Housing Alliance	n/a	Green	Green ↗
2.1	Tender Education and Arts	London Councils pan-London VAWG Consortium Prevention Project	IMECE, Women and Girls' Network, The Nia Project, Solace Women's Aid, Latin American Women's Rights Service, FORWARD, Ashiana Network, Iranian and Kurdish Women's Rights Organisation	Green	Green ↗
2.2	Solace Women's Aid	Ascent: Advice and Counselling	ASHIANA Network, Asian Women's Resource Centre, Chinese Information & Advice Centre, Ethnic Alcohol Counselling in Hounslow, Iranian and Kurdish Women Rights Organisation, IMECE Turkish Speaking Women's Group, Jewish Women's Aid, Latin American Women's Rights Service, The Nia Project, Rape and Sexual Abuse Support Centre, Rights of Women, Southall Black Sisters, Women and Girls Network	Green	Green ↔
2.2	Galop	The LGBT DAP (Domestic Abuse Partnership)	Stonewall Housing, London Friend, Switchboard	Green	Green ↔
2.2	SignHealth	DeafHope London	n/a	Green	Green ↔
2.3	Women's Aid	Pan-London Domestic and Sexual Violence Helplines and Data Collection Project	Refuge, Women and Girls Network, Rape and Sexual Abuse Support Centre, Respect	Green	Green ↔

Service area	Organisation (lead)	Project	Partners	RAG Rating Q1 to Q5	RAG Rating Q1 to Q6
2.4	Ashiana Network	Specialist Refuge Network	Ashiana Network, Solace Women's Aid, The Nia Project, Iranian and Kurdish Women's Rights Organisation	Green	Green ↔
2.5	Women's Resource Centre	The ASCENT project	Respect (perpetrators), Imkaan, Rights of Women, Against Violence, Abuse and Women and Girls Network	Green	Green ↔
2.6	Asian Women's Resource Centre	Ascent Ending Harmful Practices project	Ashiana Network, Latin American Women's Rights Service, Iranian and Kurdish Women Rights Organisation, IMECE Women's Centre, Southall Black Sisters Trust, Women and Girls Network, FORWARD, Domestic Violence Intervention Project	Green	Green ↔
Priority 3	Disability Times Trust	Directions West London	ACDA, New Challenge, Action West London	Red	Red
	London Training and Employment Network	Steps into Work	Breaking Barriers, Centrepoint Soho, HCT Group, Latin America Women Rights Service, Refugee Action Kingston, Skillsland Ltd, Storm Family Centre	Red	Red
	MI ComputoSolutions	Community Life Change	Successful Mums, Royal Mencap, Resource Plus, Centre Point, Train 2 Work.	Red	Red
	Paddington Development Trust	Gold	Urban Partnership Group, Equi-vision, Get Set, Westminster and Wandsworth Mind, St Mungo's, CITE	Red	Red
	Redbridge CVS	Aim Higher	Bromley by Bow Centre, HCT Group, London Training and Employment Network, Osmani Trust, Volunteer Centre Hackney	Red	Red
	Redbridge CVS	Outreach East	ATN, DABD, East Thames, Ellingham, Harmony House, Hope 4 Havering, MADAS	Red	Red

## **5 Communications and borough engagement**

- 5.1 Officers continue to implement the actions set out in the communications plan previously endorsed by Members including reports to the relevant borough officer networks (VAWG Coordinators Network, and Housing Needs and Homelessness Group) and creating an online directory with information on referral pathways. Discussions are taking place with the Chair of the Borough Grants Officers group, to agree a series of presentations from the commissions.
- 5.2 London Councils officers met with VAWG and Housing leads as part of the mid programme review to obtain their views on changes in the wider environment and views on any adjustments to make to programme for the next two years.
- 5.3 Officers convened a meeting with the London borough of Sutton VAWG lead and two of the ASCENT commissions to discuss delivery and referral pathways in the borough.
- 5.4 In quarter five, officers undertook the regular update of the borough officer contact lists to ensure information is reaching the right borough officers. It is important that boroughs support this process by keeping the members of the team at London Councils informed of changes in personnel and the team would be grateful for the support of Grants Committee members with this regular exercise. Most officers have stated that they have found that information from London Councils about the commissions has improved significantly from the 2013-17 grants programme. Officers will continue to implement the communications plan agreed by the Grants Committee to make further improvements to levels of awareness.

## **6 Mid-programme review (Priorities 1 and 2)**

- 6.1 London Councils met with borough officers (VAWG and Housing leads) and representatives from partners delivering commissions across Priorities 1 and 2 in October to:
- determine where the programmes direction of travel in terms of:
    - relevance
    - effectiveness and efficiency
    - outcomes and impact; and
  - discuss lessons learned, which may lead to recommendations to help improve delivery going forward



6.2 The discussion took in to account changes in the wider environment, for example the introduction of the Homelessness Reduction Act and the MHCLGs potential plans on developing a new model for administering central funding, with the aim of supporting local areas in funding refuge and accommodation-based service provision.

6.3 Several strengths with the current programme were initially discussed, namely:

- partnership working/hub and spoke models of delivery – integrating services
- a strong focus on specialisms, reaching clients who have fallen through the net
- meeting needs that other services are no longer able to; having a long-term impact
- developing new and efficient pathways
- targeted borough-level work
- making effective links across the Priorities for both service users and providers
- additional training to borough officers is highly valued

6.4 The consensus was the original commissioning aims and outcomes for both Priorities 1 and 2 remain relevant and continue to meet the needs of service users. Some of the outcomes, and issues relating to the delivery of outcomes, were discussed in more detail, specifically:

- the indicative borough spread for services for young homeless people was based on population statistics; more accurate data may now be available from the Young Homelessness Databank, which could lead to better indicative levels of service at borough level
- the definitions relating to a successful outcome for resolving disrepair with landlords to maintain tenancies
- issues with evidencing some outcomes that require follow-up/tracking
- limited evidence of the impact from the Homeless Reduction Act
- up-coming changes regarding national domestic violence helplines and possible changes in models for funding for refuge provision
- the continued pressure on services stemming from austerity and the corresponding growing strain on local authority services – this issue was noted as significant and a contributing factor where over-delivery is occurring.

6.5 There were no suggestions that major changes were required, and an acceptance that more time to understand the impact of, for example, the introduction of the Homelessness Reduction Act would be useful before committing to specific changes to some outcomes.

- 6.6 On that basis, it is proposed that the team continue to work with borough officers and providers to refine the small number of outcomes that were discussed at the mid programme review meeting in September, in conjunction with options for deploying unspent grant from Priority 3 and discuss proposals with Grants Executive in February 2019, for presentation and decision at full Grants Committee in March 2019.

## 7 Value for Money

- 7.1 London Councils Grants Programme administers public money on behalf of, and with, the London boroughs and therefore must ensure value for money - the optimal use of resources to achieve intended outcomes. The National Audit Office model of value for money focuses on three E's:

- **Economy:** minimising the cost of resources used or required (inputs);
- **Efficiency:** the relationship between the output from goods or services and the resources to produce them; and
- **Effectiveness:** the relationship between the intended and actual results of public spending (outcomes)

- 7.2 The *Commissioning Performance Management Framework* (agreed by members in February 2017) sets out the controls used to ensure value for money for the programme. This includes checks on audited accounts, a review of annual budgets and, where underspend has been identified, deductions from payments. A 15 per cent cap is in place with regards to projects' overhead costs.

- 7.3 Commissions have also highlighted how their projects offer value for money in their annual returns. Six commissions reported leveraging over £2 million additional funding as a result of receiving London Councils funding; Women's Aid has stated that the cost of phone calls to the Domestic Violence Helpline - £14 per call - when compared to the cost of domestic violence and homicide statutory services, represents a significant saving; the specialist nature of service delivery has associated savings, for example the DeafHope project avoids the use of British Sign Language interpreters, saving a reported £3,000 per beneficiary. Commissions have reported cost savings through sharing management costs across partnerships, lower rental costs through co-locations and community hosting, appropriate use of volunteers and use of pro bono legal support.

