

Grants Committee

20 March 2019 : 11:00 am

Agenda

At London Councils offices, Conference Suite,
59½ Southwark St., London SE1 0AL

Refreshments will be provided

London Councils offices are wheelchair accessible

Labour Group: Room 1 10:00 am

(Political Adviser: 07977 401955)

Conservative Group: Room 5 10:00 am

(Political Adviser: 07903 492195)

Liberal Democrat Room 2 10:00 am

(Political Adviser: 07858 924941)

Contact Officer: Lisa Dominic Lisa.dominic@londoncouncils.gov.uk - 0207 934 9843

A sandwich lunch will be provided in Room 2 after the meeting

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4. Thematic Review - Co-location: Shelter and Ealing Council	Presentation
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***Declarations of Interests**

If you are present at a meeting of London Councils' or any of its associated joint committees or their sub-committees and you have a disclosable pecuniary interest* relating to any business that is or will be considered at the meeting you must not:

- participate in any discussion of the business at the meeting, or if you become aware of your disclosable pecuniary interest during the meeting, participate further in any discussion of the business, or
- participate in any vote taken on the matter at the meeting.

These prohibitions apply to any form of participation, including speaking as a member of the public.

It is a matter for each member to decide whether they should leave the room while an item that they have an interest in is being discussed. In arriving at a decision as to whether to leave the room they may wish to have regard to their home authority's code of conduct and/or the Seven (Nolan) Principles of Public Life.

*as defined by the Relevant Authorities (Disclosable Pecuniary Interests) Regulations 2012

LONDON COUNCILS GRANTS COMMITTEE
21 November 2018

Minutes of the Grants Committee AGM held at London Councils, 59½ Southwark Street, London SE1 0AL on Wednesday 21 November 2018

London Borough & Royal Borough:	Representative:
Barking and Dagenham	Cllr Saima Ashraf
Barnet	Cllr John Hart (dep)
Bexley	Cllr David Leaf
Brent	Cllr Margaret McLennan
Camden	Cllr Jonathan Simpson
City of London	Alderman Dhruv Patel (dep)
Hackney	Cllr Philip Glanville (Chair)
Haringey	Cllr Patrick Perryman (dep)
Harrow	Cllr Sue Anderson
Havering	Cllr Viddy Persaud
Kensington and Chelsea	Cllr Gerard Hargreaves
Kingston upon Thames	Cllr Sam Foulder-Hughes
Lambeth	Cllr Andy Wilson
Lewisham	Cllr Jonathan Slater
Merton	Cllr Edith Macauley
Redbridge	Cllr Helen Coomb
Richmond	Cllr Gareth Roberts
Sutton	Cllr Marian James
Wandsworth	Cllr Paul Ellis
Westminster	Cllr David Harvey

Cllr Foulder-Hughes has replaced Cllr Jon Tolley as the RB Kingston representative.

London Councils officers were in attendance.

1. Apologies for Absence and Announcement of Deputies

1.1 Apologies were received from Cllr Richard Cornelius (LB Barnet), Cllr Colin Smith (LB Bromley), Alderman Alison Gowman (City of London), Cllr Miranda Williams (RB Greenwich), Cllr Ben Coleman (LB Hammersmith and Fulham), Cllr Mark Blake (LB Haringey), Cllr Charlene McLean (LB Newham), Cllr Candida Ronald (LB Tower Hamlets) and Cllr Louise Mitchell (LB Waltham Forest).

2. Declarations of Interest

2.1 Cllr Helen Coomb (LB Redbridge) declared that her sister was a trustee of Redbridge CVS.

3. Minutes of the Grants Committee AGM held on 11 July 2018

3.1 The minutes of the Grants Committee AGM held on 11 July 2018 were agreed. The Chair drew members' attention to the fact that subsequent to the AGM, political proportionality was applied when forming the Grants Committee Executive which resulted in the following configuration: 10 members - 5 Labour, 3 Conservative, 1 Liberal Democrat and 1 City of London.

4. Performance of Grants Programme 2017-21, April 2017 – September 2018 (quarters one to six)

4.1 Yolande Burgess, Strategy Director, London Councils, introduced this paper and said that programmes under Priority 1 and Priority 2 were performing well and were rated green on the RAG rating system. LB Southwark's housing solutions service was the first local authority housing service in the country to achieve accreditation for good practice and commitment to

recognising and responding to domestic abuse. Co-located work undertaken by Shelter was also noted and will be showcased at a future Grants Committee.

4.2 However, Priority 3 programmes remained a challenge. The Citizens Trust had withdrawn from delivery (immediately prior to the Grants Committee AGM) due to issues with meeting delivery targets. London Councils has been liaising with other Priority 3 partners to ensure coverage to boroughs affected and have now come to an agreement with Paddington Development Trust, who will cover all the boroughs except LB Richmond. London Councils will seek a suitable partner to cover LB Richmond Ms Burgess said she was confident that this would could be achieved.

4.3 The Grants team at London Councils had undertaken a mid-programme review in October 2018 and found the programmes overarching aims and objectives remained fit for purpose. The team will continue to liaise with Priority 1 partners and policy colleagues at London Councils to assess the impact the Homelessness Reduction Act may have on commissions.

5. Priority 3: Tackling poverty through employment - partner perspective

5.1 Ross Diamond and Harjit Sangha from Redbridge CVS talked about the successes and challenges of delivering a Priority 3 project. They highlighted the following:

5.2 Redbridge CVS delivers two commissions for Priority 3 – Outreach East and Aim Higher. These provide support to long-term unemployed and economically inactive people who may have mental health conditions, substance misuse problems, and other barriers to employment.

5.3 Both projects aim to help people back into employment through improving their confidence, skills, employability and health. Participants are offered personalised advice, access to work experience, CV building, interview skills, money management advice, and other forms of support. Qualified coaches provide help and advice to clients, although it was sometimes difficult to recruit staff with the right experience and qualifications.

5.4 In answer to a member question about whether they provided help for people who wanted to become self-employed, Redbridge CVS said that although this could be a good option for people who needed flexibility due to, for example, caring responsibilities, it also involved people managing their own taxes, which posed difficulties for their client group. However, the local authority, LB Redbridge, did provide help and advice for start-ups.

5.5 Priority 3 as a whole was currently underperforming, including the commissions carried out by Redbridge CVS. Some of the main challenges were evidencing clients', which meant more time spent on administration and less on delivering outcomes. Another challenge was the evidencing of results, for example, to claim a sustained job outcome, European Social Fund (ESF) rules require 26 weeks of employment (in a 32-week period) to count as a successful outcome, but this does not reflect the reality of the employment market. Other challenges which impacted on outcomes included needing to provide continuous training to partner organisations and a high turnover of staff.

5.6 Nevertheless, the projects had produced many successful outcomes, for example: a 60+ client who had completed training which led to working for a local authority, and who was recently promoted; a BME disabled woman who found a permanent job after a supported work trial with an employer.

5.7 Redbridge CVS has been working closely with London Councils to address many of the issues and are on track to deliver further positive outcomes to individuals as a result. Looking forward, it would be helpful if the scope of the project allowed the partners to help people on zero hours contracts and those in work, but on low incomes.

5.8 Members gave positive feedback on the presentation and acknowledged that despite the external challenges, excellent progress had been with vulnerable London residents who were furthest from the employment market.

5.9 A film with further information on the programme and additional case studies is available on the Redbridge CVS website – www.redbridgecvvs.net.

6. Month 6 Revenue Forecast 2018/19

6.1 Frank Smith, Director of Corporate Resources, London Councils, introduced this report which outlines actual income and expenditure against the approved budgets for 2018/19 to the end of September 2018 and provides a forecast of the outturn position for 2018/19.

6.2 Mr Smith said that currently a surplus of £110,000 is forecast over the approved budget and that projected total reserves of £892,000 are forecast at the year end, of which £259,000 relates to residual borough contributions towards the funding of the ESF commissions collected over the past three financial years. He added that from this financial year, boroughs are no longer contributing to the ESF programme, and that payments to providers are scheduled to end in June 2019.

7. London Councils Grants Scheme - Budget Proposals 2019/20

7.1 Frank Smith introduced this report, which outlines the proposed budget for the Grants scheme for 2019/20. He added that should this budget meet with approval, it will then go to December's Leaders' Committee for ratification, and then the City of London for final approval as the designated council for the Scheme.

7.2 In answer to members' queries, Mr Smith said that borough contributions were based on population figures which were provided by the Office for National Statistics as at June 2017, and that they showed a marginal shift in population from outer London boroughs to inner London boroughs.

7.3 The Chair reminded members that the reserves showed residual Priority 3 (ESF) borough contributions, but not the ESF match funding as this is paid after the expenditure has been incurred and validated.

7.4 Members agreed (subject to the agreement of London Councils Leaders' Committee on 4 December 2018):

- an overall level of expenditure of £6.909 million for the Grants Scheme in 2019/20 (inclusive of £241,000 residual gross ESF programme);
- that taking into account the application of £58,000 ESF grant and £183,000 from accumulated reserves, borough contributions for 2019/20 should be £6.668 million;
- that further to the recommendations above, constituent councils be informed of the Committee's recommendation and be reminded that further to the Order issued by the Secretary of State for the Environment under Section 48 (4A) of the Local Government Act 1985, if the constituent councils have not reached agreement by the two-thirds majority specified before 1 February 2019 they shall be deemed to have approved expenditure of an amount equal to the amount approved for the preceding financial year (i.e. £8.668 million);
- that constituent councils be advised that the apportionment of contributions for 2019/20 will be based on the ONS mid-year population estimates for June 2017;
- that subject to the approval of an overall level of expenditure, the Committee agrees to set aside a provision of £574,000 for costs incurred by London Councils in providing staff and other support services to ensure delivery of the Committee's "making of grants" responsibilities, including ESF administration of £139,000 required to wind down the current programme; and
- that a decision on options over the level of reserves going forward should be deferred until the meeting of the Executive Committee in February 2019, with proposals being

brought back to a later meeting of this Committee for approval (by this time, the end of project position in respect of the S.48 ESF programme would be clearer).

8. Grants Committee Proposed Meeting Dates for 2019/2020

8.1 Grants Committee noted the proposed meeting dates for 2019/20 as set out below:

Grants Committee (11:00– political group pre-meets at 10:00)

2019

- 20 March 2019
- 10 July 2019 (AGM)
- 13 November 2019 *

2020

- 18 March 2020 *
- 8 July 2020 (AGM) *
- 11 November 2020 *

Grants Executive (2:00 – 4:00pm)

2019

- 7 February 2019
- 17 September 2019 *

2020

- 5 February 2020 *
- 16 September 2020 *

*Remain in draft until formally agreed at Leaders' AGM

Cllr Roberts asked that the September 2019 and September 2020 Grants Executive dates be changed as they clash with the Liberal Democrat annual conference. London Councils officers said that alternative September dates would be forwarded to members shortly.

The meeting finished at 12.20

Grants Committee

Performance of Grants Programme 2017-21
April 2017-December 2018 (quarters one to seven)

Item: 5

Report by:	Yolande Burgess	Job title:	Strategy Director
Date:	20 March 2019		
Contact Officer:	Feria Henry/Joanne Watson		
Telephone:	020 7934 9529	Email:	feria.henry@londoncouncils.gov.uk
	020 7934 9815		joanne.watson@londoncouncils.gov.uk

Summary

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

Priority 1 Combatting Homelessness

Priority 2 Tackling Sexual and Domestic Violence

Commissions were agreed for the period 2017 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 December 2018 (quarters one to seven). For Priority 3 this report presents an update on delivery from October 2016 to December 2018.

Recommendations The Grants Committee is asked to note:

- a) outcomes at priority level:
 - i) Priority 1, combatting homelessness, overall is 17 per cent above profile for quarters one to seven
 - ii) Priority 2, tackling sexual and domestic violence, overall is on profile (a marginal 0.87 per cent above) for quarters one to seven
 - iii) Priority 3, tackling poverty through employment, overall is -52 per cent below profile for the period October 2016 to December 2018
- b) the number of interventions delivered in the relevant periods:
 - i) Priority 1, combatting homelessness – 39,849
 - ii) Priority 2, tackling sexual and domestic violence - 184,970
 - iii) Priority 3, tackling poverty through employment – 4,766
- c) project level performance, using the Red, Amber, Green (RAG) performance management system (explained at **Appendix 1**):
 - i) Priorities 1 and 2: 12 projects are rated Green and one is Amber
 - ii) Priority 3: as previously discussed with Grants Committee members, all projects remain rated Red to ensure performance management actions support continuous improvements in delivery (Section 4)
- d) that options for using the underspend related to the withdrawal of a Priority 3 partner and the under delivery across the Priority, were discussed with Grants Executive in February 2019; Grants Executive Committee member's deliberations are presented to this committee under item 6
- e) 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 3.16)
- f) the borough maps (**Appendix 2**), and borough engagement (Section 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)

Service Area¹	Organisation	Annual Grant Amount
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
Priority 1: Combatting Homelessness		£2,472,427
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
Priority 2: Tackling Sexual and Domestic Violence		£3,700,705
Total		£6,173,132

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,

¹ 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)

Organisation and Cluster	Grant Amount
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 ComputSolutions 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
Priority 3: Tackling Poverty through Employment Total Programme	£5,640,601
London Councils Management and Administration (6 percent)	£359,399
Priority 3: Grant Funding	£3,000,000
Priority 3: European Social Funding	£3,000,000
Total	£6,000,000

- 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

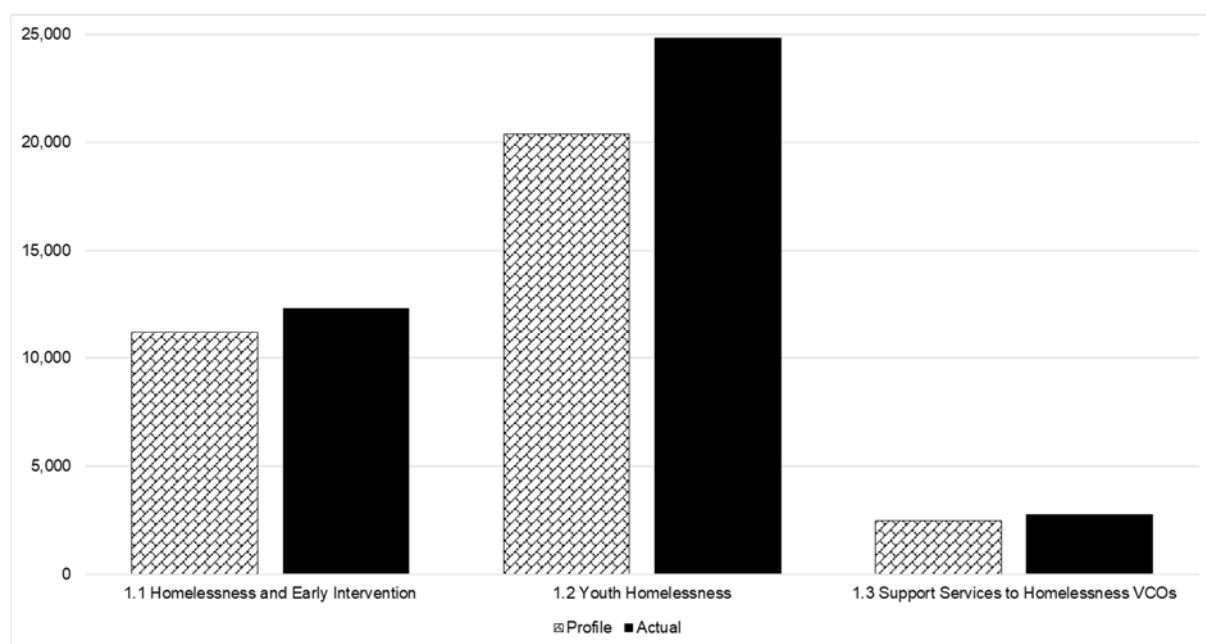
Delivery

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 seven, performance was 17 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 – Q7



	1.1 Homelessness and Early Intervention	1.2 Youth Homelessness	1.3 Support Services to Homelessness VCOs
Profile	11,181	20,347	2,472
Actual	12,298	24,813	2,738
Difference	1,117	4,466	266
Variance	9.99%	21.95%	10.76%
Annual Value of Grants (£m)	£1.25	£1.01	£0.21
Number of Providers	2	1	2

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

2.4 Providers continue to support vulnerable and disadvantaged service users within the protected characteristics under the Equality Act 2010. By quarter seven²:

- 47 per cent were female
- 49 per cent were under 25
- 7 per cent were over 55
- 61 per cent were ethnic minorities³
- 21 per cent declared a disability/ were deaf or hearing impaired
- 10 per cent were LGBT⁴
- 673 people had no recourse to public funds

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

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

⁴ Lesbian, gay, bisexual, identify as trans or a person with trans history or declared other

Policy and wider environment information

- 2.5 In October 2018, the Secretary of State confirmed £38 million of additional funding to support delivery of pan-London procurement of Temporary Accommodation. This will support the formation of a new company, Capital Letters, supported by London Councils, with Tower Hamlets as the Lead borough.
- 2.6 Capital Letters is being established as a not-for-profit organisation that will improve housing options for homeless households and procure accommodation on behalf of the boroughs. Just under half of the London boroughs have confirmed they will be joining in phase one, to start procurement in June 2019. More details on the formal launch of Capital Letters and the programme's timelines over 2019 will be available soon.
- 2.7 The January 2019 statistics on rough sleeping, covering Autumn 2018, show a small national decrease (two per cent), but rough sleeping numbers in London continue to rise, with a 13 per cent increase from 2017 figures. London continues to be the region with the highest number of rough sleepers, with local authorities reporting that a total of 1,283 people sleep rough on any given night. Compared to 2017, the number of UK nationals is lower than last year at 417, (-383), whereas the number of EU, non-UK nationals is higher than the previous year at 610, (+288). London is the region with the highest number of EU, non-UK nationals. Over the coming months, there may be implications for financing support for this group related to the UK's exit from the EU.
- 2.8 The statistics also show outreach services have identified and supported high numbers of homeless people taking refuge on public transport.
- 2.9 From October 2018 under the Homelessness Reduction Act Duty to Refer, hospitals, Jobcentres and prisons now have a duty to notify local authorities when they think someone may be homeless or at risk of homelessness. The duty aims to help people get access to homelessness services as soon as possible by ensuring that people's housing needs are considered when they encounter a range of public authorities.
- 2.10 The Homes (Fitness for Human Habitation and Liability for Housing Standards) Act, which will help to improve property conditions for renters in both social housing and the private rented sector, received Royal Assent on 20 December. Shelter briefed on the Bill's Report, Third Reading stage in the Commons and Second Reading in the Lords.
- 2.11 Following the reinstatement of housing benefit entitlement for 18 to 21-year-old claimants in December 2018, the government announced changes in Universal Credit roll out entitlement and conditions, which were published in January 2019. The changes are

designed to make Universal Credit fairer, including pilot schemes to provide more frequent payments for new claimants and provide support for people moving from 'legacy benefits', a new online system for private landlords and a more flexible approach to childcare provisions.