- 7.4 Most commissions have performed well against targets. Where issues with delivery have arisen, officers have worked closely with the providers to ensure these were

addressed. Improved partnership and cross priority working has led to better outcomes for service users. Where relevant, commissions work towards certain quality standards, and involve service users in the design and adaptation of the projects.

- 7.5 Information and data provided through the programme has been used by the policy team at London Councils, and by other stakeholders, to inform the strategic response to these priority areas.

## Recommendations

The Grants Committee is asked to:

### Note:

- a) Outcomes at priority level:
  - i) Priority 1, combatting homelessness, overall is 16 per cent above profile for quarters one to six.
  - ii) Priority 2, tackling sexual and domestic violence, overall is on profile (a marginal 0.87 per cent above) for quarters one to six.
  - iii) Priority 3, tackling poverty through employment, overall is -59 per cent below profile for the period October 2016 to September 2018.
- b) The number of interventions delivered in the relevant periods:
  - i) Priority 1, combatting homelessness - 34,570
  - ii) Priority 2, tackling sexual and domestic violence - 184,970
  - iii) Priority 3, tackling poverty through employment - 3,163
- c) At project level, using the Red, Amber, Green (RAG) performance management system (explained at **Appendix 1**):
  - i) Priorities 1 and 2: all 13 projects are rated Green.
  - ii) Priority 3: for the purposes of performance management, all projects remain rated Red to ensure performance management actions, both taken and planned, support continuous improvements in delivery (Section 4).
- d) **Note** the withdrawal of a partner from Priority 3 and actions to arrange service cover for the affected boroughs (paragraphs 4.6 to 4.10).
- e) **Agree** that options for using the underspend related to the withdrawal of a Priority 3 partner, are discussed with Grants Executive in February 2019, with any other identified underspend from Priority 3, for presentation and decision at full Grants Committee in March 2019 (paragraph 4.11).
- f) **Note** the progress on administration of £200,000 on behalf of the Mayor's Office for Policing and Crime to enhance training to front-line professionals on identifying harmful practices (paragraph 3.15).
- g) **Note** the borough maps (**Appendix 2**), and actions to address issues with borough-level delivery (Section 6).
- h) For the mid-programme review:
  - i) **Note** the discussions that have taken place with borough officers and commissions (Section 7), and

- ii) **Agree** that any proposed changes to the outcomes for the current 2017 to 2021 programme are discussed with Grants Executive in February 2019, in conjunction with options for deploying unspent grant from Priority 3, for presentation and decision at full Grants Committee in March 2019 (paragraphs 7.4 to 7.6).

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Appendix 1 RAG Rating Methodology

Appendix 2 Priorities 1 and 2 Borough Maps

Appendix 3 Project Delivery Information and Contact Details

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### **Financial Implications for London Councils**

Funding for commissions was agreed at the meeting of the Grants Committee in February 2017, within the budget envelope agreed at London Councils Leaders' Committee in November 2016. The London Councils Grants Committee considered proposals for expenditure in 2018/19 at its meeting on 22 November 2017. The Leaders' Committee agreed a budget at its meeting on 5 December 2017.

### **Legal Implications for London Councils**

None

### **Equalities Implications for London Councils**

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

### **Background Documents**

*Performance of Grants Programme 2017-21, Item 5, 21 March 2018*

*Performance of Grants Programme 2017-21, Item 5, 22 November 2017*

*Grants Programme 2017-21 Update Report, Item 13, 12 July 2017*

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

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

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

London Councils officers report quarterly to the Grants Committee on the performance of the grants programme, based on the Commissioning Performance Management Framework agreed by Grants Committee in February 2017.

The cornerstone of this at project level is a Red, Amber or Green (RAG) rating of all projects:

Green	80-100 points
Amber	55-79 points
RED	0-54 points

The RAG rating is made up of:

- Performance - delivery of outcomes, 70 per cent
- Quality - provider self-assessment and beneficiary satisfaction, 10 per cent
- Compliance - timeliness and accuracy of reporting, responsiveness and risk management, 20 per cent.

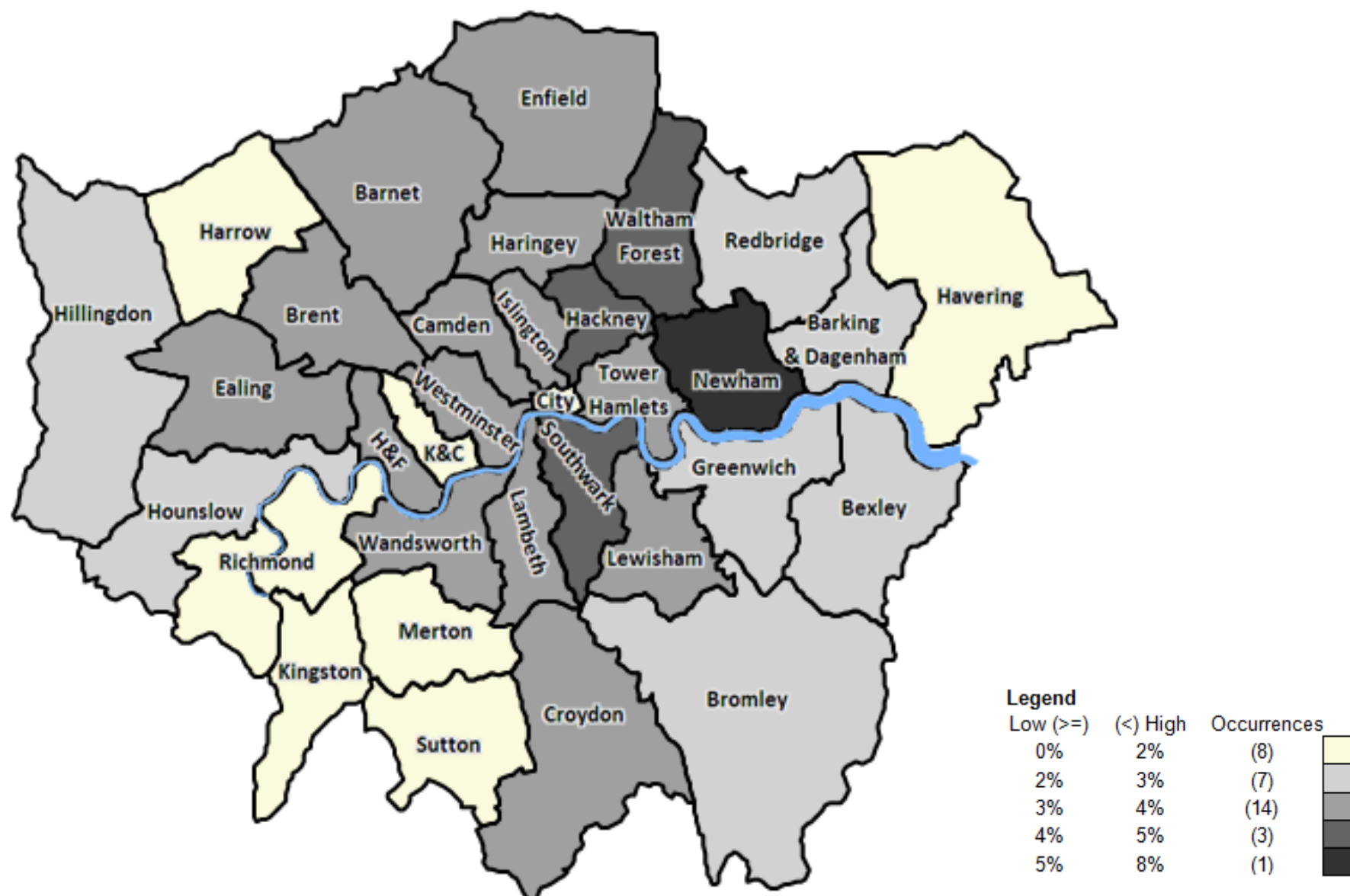
The requirement to meet at least 80 points to achieve a Green rating was agreed at the March 2018 Grants Committee, following a review by officers to ensure that the RAG rating system was appropriately highlighting performance issues.