- 2.12 *Service area 1.1* - St Mungo reports that the introduction of a new referral form within the Community Rehabilitation Companies (CRC) (CRCs manage offenders and ex-offenders under probation supervision) is having a significant impact on the number of ineligible referrals they are receiving. CRCs have acknowledged this and are looking into changing the referral process to ensure that referrals meet the best interests of those they are to supporting to aid their rehabilitation back into the community.

Shelter launched a new co-located outreach in Sutton and finalised an agreement with Bexley Age UK to co-locate within their service. Shelter also delivered a presentation at a learning away day for the Ministry of Housing Communities and Local Government (MHCLG) to share information about the STAR partnership and hosted a London Hub open day in October visited by leads from the London boroughs of Barking & Dagenham and Hackney.

- 2.13 *Service area 1.2* – New Horizon Youth Centre was one of only four successful bidders for large grants from the Mayor's Young Londoners Fund. Its pan-London holistic, intensive Youth Outreach Project, which will be delivered in custody settings and in the community, will address the needs of young people at risk, involved in and impacted by gangs and serious youth violence. The delivery of this project is likely to bring significant added value to the London Youth Gateway partnership.

New Horizon Youth Centre also highlighted the findings from research by the Education Policy Institute, *Access to children and young people's mental health services* (<https://epi.org.uk/publications-and-research/access-to-camhs-2018/>). The research assesses the state of children's mental health services in England and examines access to specialist services, waiting times for treatment, and provision for those children that are not able to receive treatment. Findings show increased levels of mental health referrals for young people (an increase of 26 per cent over the last five years, despite a population increase of only three per cent), unprecedented levels of non-acceptance of referrals (one in four), and particularly long waiting times in London (an average of 64 days) compared to the rest of the country.

- 2.14 *Service area 1.3* – The Domestic Abuse Housing Alliance (DAHA) has been awarded funding by the MHCLG to deliver a 'whole housing' project, an approach that was

developed by DAHA founders. The project will be delivered in Hammersmith & Fulham, Kensington & Chelsea and Westminster; DAHA is one of 12 housing options for ensuring survivors of domestic abuse have access to safe and long-term housing. This will include a focus on economic abuse, the private rented and privately-owned sector and promotion of innovative practices. They will also look at developing a response for perpetrator enforcement and positive engagement from a social housing provider position.

Homeless Link held the first national conference on women's homelessness in England in December. The event brought together over 200 delegates including women with lived experience, the Minister for Housing and Homelessness, local and central government officials, funders and representatives from the homelessness, women's, criminal justice, substance misuse and mental health sectors.

Performance management

- 2.15 All Priority 1 projects are currently rated Green (see Table 3), there are no performance issues to report for this reporting period.

3 Priority 2: Sexual and domestic violence

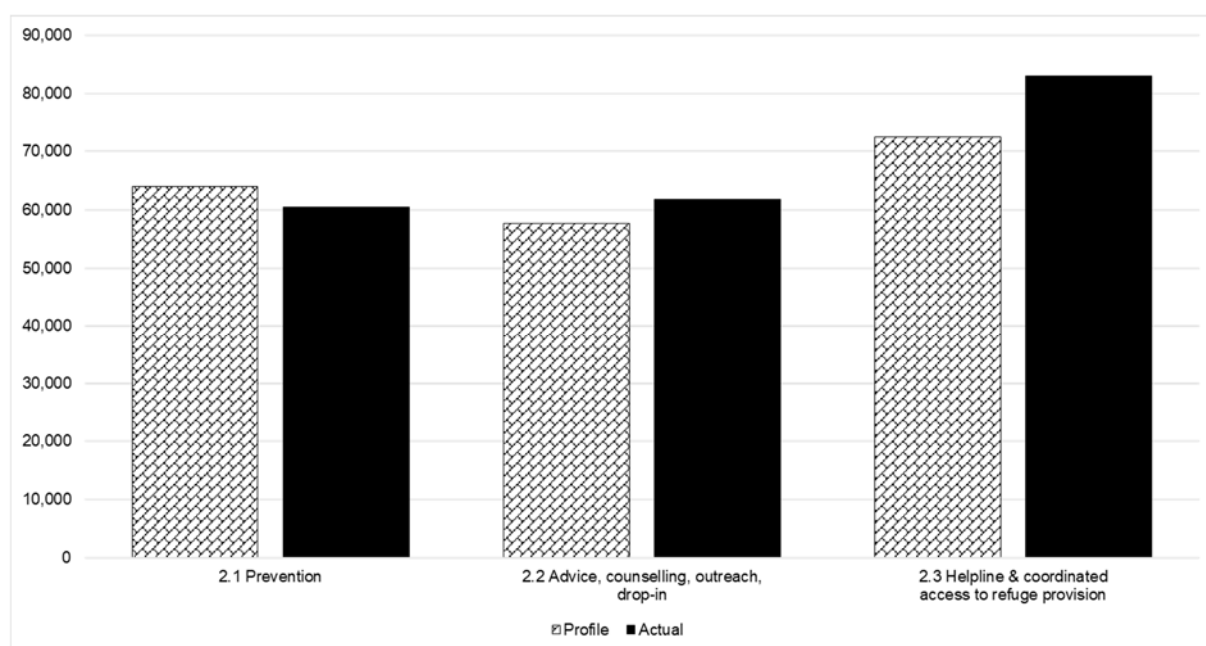
Delivery

- 3.1 The Committee has allocated £3.7 million per year to eight projects to Priority 2: Tackling Sexual and Domestic Violence for 2017-21.
- One (value of £0.26 million per year) is delivering against specification 2.1: Prevention (working with children and young people).
 - Three (total value of £1.72 million per year) are delivering against specification 2.2: Advice, counselling and support to access services (for medium risk post-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).

3.2 Over quarters one to seven, overall performance was six per cent above profile. Figures 2 and 3 provide further information at a service area level. Outcome targets have been met or achieved in four out of the six service areas. For the two service areas - 2.1 and 2.4 - that have performed below target, both are within the ± 15 per cent performance tolerance. The Ashiana Network, the sole commission that delivers Service Area 2.4, has significantly reduced the -7 per cent variance reported to Grants Committee in November, to less than one per cent.

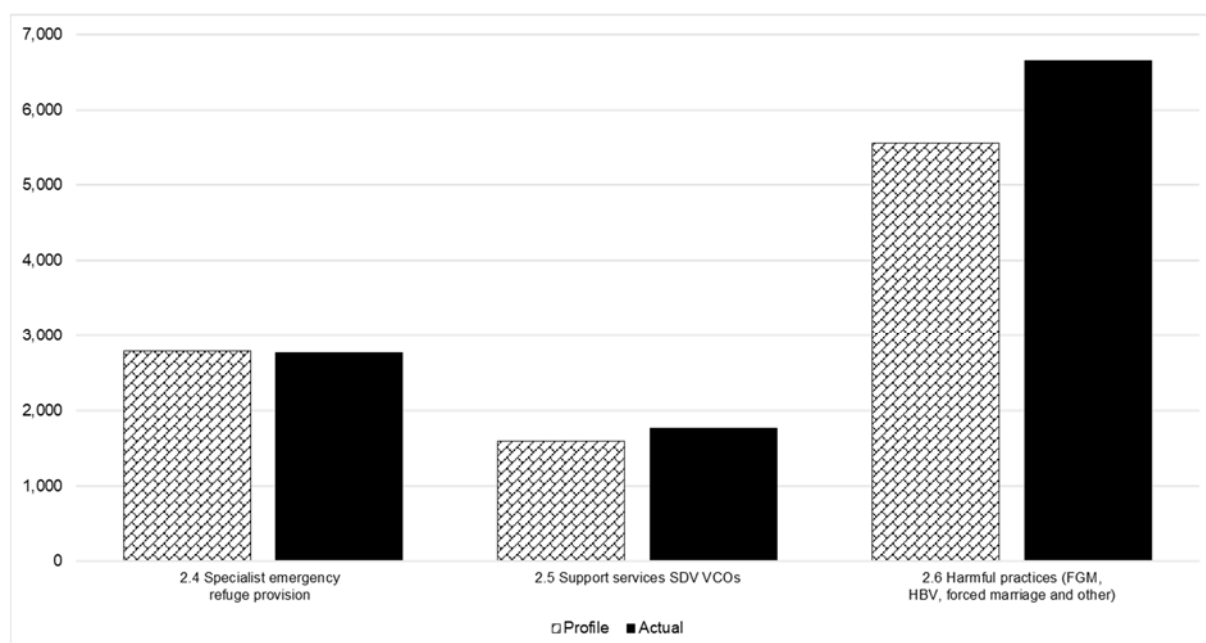
Figure 2: Priority 2 Delivery against Profile Aggregate Outcomes per service area (2.1, 2.2, 2.3) 2017-19 Q1- Q7⁵