The framework also sets out a risk-based approach to monitoring in which levels of monitoring are varied dependent on the RAG score of the project.

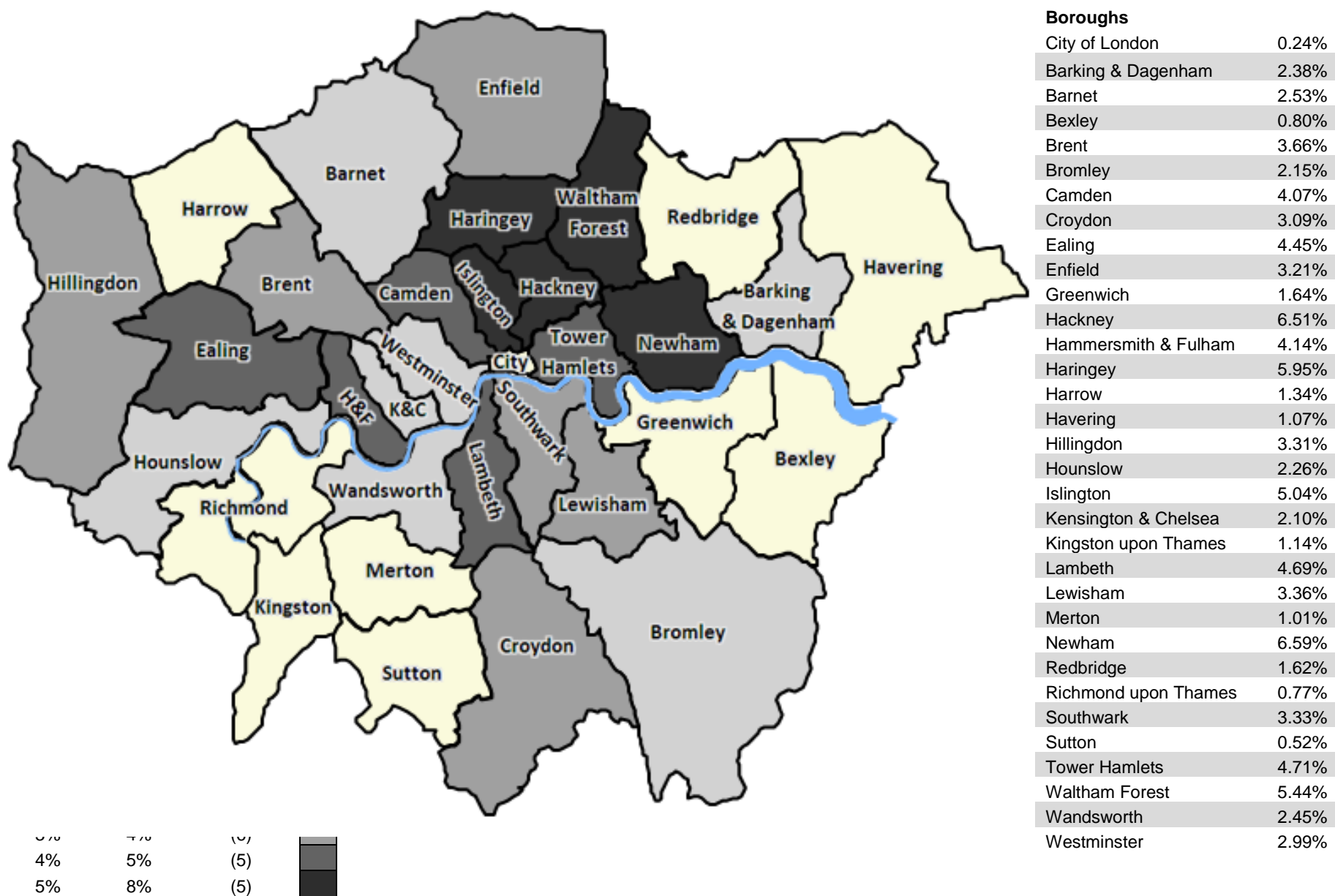
#### **Performance change indicators** (changes from one reporting quarter to the next)

↑	an increase of five or more percentage points
↗	an increase of more than two percentage points but less than five
↔	The score has remained relatively static with no significant change allowing for minor fluctuation between -two and +two percentage points
↘	a decrease over two percentage points but less than five
↓	a decrease of five or more percentage points

## Priority 1: Combatting Homelessness indicative level of distribution based on need

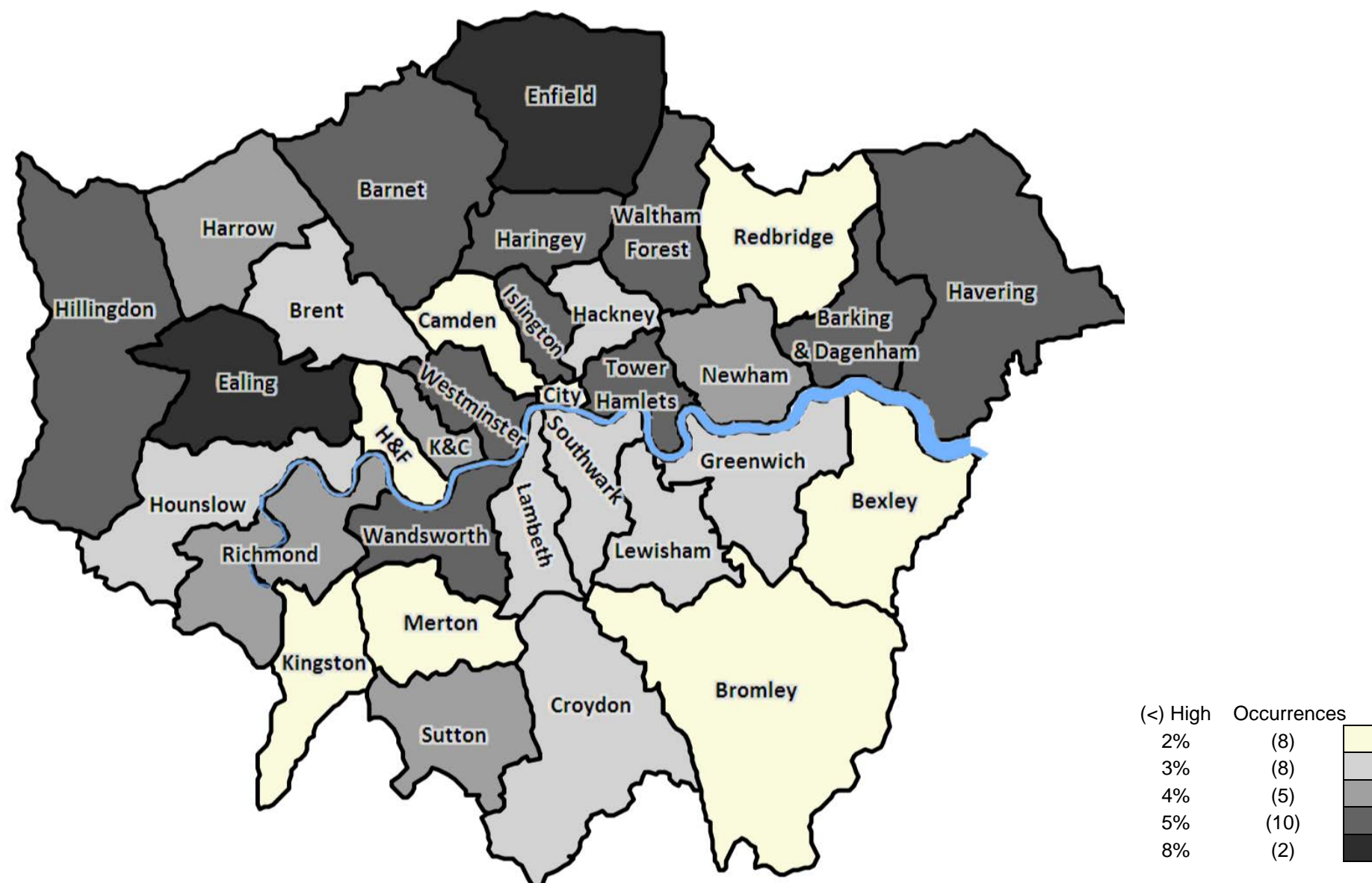


## Priority 1: Combatting Homelessness actual distribution to September 2018





## Priority 2: Tackling Sexual and Domestic Violence - indicative level of distribution based on need



## Priority 2: actual distribution of delivery to September 2018



3%      4%      (12)  
 4%      5%      (2)  
 5%      8%      (1)