	2.1 Prevention	2.2 Advice, counselling, outreach, drop-in	2.3 Helpline and coordinated access to refuge provision
Actual	60,503	61,808	83,022
Difference	-3,622	4,106	10,529
Variance	-5.65%	7.12%	14.52%
Annual Value of Grants (£m)	£0.27	£1.72	£0.31
Number of Providers	1	3	1

⁵ 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-Q7⁶



	2.4 Specialist emergency refuge provision	2.5 Support services SDV VCOs	2.6 Harmful practices (FGM, HBV, forced marriage and other)
Actual	2,767	1,770	6,651
Difference	-22	177	1,095
Variance	-0.79%	11.11%	19.71%
Annual Value of Grants (£m)	£0.84	£0.24	£0.32
Number of Providers	1	1	1

3.3 Providers continue to support vulnerable and disadvantaged service users within the protected characteristics under the Equality Act 2010. By quarter seven⁷:

- 83 per cent were female
- 25 per cent were under 25
- 4 per cent were aged over 55
- 36 per cent were ethnic minorities⁸
- 15 per cent declared a disability/ were deaf or hearing impaired

⁶ 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

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

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

- 6 per cent were LGBT⁹
- 1,221 people had no recourse to public funds

Policy and wider environment information

- 3.4 *Domestic Abuse Bill and MHCLG* - The draft Domestic Abuse Bill was published in January alongside the government's consultation response. The draft Bill will go through the process of legislative scrutiny however, the timetable for the Bill to go through Parliament is yet to be announced. London Councils has supported the cross-sector calls for the Domestic Abuse Bill to deliver greater protection and support for survivors of domestic abuse with No Recourse to Public Funds (NRPF) and will continue to lobby for the extension of the Destitute Domestic Violence Concession as a safety net.
- 3.5 *New draft guidance on relationships and sex education (RSE)* - The government published re-drafted statutory guidance for RSE in February, following consultation. From 2020, relationships, sex and health education will be compulsory in all secondary schools with relationship and health education being compulsory for primary schools. The guidance has been welcomed by campaigners for being stronger on issues relating to gender-based violence and equalities. RSE will be expected to include content on sexual consent, sexual exploitation, rape, abuse, grooming, coercion and harassment, as well as FGM and forced marriage.
- 3.6 *The Mayor's Office for Policing and Crime (MOPAC) Integrated Victim and Witness Service* - MOPAC announced that Victims Support have been awarded the £15 million contract for the new Integrated Victims and Witnesses Services, as lead provider in a partnership bid. The new service will become operational in April and brings together support services for victims of crime and witnesses in an integrated service. This includes specialist Independent Domestic Violence Advice (IDVA) provision, previously delivered by Victim Support through the Pan London IDVA service, and the pre-trial element of witness support which has been devolved to London. Boroughs have stressed the importance of ensuring the new service model integrates effectively with local provision and pathways.
- 3.7 *Extra funding from MOPAC on Violence against Women and Girls (VAWG)* - Following the Mayor's budget, MOPAC announced £15 million additional funding for services supporting women and girls who are victims of violence. This is expected to be directed towards specialist VAWG services which are struggling to meet levels of demand. The

⁹ Lesbian, gay, bisexual, identify as trans or a person with trans history or declared other

funding announcement was made alongside the publication of analysis on the rise in reported domestic and sexual violence in London, which showed that reports of domestic violence in London have risen by 63 per cent in the last seven years.

- 3.8 *Service Area 2.1* - In November 2018, the police released data showing that sexting cases involving young people are as high as 17 recorded offences every day; there is a strong view that sexting offences are often due to the lack of sex and relationships education in schools. Tender Education and Arts hope that this data will help schools understand the importance of educating and supporting children and young people with relationship issues and make better use of organisations that are working to tackle such issues.
- 3.9 *Service Area 2.2 - LGBT+ People's Experiences of Domestic Abuse* (<http://www.galop.org.uk/lgbt-peoples-experiences-of-domestic-abuse/>), a report produced by GALOP, examines how GALOP delivers its services in line with equalities guidance. The report was circulated to VAWG leads and borough officers. Information from the report was also used in a BBC Radio Five programme about LGBT domestic violence and abuse.

Ascent providers were involved in a range of events around International Day for the Elimination of Violence Against Women/16 Days of Activism/White Ribbon across the whole of London. Respect reported that the 16 Days of Action resulted in increased engagement with some boroughs, particularly the London Borough of Hillingdon where attendance at their domestic violence conference resulted in additional requests for training and awareness presentations.

Ascent, in conjunction with the tri-borough VAWG lead and MOPAC, has developed an interactive workshop session, that was delivered to the MOPAC VAWG Coordinators group in December.

Signhealth has purchased new equipment for refuges to borrow, such as vibrating fire alarms and flashing door bells. This will ensure more deaf women can be accepted into emergency refuges as health and safety standards can be met.

- 3.10 *Service Area 2.3* - All boroughs were offered a free subscription to the Women's Aid Gold Book Online, a directory of domestic abuse services, in 2017/18, and again through MOPAC in 2018/19. The offer remains open to all London boroughs <https://www.womensaid.org.uk/gold-book-online/> and we would welcome Members support in highlighting this resource to borough officers (there are currently nine active subscriptions).

- 3.11 *Service Areas 2.2 and 2.3* - The Home Office has yet to announce its decision following the competition process to fund national domestic violence helpline services - two London Councils funded commissions submitted bids. Officers will keep Members informed as to any potential impact to the London Councils grant funded services.
- 3.12 *Service Area 2.4* - Delivery partner Solace's senior housing link worker is piloting legal surgery sessions over three months, free of charge to Solace Women's Aid service users, with law firm Hodge Jones and Allen. The first legal surgery was a success, with two out of three cases being picked up by the solicitor for long term support. The second surgery is due to take place in the first week of quarter eight and is fully booked.
- 3.13 *Service Area 2.6* – Southall Black Sisters, a delivery partner in the Ending Harmful Practices commission, successfully lobbied for change in Home Office policy on recovering loans for repatriation from victims of forced marriage; the loans have been waived and the policy rescinded.

Performance management

- 3.14 **Signhealth** - RAG rated Amber: Following an information visit and evidence check in this quarter, Signhealth revisited previously reported figures which has significantly reduced reported figures in quarter 7. The discrepancy occurred principally due to a change in staff and the method for counting outcomes was not fully understood. Signhealth's grants officer clarified the requirements set out in the Project Handbook and the grant programme's methodology for counting outcomes. Delivery is currently at 72 per cent. The reduction in their RAG score is due to the impact of the revisions to outcomes and a reduction in their Contract Compliance score (i.e. accuracy, timeliness and risk management (adequate handover)). As actual delivery has remained at a level consistent with previous quarters, we anticipate Signhealth's RAG score to recover in subsequent quarters but will keep the commission's performance under review. A member of the Grants Team will conduct an additional evidence check in year three. The Grants Team will also review its monitoring procedures for working with commissions that have a change of staff who are responsible for reporting and management information.
- 3.15 **Homeless Link** - RAG rated Green: Whilst this commission is consistently rated Green, its Quarter 7 RAG score has fallen slightly from Quarter 6 as two outcomes that were profiled for Quarter 7 are not due to be delivered until Quarter 8. Consequently, we anticipate a recovery of the RAG score in the next quarter. We will also reprofile these

quarters in years three and four to ensure subsequent annual profiles accurately reflect delivery.

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

- 3.16 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 (AWRC) for training frontline 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. AWRC delivers this with their nine other partners that also deliver the commission under 2.6.
- 3.17 In the third quarter, this MOPAC funded extension to Ending Harmful Practices continued a steady increase in delivery, providing 12 sessions to 223 professionals in 11 boroughs. This is a significant increase in the number of attendees and the project has now achieved 70 per cent of its first-year target for participants and delivered 35 per cent of its profiled sessions. As well as raising awareness about female genital mutilation and honour-based abuse, and how to identify women and girls at risk of harmful practices, many sessions also covered lesser known types of abuse such as corrective rape and breast ironing. The training days are varied, adapting to the needs of each borough and can be delivered as a full day, half day or two-day sessions.
- 3.18 Feedback from participants demonstrates that their understanding of harmful practises substantially increased, with over 70 per cent stating their understanding was poor before the training. Through evaluations, participants also fed back how they plan to use the training to inform their operational roles and responsibilities, such as reviewing safeguarding procedures and referral protocols, how to consider trauma when working with clients, and cascading learning to colleagues to promote an environment where staff feel more able to seek further information.
- 3.19 At the time of reporting, AWRC had already booked 11 full day equivalent training sessions in 11 new boroughs for quarter four. We are also pleased to report that several boroughs that have received training have asked AWRC to provide further sessions in 2019.