**Boroughs**

City of London	0.14%
Barking & Dagenham	3.39%
Barnet	3.64%
Bexley	1.06%
Brent	2.27%
Bromley	1.69%
Camden	2.09%
Croydon	2.95%
Ealing	6.34%
Enfield	4.20%
Greenwich	1.79%
Hackney	2.08%
Hammersmith & Fulham	1.56%
Haringey	3.74%
Harrow	3.16%
Havering	2.86%
Hillingdon	3.23%
Hounslow	1.92%
Islington	2.92%
Kensington % Chelsea	3.08%
Kingston upon Thames	0.81%
Lambeth	3.40%
Lewisham	3.29%
Merton	1.05%
Newham	3.03%
Redbridge	1.81%
Richmond upon Thames	2.90%
Southwark	2.09%
Sutton	2.14%
Tower Hamlets	4.51%
Waltham Forest	3.56%
Wandsworth	3.28%
Westminster	3.15%



**London Councils**

**Grants Programme 2017 – 21**

**Performance of Commissions**

**April 2017 – September 2018**

**(Includes contact details for each project)**



## Priority 1 – Combatting Homelessness

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

Contact Details	Referrals
<p>Ben Tovey, London Hub Manager  <a href="mailto:ben_tovey@shelter.org.uk">ben_tovey@shelter.org.uk</a>  <b>0344 515 1269 / 0770273391</b>            First Floor, 4 Garrett Street, London, EC1Y 0TY</p>	<p><a href="https://england.shelter.org.uk/get_help/local_services/london">https://england.shelter.org.uk/get_help/local_services/london</a>            STAR Video:  <a href="https://www.youtube.com/watch?v=mT4Q-Z9yKnM&amp;list=PLrybnVaUKJhDptYtJlckblfN77mXMyIQT&amp;index=1">https://www.youtube.com/watch?v=mT4Q-Z9yKnM&amp;list=PLrybnVaUKJhDptYtJlckblfN77mXMyIQT&amp;index=1</a></p>

Outcome	2017-2019 Q6	
	Profile	Delivered
Outcome		
Number of new service users	7500	8977
Number assisted to obtain crisis or intermediate short term accommodation	525	599
Number assisted to obtain suitable settled accommodation	550	651
Number with one/more protected equalities characteristic (Equality Act 2010)	440	626
Number of rough sleeper hotspot closures	71	94
Number with resolved landlord/accommodation service issues affecting tenancy stability (particularly in outer London) may include harassment, abandonment and behaviour issues	540	745
Numbers with disrepair resolved and able to maintain tenancy	600	426
Number supported to successfully sustain tenancies/accommodation for 6 months	96	140
Number supported to successfully sustain tenancies/accommodation for 12 months <sup>1</sup>	48	71
Number with resolved debt, benefits and financial hardship issues	862	845
Number with improved physical health	300	369
Number with improved mental health	690	677
Numbers referred successfully onto a London Councils Priority 3 project or similar employment project	255	241
Number with increased employability skills (including apprenticeships)	127	105
<b><i>Disrepair resolved and able to maintain tenancy</i></b> – Service users may be seeking alternative resolutions to repairs which led to reductions on this outcome. Shelter will be launching a marketing campaign around disrepair over the winter months.		

<sup>1</sup> Reporting started from quarter 5

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

Contact Details	Referrals
<p>Samantha Cowie, Head of Criminal Justice  <a href="mailto:samantha.cowie@mungos.org">samantha.cowie@mungos.org</a>  <b>020 7023 7010/ 020 3856 6000</b>            3 Thomas More Square, 5<sup>th</sup> Floor, Tower Hill London E1W 1YW  <a href="http://www.mungos.org">www.mungos.org</a></p>	<p>All referrals must be made through a secure email address. Please contact our HARP service manager <a href="mailto:Ogechi.ojihi@mungosofs.cjsm.net">Ogechi.ojihi@mungosofs.cjsm.net</a></p> <p>Advice line: 020 85257710            Website: <a href="https://www.mungos.org/our-services/offender-services/">https://www.mungos.org/our-services/offender-services/</a></p>

Outcome	2017-2019 Q6	
	Profile	Delivered
Number of new users	1917	2342
Number assisted to obtain appropriate housing.	750	796
Number of tenancies brokered	75	52
Number assisted to obtain suitable settled accommodation	450	608
Number with one/more protected equalities characteristic (Equality Act 2010)	225	307
Number reconnected with stable family/friends accommodation	300	283
Number with resolved landlord/accommodation service issues affecting tenancy stability may include harassment, abandonment behaviour issues	288	277
Number supported to successfully sustain tenancies/accommodation for 6 months	384	90
Number supported to successfully sustain tenancies/accommodation for 12 months <sup>2</sup>	192	92
Number with resolved debt, benefits and financial hardship issues	540	486
Number with improved physical health	576	507
Number with improved mental health	315	303
Number with improved life skills (can include independent living and be measured through distance travelled tool)	576	520
Numbers referred successfully onto a London Councils Priority 3 project or similar employment project	75	46
Number with increased employability skills (including apprenticeships)	288	267
Number successfully obtaining work placements, volunteering opportunities	42	45
<p><b>Tenancies brokered</b> - Ongoing difficulties are reported in sourcing landlords willing to take on clients on benefits.</p> <p><b>Sustained tenancies/accommodation for 6 and 12 months</b> – Outcome recording has improved from the last quarter following adjustments to working practices resulting in more accurate counting and collation.</p>		

<sup>2</sup> Reporting to start from Q5



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

Contact Details	Referrals
Phil Kerry, CEO <a href="mailto:phil.kerry@nhyouthcentre.org.uk">phil.kerry@nhyouthcentre.org.uk</a> <b>020 7388 5560</b> 68 Chalton St, London, NW1 1JR <a href="http://www.nhyouthcentre.org.uk">www.nhyouthcentre.org.uk</a>	General Info. <b>020 7388 5560</b> Youth Work <b>020 7388 5570</b> Advice <b>020 7388 5580</b> <a href="http://www.londonyouthgateway.org.uk/get-help/">http://www.londonyouthgateway.org.uk/get-help/</a>

Outcome	2017-2019 Q6	
	Profile	Delivered
Number of users	10106	11066
Number assisted to obtain crisis or intermediate short term accommodation	651	1116
Number supported to obtain suitable safe settled accommodation)	967	1070
Number with one/more of the protected characteristics in the 2010 Equality Act (excluding age)	848	819
Number assisted with family mediation/reconnection leading to safe and settled reconciliation (where appropriate)	772	621
Number supported to successfully sustain suitable safe accommodation for 6 months	152	190
Number supported to successfully sustain suitable safe accommodation for 1 year or more <sup>3</sup>	26	54
Number with resolved debt, benefits and financial hardship issues	892	1335
Number with increased knowledge of housing options	7230	9897
Number with improved mental health	1867	2163
Number completing independent living skills workshops/course (incl. budgeting/money management)	1036	1029
Number with improved interpersonal skills (incl. behaviour, conflict and relationships)	1111	1451
Number successfully obtained employment for six months (including apprenticeships)*	116	125
Number with increased employability skills	1018	1153
Number successfully obtained a training opportunity (accredited)	720	825

<sup>3</sup> Reporting to start from Q5.

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

Contact Details	Referrals
<p>Jane Bancroft - London Development Manager  <a href="mailto:jane.bancroft@homelesslink.org.uk">jane.bancroft@homelesslink.org.uk</a>  <b>020 7840 4460/ 079 5611 4992</b>            2<sup>nd</sup> Floor Minorities House, 2-5 Minorities, London            EC3N 1BJ</p>	<p><a href="http://www.homeless.org.uk">www.homeless.org.uk</a></p>

Outcome	2017-2019 Q6	
	Profile	Delivered
Number of new organisations	437	439
Number with increased knowledge of changes in homelessness policy/ legislation/ benefit reforms	184	218
Number with improved working relationships with local services	167	184
Number with increased knowledge to adapt service delivery as a result of change of need across London/policy and legislative change	140	161
Number of VCS able to demonstrate that they have adapted their services and increased their links (to local authorities, providers under Priority 1, 2 and 3, and other agencies) to deliver holistic solutions for service users	65	183
Number of VCS aware of changing need in inner and outer London and able to adapt services accordingly.	150	199
Number of housing professionals with increased knowledge of changes in homelessness policy/ law/benefit reforms	60	81
Number of housing professionals who feel better informed of funded services and how they assist local delivery	80	124
Number of Landlords with increased knowledge of changes in homelessness policy/ law/benefit reforms	8	9
Number of organisations with more diverse funding streams	10	9
Number with a wider understanding of funding processes and opportunities	175	164
Number of relationships brokered between VCS and social philanthropy/ investment organisations charitable arms of businesses to increase housing opportunities.	16	18

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

Contact Details	Referrals
<p>Nicole Jacobs (CEO)</p> <p><a href="mailto:n.jacobs@standingtogether.org.uk">n.jacobs@standingtogether.org.uk</a></p> <p>246 King Street</p> <p>Ravenscourt Park</p> <p>W6 0RF</p> <p>020 8748 5717</p> <p><a href="http://www.standingtogether.org.uk">www.standingtogether.org.uk</a></p>	<p>Rebecca Vagi, DAHA Development Manager</p> <p><a href="mailto:r.vagi@standingtogether.org.uk">r.vagi@standingtogether.org.uk</a></p> <p>0208 748 5717</p> <p><a href="http://www.dahalliance.org.uk/events">www.dahalliance.org.uk/events</a> for general information and events details</p> <p><a href="https://form.jotformeu.com/72763233547359">https://form.jotformeu.com/72763233547359</a> to book to attend workshops</p> <p><a href="http://accreditation.dahalliance.org.uk/">http://accreditation.dahalliance.org.uk/</a> to sign up to online self-assessment toolkit</p>

Outcome	2017-2019 Q6	
	Profile	Delivered
Number of new organisations	120	79
Number of frontline organisations with increased awareness of specialist/equalities needs of clients	120	110
Number of frontline organisations adapting and or introducing services to meet the specialist/equalities needs of clients	60	74
Number of frontline organisations with increased knowledge of changes in homelessness policy/ legislation/ benefit reforms	120	88
Number of frontline organisations with improved working relationships with local services and in particular domestic abuse services	120	104
Number of housing providers acquiring DAHA accreditation	8	4
Number of VCS able to demonstrate that they have adapted their services and increased their links (to local authorities, providers under Priority 1, 2 and 3, and other agencies) to deliver holistic solutions for service users	60	77
Number of housing organisations with increased awareness of specialist /equalities needs of clients	120	110
Number of housing professionals with improved working relationships with frontline services and in particular domestic abuse services and MARAC	60	73
Number of housing professionals who feel better informed of funded services and how they assist local delivery	120	95
Number of housing providers with improved ability to form partnerships/work collaboratively	60	99
Number of housing providers supported to work together on more than one occasion related to domestic abuse provision and best practice	120	110
Number of housing providers with documented evidence that they are progressing in 4 of 8 DAHA National Standards <sup>4</sup>	6	5
Number of housing providers with increased awareness of tenancy sustainment options for residents affected by domestic abuse <sup>5</sup>	40	30
<p><b>New organisations</b> – Housing providers that have signed up to the Make a Stand Pledge will be approached in the next quarter to increase numbers.</p> <p><b>Housing providers acquiring DAHA accreditation</b> – Follow ups will take place with housing providers that have expressed an interest in the process in the next quarter, with an aim to secure accreditation visit dates to meet this target.</p>		

<sup>4</sup> New outcomes from Q5

<sup>5</sup> As above

## Priority 2 – Tackling Sexual and Domestic Violence

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

Contact Details	Resource
Emily Whyte, Education Manager <a href="mailto:emily@tender.org.uk">emily@tender.org.uk</a> <b>020 7697 4249</b> (direct line) The Resource Centre, 356 Holloway Road, London N7 6PA	<a href="http://www.tender.org.uk">www.tender.org.uk</a>

Outcome	2017 – 2019 Q6	
	Profile	Delivered
Number of new users	22875	22539
Healthy Relationship Project participants can identify at least one warning sign of sexual and domestic violence	1471	1539
Healthy Relationship Project participants in secondary schools and out of school settings can memorise key statistics pertaining to abuse	960	972
Healthy Relationship Project participants state sexual and domestic violence is unacceptable	1557	1346
Children and young people report feeling confident to support a friend following school assembly	14168	15232
Children and young people feel more confident to deal with abuse and understand it is based on power inequality following school assembly	15180	13666
Children and young people can now make positive relationship choices following school assembly	16192	13777
Healthy Relationship Project participants can identify appropriate support channels and services	1557	1477
Healthy Relationship Project participants in secondary schools and out of school settings report an improvement in their peer relationships	384	689
Professionals report positive changes in the behaviour and/or attitudes of participants following Healthy Relationships Project	55	48
Professionals in Champion Schools report increased confidence to use training in professional practice (staff training)	768	903
Professionals in Champion Schools report increased knowledge about the complex nature of the issue (staff training)	672	789
Healthy Relationships Project participants in secondary schools and out of school settings can recall criminal statistics for different forms of sexual and domestic violence against protected groups	1024	919
Participants in Champion Schools (targeted group) are able to identify controlling behaviours in relationships	168	172
Participants in Champion Schools (targeted group) report feeling more confident to seek support	168	185
<i>The majority of the under delivery in quarter 4 was made up in quarter 6 with rescheduled work taking place; the commission is mainly back on track with its cumulative targets.</i>		



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

Contact Details	
Gill Herd, Senior Manager - Partnerships <a href="mailto:g.herd@solacewomensaid.org">g.herd@solacewomensaid.org</a> <a href="mailto:ascenta&amp;c@solacewomensaid.org">ascenta&amp;c@solacewomensaid.org</a> 020 3198 4661 Solace Women's Aid, Unit 5-7 Blenheim Court, 62 Brewery Road, N7 9NY <a href="http://www.solacewomensaid.org">www.solacewomensaid.org</a>	East London (Solace Women's Aid): 0808 802 5565; <a href="mailto:advice@solacewomensaid.org">advice@solacewomensaid.org</a> West London (Women and Girls Network): 0808 801 0660; <a href="mailto:advice@wgn.org.uk">advice@wgn.org.uk</a> London Legal Advice (Rights of Women): 0207 608 1137

Outcome	2017 – 2019 Q6	
	Profile	Delivered
Number of new users	9345	11520
Number of service users reporting reduced fear/ greater feelings of safety	6541	6766
Number of service users reporting reduced risk, reduced repeat victimisation, prevention of escalation	5142	5257
Service users have improved self-esteem, motivation, confidence and are able to rebuild their lives, moving to independence	3606	4410
Service users have improved emotional health and wellbeing and physical health and are able to rebuild their lives, moving to independence	2670	3388
Number of service users with continuing support to sustain new lives	3204	3459
Number of service users with safety plan	3976	3936
Number of tenancies secured	1602	1175
Number of service users accessing legal advice and/or with increased understanding of the law	2803	3449
Number of service users supported to access other services including Health and Children's services.	5723	5907
Service Users with increased knowledge of options to exit prostitution	45	60
People from the protected characteristics report increased safety/knowledge of their rights	3738	4116
People from the protected characteristics report satisfaction with services	4673	5184
Number of service users successfully referred from Local Authority and local IDVAs	1404	1489
Service providers are better informed of beneficiaries' needs and service users are enabled to communicate their needs and views to service providers/decision makers	570	984
Service providers are better equipped to support SUs with VAWG and/ or legal issues	330	333
<b>Tenancies secured</b> - This has improved from the previous quarter and performance is being closely monitored by the provider. Work will continue to generate suitable referrals to the housing caseworker across the strand.		