4 Priority 3: ESF tackling poverty through employment

- 4.1 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.
- 4.2 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.
- 4.3 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.
- 4.4 From October 2016 to September 2018, the following activity has been undertaken and results achieved:
- Enrolments - 1,991
 - Personalised support and advice - 1,855
 - Volunteering/work experience - 131
 - Progressed into education/training - 227
 - Progressed into employment – 363 (20 per cent of retained participants)
 - Sustained in employment 26 weeks - 133 (37 per cent of progressed to jobs)
- 4.5 Providers continue to attract and support disadvantaged residents. Of the participants engaged and enrolled onto the programme:
- 64 per cent are female
 - 63 per cent are parents
 - 58 per cent were long term unemployed
 - 42 per cent were economically inactive
 - 56 per cent were inactive or unemployed for more than three years
 - 29 per cent were over 50
 - 32 per cent did not have basic skills
 - 65 per cent were ethnic minorities

- 55 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
- 16 per cent declared a mental health condition.

Performance management

- 4.6 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).
- 4.7 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.
- 4.8 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 (all projects are RAG rated Red). 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.
- 4.9 Options for using the underspend related to the withdrawal of a Priority 3 partner and the under delivery across the Priority, were discussed with Grants Executive in February 2019; Grants Executive Committee member's deliberations are presented to this committee under item 6.

5 Risk-based performance management (RAG rating) – Project level performance

- 5.1 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 2017¹⁰. 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.
- 5.2 The RAG ratings for quarter six (April to September 2018) and quarter seven (July to December 2018) are set out in the table below. For Priorities 1 and 2 the Committee will note that for the 12 projects in quarter seven, are rated Green and one is Amber. 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**.
- 5.3 As noted above (paragraph 4.9), intervention, support and challenge are at the highest level (Red) to ensure robust performance management actions continue to be taken across Priority 3.

¹⁰ Commissioning Performance Management Framework, Item 5, Grants Committee, meeting on 8 February 2017

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

Service area	Organisation (lead)	Project	Partners	RAG Rating Q1 to Q6	RAG Rating Q1 to Q7
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	Amber ↓
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 Q6	RAG Rating Q1 to Q7
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		No longer delivering	
	London Training and Employment Network	Steps into Work	Breaking Barriers, Centrepont Soho, HCT Group, Latin America Women Rights Service, Refugee Action Kingston, Skillsland Ltd, Storm Family Centre	Red	Red
	MI ComputSolutions	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

6 Communications and borough engagement

- 6.1 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.
- 6.2 Officers regularly update 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; the team would be grateful for the support of Grants Committee members with this exercise.
- 6.3 A selection of case studies have been published on the [London Councils website](#); these illustrate the difficulties of working with a vulnerable client group and highlight internal partnership referrals to meet the multiple needs of service users, cross priority working and making links between homelessness and sexual and domestic violence services.

7 Actions stemming from the Mid-programme review (Priorities 1 and 2)

- 7.1 London Councils is undertaking a prolife review to ensure that where delivery is significantly higher than originally anticipated, targets are brought broadly in line with actual delivery, where appropriate. Any changes will be made from the start of the third year of the programme.
- 7.2 In consultation with our internal policy teams, we are investigating any significant spikes in need across London to ensure that services continue to provide pan-London coverage to meet that need.
- 7.3 London Councils second-tier commissions (those commissions that support other organisations working in the homelessness and domestic abuse fields) are reporting back on how they will further the capacity of organisations that previously accessed services in the first two years of delivery. This might be through new training programmes, and advanced and/or intensive courses. London Councils will ensure these changes continue to add value to the programme, increase awareness of frontline staff in both statutory and non-statutory services and further the sustainability of voluntary and community sector organisations.

8 Value for Money

- 8.1 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)
- 8.2 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.
- 8.3 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.
- 8.4 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.
- 8.5 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.

9 Recommendations

9.1 The Grants Committee is asked to note:

9.1.1 outcomes at priority level:

- a) Priority 1, combatting homelessness, overall is 17 per cent above profile for quarters one to seven
- b) Priority 2, tackling sexual and domestic violence, overall is on profile (a marginal 0.87 per cent above) for quarters one to seven
- c) Priority 3, tackling poverty through employment, overall is -52 per cent below profile for the period October 2016 to December 2018

9.1.2 the number of interventions delivered in the relevant periods:

- a) Priority 1, combatting homelessness – 39,849
- b) Priority 2, tackling sexual and domestic violence - 184,970
- c) Priority 3, tackling poverty through employment – 4,766

9.1.3 project level performance, using the Red, Amber, Green (RAG) performance management system (explained at Appendix 1):

- a) Priorities 1 and 2: 12 projects are rated Green and one is Amber.
- b) Priority 3: as previously discussed with Grants Committee members, all projects remain rated Red to ensure performance management actions support continuous improvements in delivery (Section 4)

9.1.4 that options for using the underspend related to the withdrawal of a Priority 3 partner and the under delivery across the Priority, were discussed with Grants Executive in February 2019; Grants Executive Committee member's deliberations are presented to this committee under item 6

9.1.5 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 3.16)

9.1.6 the borough maps (**Appendix 2**), and borough engagement (Section 6).

Appendix 1 RAG Rating Methodology

Appendix 2 Priorities 1 and 2 Borough Maps

Appendix 3 Project Delivery Information and Contact Details

Financial Implications for London Councils

Funding for commissions was agreed at the meeting of the Grants Committee in February 2017, within the budget envelope agreed at London Councils Leaders' Committee in November 2016. 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 4, 21 November 2018

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.

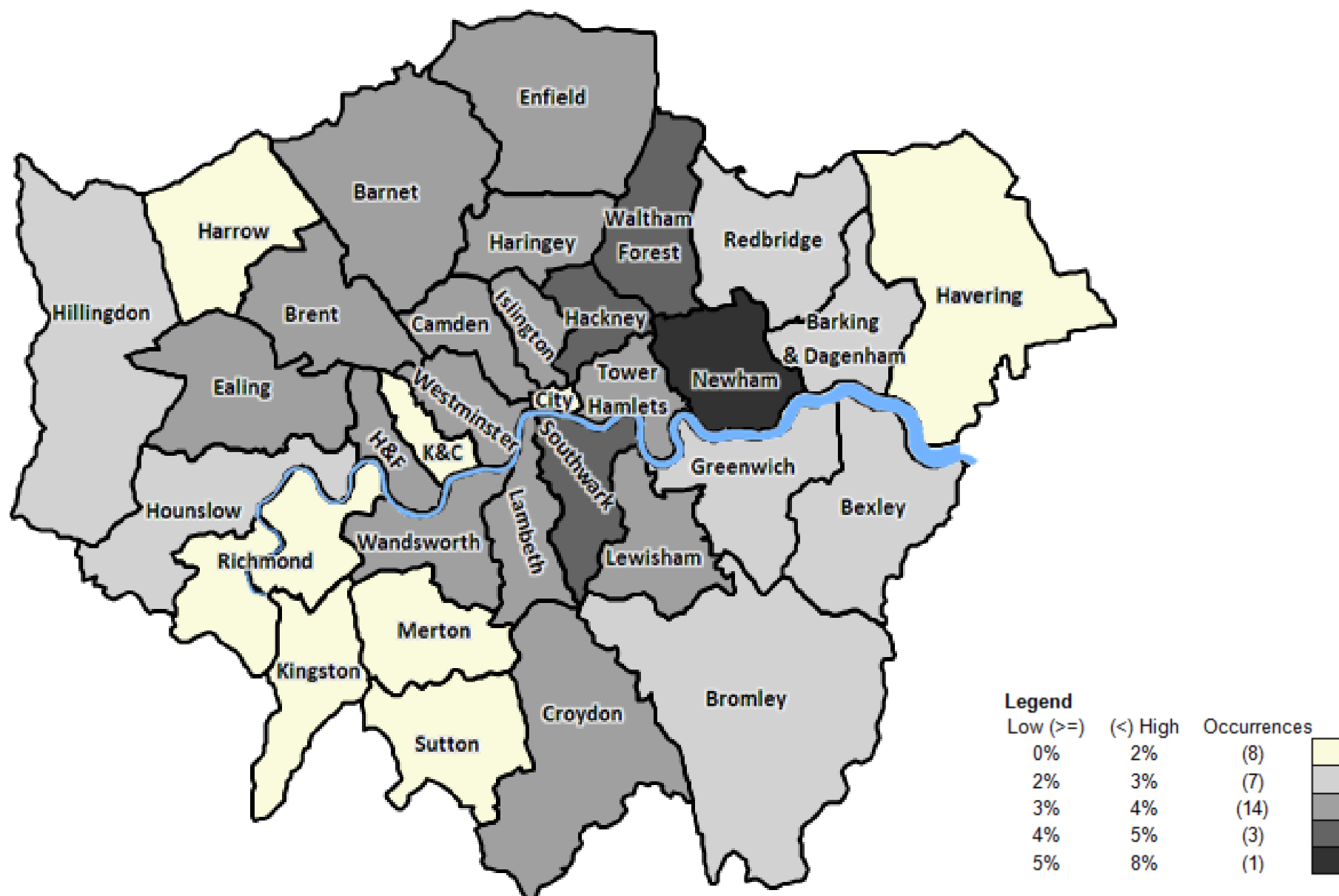
The requirement to meet at least 80 points to achieve a Green rating was agreed at the March 2018 Grants Committee, following a review by officers to ensure that the RAG rating system was appropriately highlighting performance issues.

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.

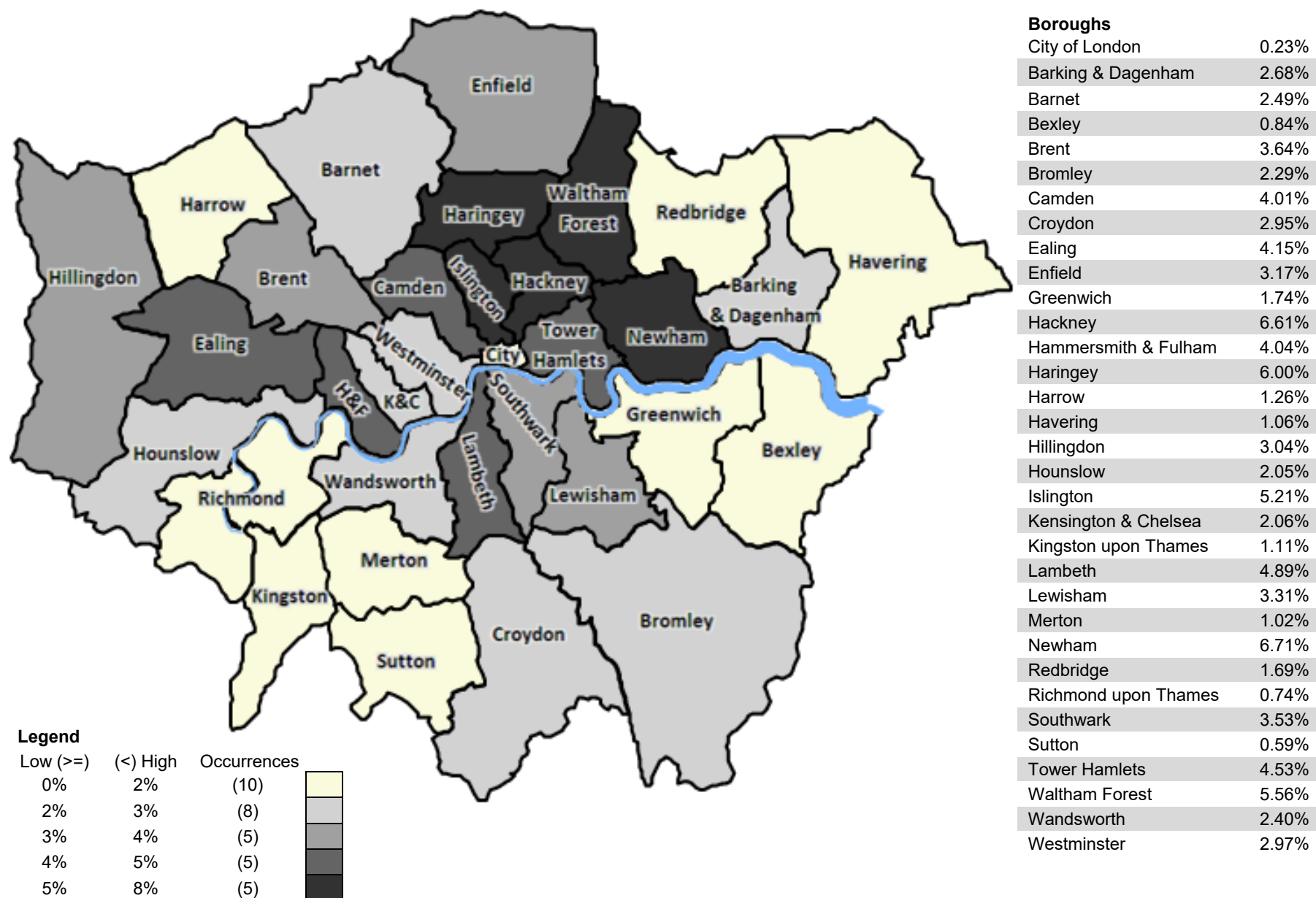
Performance change indicators (changes from one reporting quarter to the next)

↑	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

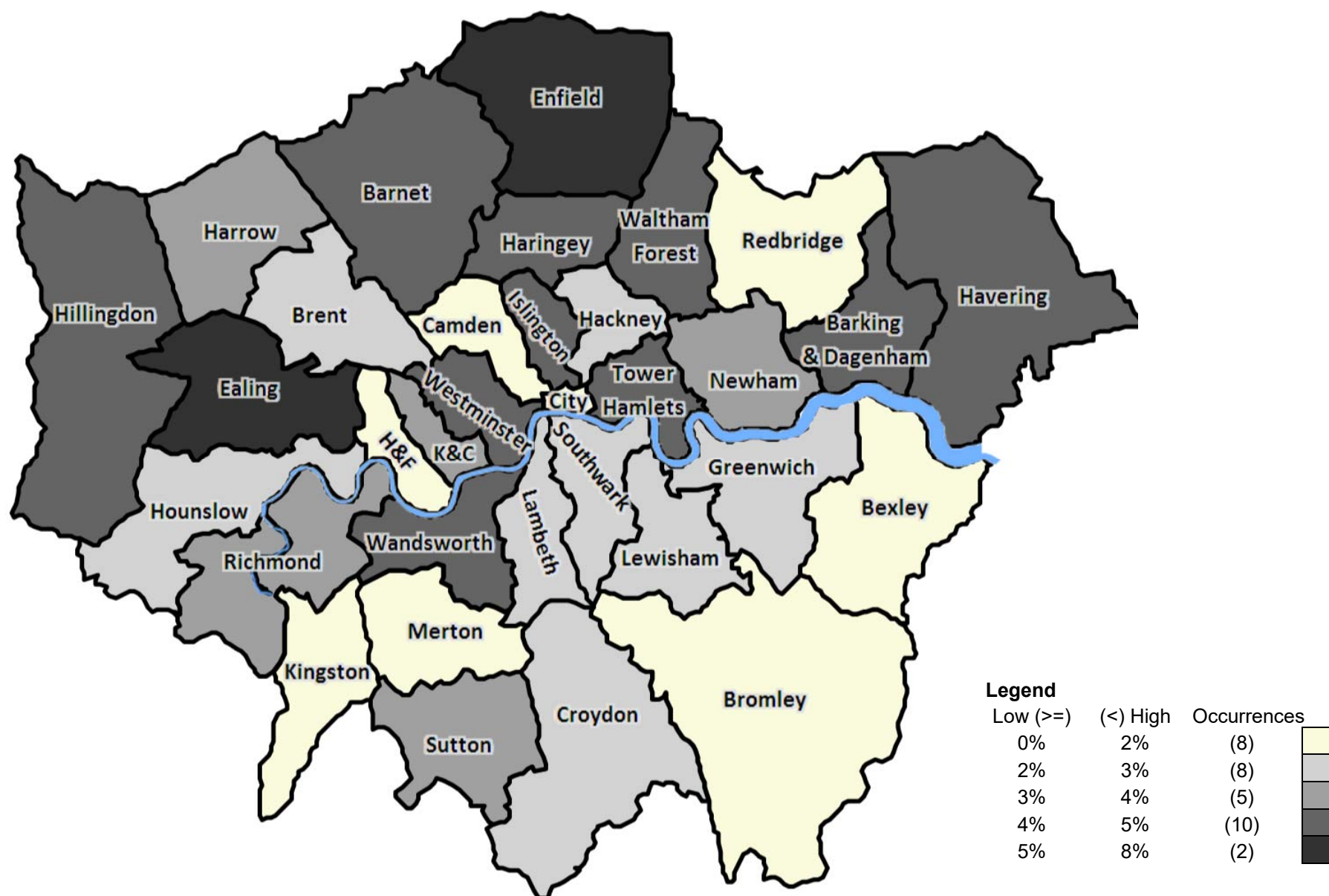
Priority 1: Combatting Homelessness indicative level of distribution based on need