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

Contact Details	Referrals
<p>Peter Kelley, Service Manager &amp; LGBT DAP Coordinator</p> <p><a href="mailto:peter@galop.org.uk">peter@galop.org.uk</a></p> <p>020 7697 4081 (office)</p>	<p>Survivors and professionals can refer through the DAP website using the electronic referral form: <a href="http://www.lgbtdap.org.uk">www.lgbtdap.org.uk</a></p> <p>Referrals can also be made via <a href="http://www.galop.org.uk">www.galop.org.uk</a> and via email: <a href="mailto:referrals@galop.org.uk">referrals@galop.org.uk</a></p> <p>Clients and professionals can also self-refer or make referrals through Galop's helpline: 0207 704 2040 Or the National LGBT DV Helpline: 0800 999 5428</p>

Outcome	2017 – 2019 Q6	
	Profile	Delivered
Number of new users	814	952
Number of service users reporting reduced fear/ greater feelings of safety	150	157
Number of service users reporting reduced risk, reduced repeat victimisation, prevention of escalation	100	117
Service users have improved self-esteem, motivation, confidence and are able to rebuild their lives, moving to independence	85	93
Service users have improved emotional health and wellbeing and physical health and are able to rebuild their lives, moving to independence	87	71
Number of service users with continuing support to sustain new lives	90	95
Number of service users with safety plan	72	86
Number of tenancies secured	60	65
Number of service users accessing appropriate health services or other services including children's services	120	139
Number of service users accessing legal advice	80	84
People from the protected characteristics report increased safety/knowledge of their rights	235	262
People from the protected characteristics report satisfaction with services	120	131
Number of service users successfully referred from Local Authority and local IDVAs	30	31
Service providers are better informed of beneficiaries' needs and service users are enabled to communicate their needs and views to service providers/decision makers	18	25

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

Contact Details	Referrals
<p>Marie Vickers – Service Manager  <a href="mailto:mvickers@signhealth.org.uk">mvickers@signhealth.org.uk</a>  <a href="mailto:deafhope@signhealth.org.uk">deafhope@signhealth.org.uk</a></p> <p>020 8772 3241 (voice) 079 7035 0366 (text)  The Bridge, Oakmead Road, London SW12 9SJ  <a href="http://www.signhealth.org.uk/">http://www.signhealth.org.uk/</a></p>	<p><a href="https://www.signhealth.org.uk/our-projects/deafhope-projects/deafhope-service/refer-to-deafhope/">https://www.signhealth.org.uk/our-projects/deafhope-projects/deafhope-service/refer-to-deafhope/</a></p> <p>Deaf people can self-refer through our email <a href="mailto:deafhope@signhealth.org.uk">deafhope@signhealth.org.uk</a> or sms number 07970 350366</p> <p>Professionals can either contact or email DeafHope to make a referral</p>

Outcome	2017 – 2019 Q6	
	Profile	Delivered
Number of new users	223	419
Number of service users reporting reduced fear/ greater feelings of safety	150	177
Number of service users reporting reduced risk, reduced repeat victimisation, prevention of escalation	150	155
Service users have improved self-esteem, motivation, confidence and are able to rebuild their lives, moving to independence	150	149
Service users have improved emotional health and wellbeing and physical health and are able to rebuild their lives, moving to independence	150	149
Number of service users with continuing support to sustain new lives	135	175
Number of service users with safety plan	135	168
Number of tenancies secured	135	175
Number of service users accessing appropriate health services or other services including children's services	135	175
Number of service users accessing legal advice	135	41
People from the protected characteristics report increased safety/knowledge of their rights	223	419
People from the protected characteristics report satisfaction with services	223	419
Number of service users successfully referred from Local Authority and local IDVAs	94	36
Service providers are better informed of beneficiaries' needs and service users are enabled to communicate their needs and views to service providers/decision makers	405	444
<p><b>Number of service users accessing legal advice</b> – Not all clients referred to the commission need legal advice; however existing clients are continuing to receive legal advice and support.</p> <p><b>Number of service users successfully referred from Local Authority and local IDVAs</b> -The commission currently has more self-referrals than from IDVAs or local authorities as deaf users of Deafhope and feel they are able to contact the project directly. IDVAs also give potential clients Deafhope's details to contact the project directly. SignHealth will work on how to improve their marketing to local IDVA services. In quarter 6, LB Sutton has reported that Deafhope works closely with their local IDVA service.</p>		

Women's Aid	
<b>Project name:</b>	Pan-London Domestic and Sexual Violence Helplines and Data Collection Project
<b>Priority:</b>	Priority 2: Tackling Sexual and Domestic Violence
<b>Specification:</b>	2.3 Helpline and coordinated access to refuge provision
<b>Amount (1 year):</b>	£314,922
<b>Delivery partners:</b> Refuge, Women and Girls Network (WGN), Rape and Sexual Abuse Support Centre (RASASC) and Respect	
<p>This project will work to ensure that people affected by all forms of domestic and sexual violence receive the non-judgmental, confidential support that they need, and access to emergency refuge provision when they need it, and to assist commissioners and strategic stakeholders to effectively coordinate refuge provision based on robust data:</p> <ul style="list-style-type: none"> <li>- Expert Pan-London telephone, email and online support to victims of domestic and/or sexual violence and those supporting them;</li> <li>- Comprehensive data on London services facilitating immediate refuge referrals;</li> <li>- Collection, analysis and dissemination of data on the nature and usage of refuge and other provision and needs in London.</li> </ul> <p>The project will assist London boroughs directly through a dedicated refuge referral mechanism, plus informative data for improving services and better understanding needs, including provision of a 'heat map'.</p> <p>UK Refuges On Line (UKROL) is an integral part of this project, and the project will work with London Councils,</p> <p>MOPAC<sup>6</sup> and borough stakeholders to ensure the maximum benefit is achieved from the range of data collected through the improved data analysis tools and resources that the project will implement going forward.</p> <p>The project will be committed to impactful liaison with London boroughs and promoting its services to all those who might benefit</p>	

Contact Details	Referrals
<p>Nicki Norman, Director of Services  <a href="mailto:n.norman@womensaid.org.uk">n.norman@womensaid.org.uk</a>  <b>011 7983 7135</b>  <a href="http://www.womensaid.org.uk">www.womensaid.org.uk</a></p>	<p>The Freephone 24 Hour National Domestic Violence Helpline: 0808 2000 247  <a href="mailto:helpline@womensaid.org.uk">helpline@womensaid.org.uk</a>  <a href="http://www.nationaldomesticviolencehelpline.org.uk">www.nationaldomesticviolencehelpline.org.uk</a>  Rape and Sexual Abuse Support Centre Helpline: <b>0808 802 9999</b>  Women and Girls Network Dedicated Sexual Violence Helpline: <b>0808 801 0770</b>  Respect Men's Advice Line: <b>0808 801 0327</b></p>