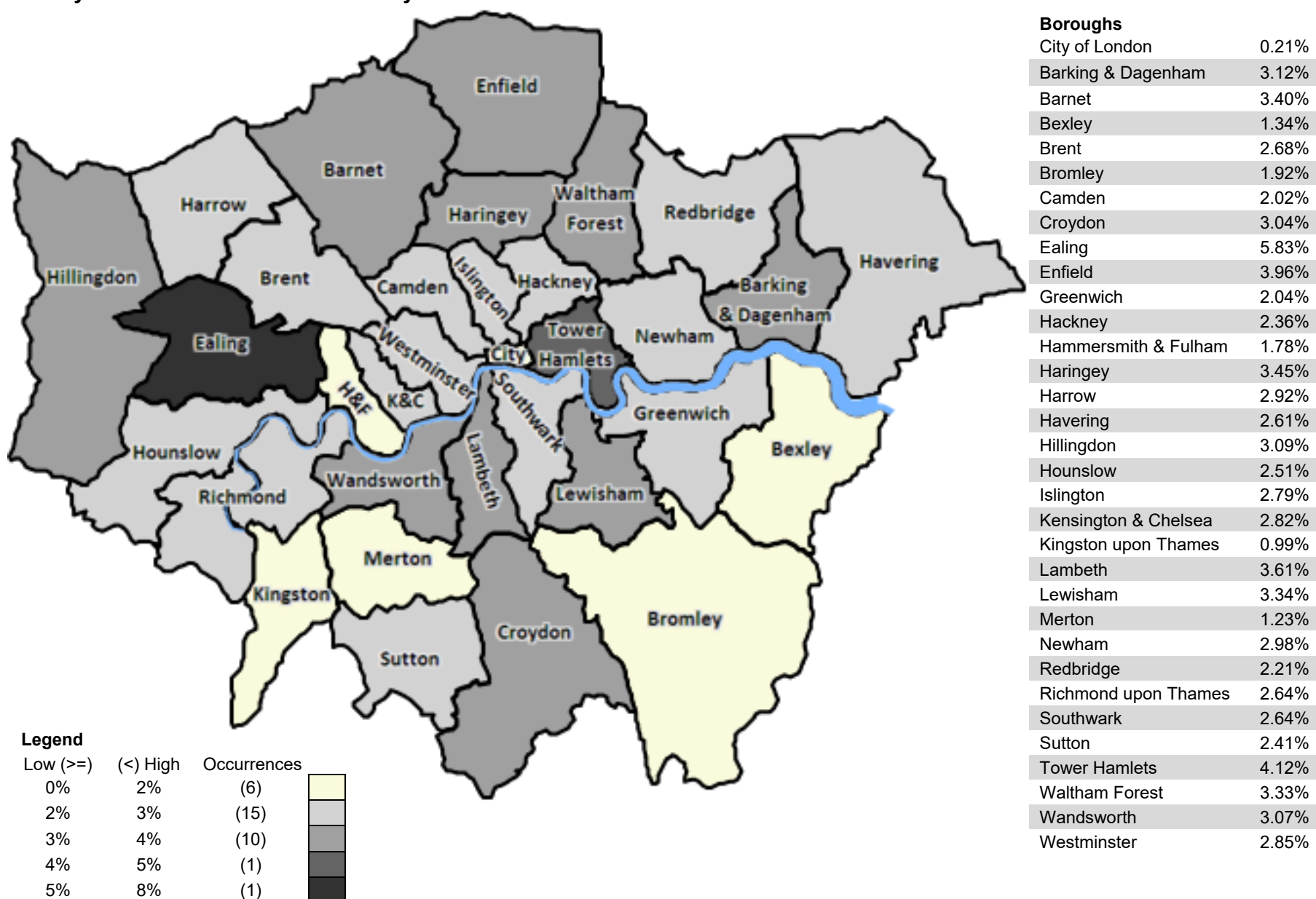
Priority 1: Combatting Homelessness actual distribution to December 2018



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



Priority 2: actual distribution of delivery to December 2018





London Councils

Grants Programme 2017 – 21

Performance of Commissions

April 2017 – December 2018

(Includes contact details for each project)

Priority 1 – Combatting Homelessness

Shelter	
Project name:	STAR Partnership (Supporting Tenancies, Accommodation and Reconnections)
Priority:	Priority 1: Combatting Homelessness
Specification:	1.1 Homelessness: Early intervention and prevention
Amount (1 year):	£1,003,495
Delivery partners: 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"> - An integrated multiple point of access for all users, enabling rapid response triage and advice. - London-wide targeted engagement and promotion to be relevant and accessible to key priority groups in all 33 boroughs. - Support for users to directly access the PRS and innovative housing solutions. - Assertive and targeted outreach direct to street homeless people especially in hotspots and encampments. - Safe and secure pathways into emergency accommodation. - Intensive support, including skills training, money management and housing advice to enable families and individuals to maintain their tenancy. - Personal resilience and independence planning to secure a long-term, healthy and happy home. - Real opportunities for work. 	

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

Outcome	2017-2019 Q7	
	Profile	Delivered
Outcome		
Number of new service users	8750	10336
Number assisted to obtain crisis or intermediate short term accommodation	611	716
Number assisted to obtain suitable settled accommodation	642	752
Number with one/more protected equalities characteristic (Equality Act 2010)	513	723
Number of rough sleeper hotspot closures	87	110
Number with resolved landlord/accommodation service issues affecting tenancy stability (particularly in outer London) may include harassment, abandonment and behaviour issues	630	893
Numbers with disrepair resolved and able to maintain tenancy	700	515
Number supported to successfully sustain tenancies/accommodation for 6 months	120	190
Number supported to successfully sustain tenancies/accommodation for 12 months ¹	96	138
Number with resolved debt, benefits and financial hardship issues	1006	1008
Number with improved physical health	350	426
Number with improved mental health	805	788
Numbers referred successfully onto a London Councils Priority 3 project or similar employment project	297	290
Number with increased employability skills (including apprenticeships)	148	127
<i>Disrepair resolved and able to maintain tenancy</i> – Although this outcome remains a challenge performance against it has increased in Q7 as service users report issues such as damp and mould as a result of the cold weather.		

¹ Reporting started from quarter 5

St Mungo Community Housing Association	
Project name:	Housing Advice, Resettlement and Prevention Connect (HARP)
Priority:	Priority 1: Combatting Homelessness
Specification:	1.1 Homelessness: Early intervention and prevention
Amount (1 year):	£251,378
Delivery partners: 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"> - A through-the-gate service, enabling people access to intervention and housing, promoting a smooth transition into communities. - A service which is flexible to the demand of need 'making each contact count', allocating specialist workers in each region who will work and receive referrals from probation/CRCs, local authorities, GPs and prisons in that region. - A Central Hub providing access to intervention for people through self-referral route - A Help-line for outside London Prisons and probation/CRCs discharging people returning to London. - Specialist intervention, advocacy and housing promoting the well-being and interests of individuals with protected characteristics, No recourse to public funds and complex needs inclusive of mental health and substance use. - A catalogue of services and private landlords within each borough to support better outcomes. - An emergency discretionary access fund to purchase small essential needs led resources for our clients, instigated by the project workers (such as fees relating to access to birth certificates, travel etc. - Promotion of education, employment and volunteering, inclusive of peer volunteering opportunities. 	

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

Outcome	2017-2019 Q7	
	Profile	Delivered
Number of new users	1917	2648
Number assisted to obtain crisis or intermediate short term accommodation	750	911
Number of tenancies brokered	75	57
Number assisted to obtain suitable settled accommodation	450	673
Number with one/more protected equalities characteristic (Equality Act 2010)	225	394
Number reconnected with stable family/friends accommodation	300	331
Number with resolved landlord/accommodation service issues affecting tenancy stability may include harassment, abandonment behaviour issues	288	330
Number supported to successfully sustain tenancies/accommodation for 6 months	384	149
Number supported to successfully sustain tenancies/accommodation for 12 months ²	192	175
Number with resolved debt, benefits and financial hardship issues	540	579
Number with improved physical health	576	597
Number with improved mental health	315	383
Number with improved life skills (can include independent living and be measured through distance travelled tool)	576	607
Numbers referred successfully onto a London Councils Priority 3 project or similar employment project	75	57
Number with increased employability skills (including apprenticeships)	288	294
Number successfully obtaining work placements, volunteering opportunities	42	51
<p>Tenancies brokered – Ongoing difficulties reported in sourcing landlords willing to take on client on benefits, as well as landlords requesting higher rents and deposits.</p> <p>Sustained tenancies/accommodation for 6 and 12 months – Outcomes continue to improve following the introduction of new recording processes but are still affected by historic lower quarterly figures, clients who have returned to custody and those who are uncontactable following delivery of services.</p>		

² Reporting to start from Q5

New Horizon Youth Centre	
Project name:	London Youth Gateway (LYG)
Priority:	Priority 1: Combatting Homelessness
Specification:	1.2 Youth homelessness
Amount (1 year):	£1,008,338
Delivery partners: 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"> - direct access to emergency accommodation - affordable accommodation options, delivered in innovative new partnership models, and PRS access - family mediation and reconnection support - youth-focused advice and advocacy services around housing need, eviction, welfare benefits and debts via one-to-one, telephone and online provision - youth homelessness prevention sessions in schools and colleges - outreach into Young Offender Institutes (YOIs), prisons and on the street to ensure young people are linked up early with necessary support - satellite services and a telephone advice line to reach young people across London - independent living skills and financial literacy workshops - counselling, communication and interpersonal skills support <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 phil.kerry@nhyouthcentre.org.uk 020 7388 5560 68 Chalton St, London, NW1 1JR www.nhyouthcentre.org.uk	General Info. 020 7388 5560 Youth Work 020 7388 5570 Advice 020 7388 5580 http://www.londonyouthgateway.org.uk/get-help/

Outcome	2017-2019 Q7	
	Profile	Delivered
Number of users	11787	12678
Number assisted to obtain crisis or intermediate short term accommodation	767	1122
Number supported to obtain suitable safe settled accommodation	1128	1031
Number with one/more of the protected characteristics in the 2010 Equality Act (excluding age)	990	920
Number assisted with family mediation/reconnection leading to safe and settled reconciliation (where appropriate)	901	641
Number supported to successfully sustain suitable safe accommodation for 6 months	190	246
Number supported to successfully sustain suitable safe accommodation for 1 year or more ³	39	68
Number with resolved debt, benefits and financial hardship issues	1041	1559
Number with increased knowledge of housing options	8435	11325
Number with improved mental health	2178	2505
Number completing independent living skills workshops/course (incl. budgeting/money management)	1209	1192
Number with improved interpersonal skills (incl. behaviour, conflict and relationships)	1296	1759
Number successfully obtained employment for six months (including apprenticeships)*	145	164
Number with increased employability skills	1188	1341
Number successfully obtained a training opportunity (accredited)	840	940
Family mediation/reconnection – Although a challenging outcome, under-delivery in this quarter is partially due to a post vacancy and planned recruitment should increase delivery in Q8.		