<sup>6</sup> MOPAC – Mayor's Office for Policing and Crime

Outcome	2017 – 2019 Q6	
	Profile	Delivered
Number of new users	30753	31857
Number of service users with reduced level of risk	26250	19658
Number of service users referred to a refuge	3000	3344
Survivors of rape and sexual abuse accessing Helpline	6750	5926
Quarterly report on refuge referrals (successful and non-successful) by London borough, with particular categories including equalities sent to all borough officers and other key stakeholders <sup>7</sup>	6	6
New data on housing status of service users on entry and exit is included in quarterly reports	5	4
Reports and heat maps used by borough officers and other key stakeholders (including MOPAC) to coordinate refuge provision; plan strategically and improve responses to domestic and sexual violence	32	32
Number of successful referrals into counselling or other specialist service provision	2250	2602
People with the protected characteristics (Equalities Act 2010) are able to access support that meets their needs	240	299
Service users reporting their needs were adequately addressed when utilising the Helpline service (according to age, disability, gender reassignment, marriage & civil partnership, pregnancy & maternity, race, religion or belief, sex, sexual orientation).	600	668
Service providers (including boroughs and refuges) report being able to respond to service users' needs	120	131
Professionals report having the relevant and required information they need to support service users affected by sexual and domestic violence	120	128
Number of logins to Routes to Support (formerly UKROL [UK Refuges online]) from services in London	33000	38461
Referrals to ISVA and sexual violence-specific support services	120	153
<b>Number of users with a reduced level of risk – this is due to previous under-delivery in quarter 3, cumulative delivery is at 75% at quarter 6</b>		

<sup>7</sup> The Routes to Support reports (formerly UKROL) are quarterly reports on refuge data across London provided to boroughs and the Mayor's Office for Policing and Crime. The categories of the data gathered are monitored by a steering group of relevant stakeholders (boroughs, MOPAC/GLA and providers).



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

Contact Details	Referrals
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<sup>8</sup> No recourse to public funds

Outcome	2017 – 2019 Q6	
	Profile	Delivered
Number of new users	1193	824
Numbers not returning to a perpetrator	55	67
Numbers with increased awareness of safety planning	292	241
Engagement with in-house and external specialist support and culturally specific provision, (such as drug and alcohol support, support with mental health, support to exit prostitution, harmful practices, immigration and NRPF	232	225
Numbers supported to successfully apply for indefinite leave to remain under the Destitution Domestic Violence (DDV) concession or refugee status under an asylum application	48	59
Numbers of women that demonstrate reduced harmful substance use	74	60
Number of women involved in prostitution and trafficking reporting increased awareness of options to exit prostitution and with personalised action plans	55	42
Numbers demonstrating an increased understanding of sexual and domestic violence/prostitution/trafficking as a form of violence against women	210	225
Number of users demonstrating an increased understanding and stabilisation in their mental health	109	88
Number of users with increased understanding of impact of mental health and substance misuse on their children	25	25
Service users moved on in a planned way	43	51
Service users with increased living skills	100	109
Service users with more stabilised immigration status	67	89
No of people prevented (where appropriate) from unnecessary refuge admission through support to alternative housing options that enable them to stay safe. Support provided to service users for whom specific refuge provision does not exist / scarce / do not wish to access (LGBT)	74	36
Number of referral pathways agreed with registered social landlords and other housing providers	8	9
Number of service users gaining/maintaining tenancies	49	47
Number of professionals with increased knowledge of sexual and domestic violence aimed at increasing clients' access to services	712	558
Removal of barriers in accessing services for people with the protected characteristics of the 2010 Equalities Act	127	188
Number of users with disabilities accessing the service	109	99
<p><b>Number of new users:</b> there have been a number of support work and outreach vacancies which the commission has found difficult to fill. A number of these posts have recently been filled and 1:1 outreach to clients should increase from quarter 7. Ashiana has sent an update to all borough VAWG officers promoting their services and what services they have provided to residents/service users in their borough.</p> <p><b>No of people prevented (where appropriate) from unnecessary refuge admission through support to alternative housing options that enable them to stay safe:</b> The commission reports the majority of their outreach clients prioritise immigration support over seeking alternative housing.</p>		

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

Contact Details	Referrals
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Outcome	2017 – 2019 Q6	
	Profile	Delivered
Number of new organisations	309	373
Frontline services/organisations have an increased level of knowledge and ability to run services/organisations effectively and efficiently	104	175
Frontline services/organisations reporting increased ability to be more financially sound and efficient	60	52
Frontline services/organisations with an increased level of knowledge in areas such as financial management, governance, recruitment/workforce; ICT, premises management and income diversification	60	66
Frontline services/organisations report greater ability to work in partnership	150	165
Frontline services/organisations express interest in forming partnerships with other services/providers including LGBT and homelessness services	150	150
Frontline services/organisations able to collaborate with other services such as local authorities, health services, housing providers and homelessness services	60	68
Frontline organisations able to deliver improved services to meet their clients' needs and in line with relevant quality standards (deliver, monitor, evaluate and adapt)	220	227
Frontline services/organisations better able to monitor and evaluate impact of services	90	105
Frontline organisations/services with increased ability to meet their service users' needs	220	236
Borough officers, health professionals, social housing landlords , housing officers, homelessness/hostel staff and other key professionals more aware of key issues, services available and referral pathways.	30	41
Frontline services/organisations with increased ability to meet the three aims of the Equality Act 2010	180	158
Frontline organisations with increased diversification of boards of trustees	30	22
<b><i>Increase diversification of boards of trustees – This outcome will mainly be assessed at the end of the year by follow-up survey.</i></b>		

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

Contact Details	Referrals
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Outcome	2017 – 2019 Q6	
	Profile	Delivered
Number of new users	933	896
Service users have improved self-esteem, confidence and emotional health and well being	732	722
Service users have improved mental health	87	188
Service users have a better understanding of the support options available to them and are more aware of their rights and entitlements	694	824
Service users have an increased ability to communicate their needs and views to service providers	293	479
Number of professionals with improved understanding of harmful practices and the barriers faced by BAMER women in accessing services	193	302
Service users report increased feelings of safety	732	744
Service users have an increased level of understanding regarding options available to help their decision making	732	739
Service users have enhanced coping strategies	451	561
Service users make changes to their living situations and exit violence	476	476
Service users have improved life skills to help them rebuild their lives and move to independence: service users attending ESOL classes	103	126
Service users have improved life skills to help them rebuild their lives and move to independence: service users attending ICT classes	103	106
Service users have improved life skills to help them rebuild their lives and move to independence: service users attending other employment skills workshops	103	103
Local authority officers are able to access support to wrap around existing support or make referrals into the service.	93	178
Referrals from IDVAs and sexual health clinics	62	87
Service users accessing other support	62	166

### Priority 3 – Tackling Poverty through Employment

Paddington Development Trust	
<b>Project name:</b>	Gold
<b>Priority:</b>	Priority 3 Tackling Poverty through Employment (ESF Match funded)
<b>Amount (2 years):</b>	£928,819
<b>Delivery partners:</b> PDT (Lead), Urban Partnership Group, Equi-vision, Get Set and Mind	
<b>Borough Delivery:</b> City of Westminster, Royal Borough of Kensington and Chelsea, Barnet, Harrow, Haringey, Hammersmith and Fulham	
<p>Gold provides access to employment for long-term unemployed and economically inactive residents through improving employability skills.</p> <p>The project management and delivery approach tackles poverty by helping the participants move towards, or into, work. Each individual will have his/her own needs and barriers, and they will provide a personalised support programme plan of learning and employment options that takes into account skills needed and for difficult health or social circumstances.</p> <p>Gold provides highly supportive IAG, support from specialist agencies, employer help through extra guidance, work placements, and employment offers. The project provides help with ESOL, employability and vocational skills, and other support to raise self-confidence and improve self-esteem. The project advisors track participants each step of the way from engagement through to sustained jobs.</p>	

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Outcome	Profile	Delivered
Enrolments	666	443
Participants receiving 6+ hours of support (IAG, job search, mentoring, training)	537	403
Participants receiving 12+ hours of support (Homeless only)	38	19
Participants completing a work or volunteering placement	101	27
Further Education and Training	93	41
Participants in employment within 4 weeks of leaving the project	151	94
Participants in sustained employment for 26 weeks (6M)	119	39
Participants in employment within 4 weeks of leaving the project – Homeless	12	5
Participants in sustained employment for 26 weeks (6M) – Homeless	5	0

London Training and Employment Network	
<b>Project name:</b>	Steps into Work
<b>Priority:</b>	Priority 3 Tackling Poverty through Employment (ESF Match funded)
<b>Amount (2 years):</b>	£966,423
<b>Delivery partners:</b> LTEN (Lead), Centrepont, HCT Group, Refugee Action Kingston (RAK), High Trees Community trust, Successful Mums, Skillsland Ltd and Storm Family Centre	
<b>Borough Delivery:</b> Wandsworth, Royal Borough of Kingston upon Thames, Merton, Sutton, Croydon, Lambeth	
<p>Steps to Work project engages those living in the most deprived wards, with provision targeting residents who are furthest away from the labour market, particularly BAME communities, parents with long-term work limiting health conditions, lone parents, women and especially those facing barriers to work, homeless, disability or long-term health condition and those recovering from drug/alcohol misuse.</p> <p>The project provides an integrated package of support that is flexible and tailored to individual participant's needs, including information advice &amp; guidance, flexible employability and occupational skills training and wrap around support intervention to help residents address and overcome the barriers to move them into or nearer to the labour market.</p>	

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Outcome	Profile	Delivered
Enrolments	536	153
Participants receiving 6+ hours of support (IAG, job search, mentoring, training)	496	150
Participants receiving 12+ hours of support (Homeless only)	29	1
Participants completing a work or volunteering placement	57	8
Further Education and Training	76	21
Participants in employment within 4 weeks of leaving the project	121	9
Participants in sustained employment for 26 weeks (6M)	30	2
Participants in employment within 4 weeks of leaving the project – Homeless	15	1
Participants in sustained employment for 26 weeks (6M) – Homeless	1	0



MI ComputSolutions Incorporated	
<b>Project name:</b>	Community Life Change
<b>Priority: 3</b>	Priority 3 Tackling Poverty through Employment (ESF Match funded)
<b>Amount (2 years):</b>	£926,311
<b>Delivery partners:</b> MI COMPUTSolutions (Lead), Successful Mums, Royal Mencap, Resource Plus, Centre Point and Train 2 Work.	
<b>Borough Delivery:</b> Southwark, Lewisham, Bromley, Royal Borough of Greenwich, Bexley	
<p>Community Life Change targets unemployed and inactive residents with the aim of improving employability skills and helping participants into employment.</p> <p>They provide 1-to-1 individual advice and guidance, advisor support, employer led sector focused group workshop, job fairs, help into training, education, work or voluntary placements especially parents with long-term work limiting health conditions: people with mental health needs; members of ethnic groups with low labour market participation, women facing additional barriers to employment; people with drug/alcohol issues; and homeless people.</p> <p>The projects activities include Matrix standard diagnostic needs assessment and offers a drop In centre where participants can carry out their own job search under the guidance of a professional advisor, employer liaison and job brokerage to match participants to suitable vacancies, 30 hour work placement and signposting to relevant training, including English &amp; Maths, Vocational Skills, &amp; Sector Routeways.</p>	

Contact details	
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Outcome	Profile	Delivered
Enrolments	445	291
Participants receiving 6+ hours of support (IAG, job search, mentoring, training)	408	283
Participants receiving 12+ hours of support (Homeless only)	27	15
Participants completing a work or volunteering placement	63	19
Further Education and Training	63	27
Participants in employment	129	41
Participants in sustained employment for 26 weeks (6M)	35	16
Participants in employment – Homeless	16	1
Participants in sustained employment for 26 weeks (6M) – Homeless	2	1

The Citizens Trust (Disability Times Trust – DTT)	
<b>Project name:</b>	Directions West London
<b>Priority:</b>	Priority 3 Tackling Poverty through Employment (ESF Match funded)
<b>Amount (2 years):</b>	£896,229
<b>Delivery partners:</b>	Citizens Trust (Lead), ACDA, New Challenge and Action West London
<b>Borough Delivery:</b>	Hounslow, Ealing, Hillingdon, Brent, Richmond upon Thames
<p>Directions West London is an integrated employment and pastoral support project providing a range of employment related and personal development support interventions.</p> <p>The project targets some of the most vulnerable residents across west London, in particular those who are economically inactive and the long-term unemployed. These include: women, older people, ethnic minorities, people with long-term work limiting health conditions/disabilities and lone parents. The project provides support and guidance with the aim to increase and improve the active participation of participant's in the labour market through the acquisition of personal and occupational skills.</p> <p>This will be achieved through the delivery of a multifaceted employment programme that provides robust ongoing assessments, vocational/employment specific training, pre-employment training, work experience, health workshops, personal and soft skills development, employer engagement, employment mentoring and in-work support.</p>	

Contact details
No longer taking referrals

Outcome	Profile	Delivered
Enrolments	612	245
Participants receiving 6+ hours of support (IAG, job search, mentoring, training)	556	236
Participants receiving 12+ hours of support (Homeless only)	32	3
Participants completing a work or volunteering placement	67	6
Further Education and Training	85	53
Participants in employment	145	43
Participants in sustained employment for 26 weeks (6M)	13	17
Participants in employment – Homeless	11	2
Participants in sustained employment for 26 weeks (6M) – Homeless	0	0

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

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Outcome	Profile	Delivered
Enrolments	698	243
Participants receiving 6+ hours of support (IAG, job search, mentoring, training)	614	291
Participants receiving 12+ hours of support (Homeless only)	38	6
Participants completing a work or volunteering placement	107	8
Further Education and Training	92	5
Participants in employment	174	20
Participants in sustained employment for 26 weeks (6M)	5	3
Participants in employment – Homeless	17	0
Participants in sustained employment for 26 weeks (6M) – Homeless	0	0

Redbridge Council for Voluntary Service	
<b>Project name:</b>	Outreach East
<b>Priority:</b>	Priority 3 Tackling Poverty through Employment (ESF Match funded)
<b>Amount (2 years):</b>	£983,871
<b>Delivery partners:</b> Redbridge CVS(Lead), DABD, L&Q (East Thames), Ellingham, Harmony House and Hope 4 Havering)	
<b>Borough Delivery:</b> Barking and Dagenham, Havering, Newham, Redbridge, Waltham Forest	
<p>Outreach East improves the employability, health, parenting, social and financial inclusion and life skills of economically inactive and long term unemployed people from the following target resident groups: long term work limiting health conditions., mental health needs and ethnic groups with low labour market participation rate, women facing barriers to employment, homeless and people recovering from drug and/or alcohol addiction or misuse.</p> <p>Project activities include, initial diagnostic assessment, induction, action planning, personalised 1-1 information, advice and guidance for 6 hours+ and 12 hours+, access to free exercise classes, cognitive behavioural therapy, healthy eating, clubs (e.g. sewing and books) parenting groups, employability, ESOL, IT, soft, vocational, and functional skills, travel training, work placements or volunteering and/or work trials.</p> <p>Access to job brokerage, self-employment and enterprise support, working with employers to remove potentially discriminatory recruitment and in work practices to progress participants into sustainable, financially viable jobs.</p>	

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Outcome	Profile	Delivered
Enrolments	641	215
Participants receiving 6+ hours of support (IAG, job search, mentoring, training)	567	172
Participants receiving 12+ hours of support (Homeless only)	31	1
Participants completing a work or volunteering placement	110	29
Further Education and Training	82	8
Participants in employment	150	36
Participants in sustained employment for 26 weeks (6M)	28	15
Participants in employment – Homeless	17	1
Participants in sustained employment for 26 weeks (6M) – Homeless	1	0