³ Reporting to start from Q5

Homeless Link	
Project name:	PLUS Project
Priority:	Priority 1: Combatting Homelessness
Specification:	1.3 Support services to homelessness voluntary sector organisations
Amount (1 year):	£120,239
Delivery partners: 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"> - providing specialist advice, support, training, information, good practice spotlights and policy forums - supporting and improving working relationships between the VCS, boroughs and landlords through attendance at forums, partnership events and bespoke work with outer London boroughs. - improving collaboration and communication between the homelessness, employment, domestic/sexual violence, substance use, and health sectors through relationship brokerage, bespoke support, joint initiatives and peer networks - providing quality policy, law and research information identifying London specific impact and trends through briefings and bulletins - testing new models through special initiatives responding to the London specific context. <p>Outcomes delivered:</p> <ul style="list-style-type: none"> - Higher quality, more responsive and effective service delivery (measured against a baseline , and using an external evaluation) - More effective cross sector/priority collaboration to deliver more effective services - Improved and focussed response to prevention <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 jane.bancroft@homelesslink.org.uk 020 7840 4460/ 079 5611 4992 2nd Floor Minorities House, 2-5 Minorities, London EC3N 1BJ</p>	<p>www.homeless.org.uk</p>

Outcome	2017-2019 Q7	
	Profile	Delivered
Number of new organisations	452	448
Number with increased knowledge of changes in homelessness policy/ legislation/ benefit reforms	217	256
Number with improved working relationships with local services	197	216
Number with increased knowledge to adapt service delivery as a result of change of need across London/policy and legislative change	160	184
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	75	214
Number of VCS aware of changing need in inner and outer London and able to adapt services accordingly.	175	232
Number of housing professionals with increased knowledge of changes in homelessness policy/ law/benefit reforms	70	92
Number of housing professionals who feel better informed of funded services and how they assist local delivery	110	158
Number of Landlords with increased knowledge of changes in homelessness policy/ law/benefit reforms	12	9
Number of organisations with more diverse funding streams	20	9
Number with a wider understanding of funding processes and opportunities	220	206
Number of relationships brokered between VCS and social philanthropy/ investment organisations charitable arms of businesses to increase housing opportunities.	18	20
<i>Number of landlords with increased knowledge of changes in homelessness policy and number of organisations with diverse funding streams – these are annual outcomes which are counted in the final quarter of each year, so will be reported in the next quarter.</i>		

Standing Together Against Domestic Violence	
Project name:	Domestic Abuse Housing Alliance (DAHA)
Priority:	Priority 1: Combatting Homelessness
Specification:	1.3 Support services to homelessness voluntary sector organisations
Amount (1 year):	£88,977
Delivery partners: 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>n.jacobs@standingtogether.org.uk</p> <p>246 King Street</p> <p>Ravenscourt Park</p> <p>W6 0RF</p> <p>020 8748 5717</p> <p>www.standingtogether.org.uk</p>	<p>Rebecca Vagi, DAHA Development Manager</p> <p>r.vagi@standingtogether.org.uk</p> <p>0208 748 5717</p> <p>www.dahalliance.org.uk/events for general information and events details</p> <p>https://form.jotformeu.com/72763233547359 to book to attend workshops</p> <p>http://accreditation.dahalliance.org.uk/ to sign up to online self-assessment toolkit</p>

Outcome	2017-2019 Q7	
	Profile	Delivered
Number of new organisations	140	90
Number of frontline organisations with increased awareness of specialist/equalities needs of clients	140	129
Number of frontline organisations adapting and or introducing services to meet the specialist/equalities needs of clients	70	84
Number of frontline organisations with increased knowledge of changes in homelessness policy/ legislation/ benefit reforms	140	99
Number of frontline organisations with improved working relationships with local services and in particular domestic abuse services	140	123
Number of housing providers acquiring DAHA accreditation	9	7
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	70	88
Number of housing organisations with increased awareness of specialist /equalities needs of clients	140	129
Number of housing professionals with improved working relationships with frontline services and in particular domestic abuse services and MARAC	70	83
Number of housing professionals who feel better informed of funded services and how they assist local delivery	140	114
Number of housing providers with improved ability to form partnerships/work collaboratively	70	109
Number of housing providers supported to work together on more than one occasion related to domestic abuse provision and best practice	140	129
Number of housing providers with documented evidence that they are progressing in 4 of 8 DAHA National Standards ⁴	9	7
Number of housing providers with increased awareness of tenancy sustainment options for residents affected by domestic abuse ⁵	60	41
<p>New organisations - STADV remain above or on target for most outcomes and will continue to investigate opportunities to engage new organisations.</p> <p>Tenancy sustainment - Tenancy sustainment options will be made more explicit in future workshops.</p>		

⁴ New outcomes from Q5

⁵ As above

Priority 2 – Tackling Sexual and Domestic Violence

Tender Education and Arts	
Project name:	London Councils pan-London VAWG Consortium Prevention Project
Priority:	Priority 2: Tackling Sexual and Domestic Violence
Specification:	2.1 Sexual and Domestic Violence: Prevention
Amount (1 year):	£265,000
Delivery partners: IMECE, Women and Girls' Network (WGN), The Nia Project, Solace Women's Aid, Latin American Women's Rights Service (LAWRS), FORWARD, Ashiana Network and Iranian and Kurdish Women's Rights Organisation (IKWRO)	
<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 emily@tender.org.uk 020 7697 4249 (direct line) The Resource Centre, 356 Holloway Road, London N7 6PA	www.tender.org.uk

Outcome	2017 – 2019 Q7	
	Profile	Delivered
Number of new users	26580	26055
Healthy Relationship Project participants can identify at least one warning sign of sexual and domestic violence	1985	2044
Healthy Relationship Project participants in secondary schools and out of school settings can memorise key statistics pertaining to abuse	1320	1322
Healthy Relationship Project participants state sexual and domestic violence is unacceptable	2102	1782
Children and young people report feeling confident to support a friend following school assembly	16436	17537
Children and young people feel more confident to deal with abuse and understand it is based on power inequality following school assembly	17610	15648
Children and young people can now make positive relationship choices following school assembly	18784	15918
Healthy Relationship Project participants can identify appropriate support channels and services	2102	1960
Healthy Relationship Project participants in secondary schools and out of school settings report an improvement in their peer relationships	528	932
Professionals report positive changes in the behaviour and/or attitudes of participants following Healthy Relationships Project	74	65
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	1408	1246
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
Healthy Relationship Project participants state sexual and domestic violence is unacceptable - this quarter Tender worked in its highest number of targeted settings (e.g. pupil referral units or with especially vulnerable pupils) where the class numbers are very small (ave:9)		

Solace Women's Aid	
Project name:	Ascent: Advice and Counselling
Priority:	Priority 2: Tackling Sexual and Domestic Violence
Specification:	2.2 Sexual and Domestic Violence: Advice, counselling, outreach, drop-in and support for access to services
Amount (1 year):	£1,425,238
Delivery partners: Solace (Lead Partner); Ashiana Network; Asian Women's Resource Centre (AWRC); Chinese Information and Advice Centre (CIAC); EACH Counselling and Support; IKWRO; IMECE Women's Centre; Jewish Women's Aid (JWA); Latin American Women's Rights Organisation (LAWRS); Nia; Rape and Sexual Assault Support Centre (RASASC); Rights of Women (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"> - Advice, including legal support, through a hub and spoke model and inclusive of targeted support for BME women; those with NRPF; young women (including gang affected age 14+); sexually exploited women (including those with problematic substance use issues) and women with complex housing needs to enable them to access safe accommodation. - One to one BACP accredited counselling delivered within each borough as well as counselling in over 20 languages provided by BME led by and for organisations. - A bespoke in-borough group work programme, as well as specialist BME focused group work across the partner organisations to aid recovery, reduce isolation and increase understanding of abuse. - No Recourse fund to assist women with no recourse to public funds with essential living costs and accommodation. - Training including legal training to professionals and accredited VAWG training to volunteers and therapeutic training to clinicians. <p>The project will deliver a range of outcomes including increased safety, access to safe housing, legal support, reduced risk, improved mental/physical health and well-being, increased confidence/self-esteem and increased knowledge for service providers around DV/SV.</p>	

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

Outcome	2017 – 2019 Q7	
	Profile	Delivered
Number of new users	10902	13402
Number of service users reporting reduced fear/ greater feelings of safety	7631	7858
Number of service users reporting reduced risk, reduced repeat victimisation, prevention of escalation	5999	6132
Service users have improved self-esteem, motivation, confidence and are able to rebuild their lives, moving to independence	4207	5060
Service users have improved emotional health and wellbeing and physical health and are able to rebuild their lives, moving to independence	3115	3814
Number of service users with continuing support to sustain new lives	3738	3967
Number of service users with safety plan	4639	4584
Number of tenancies secured	1869	1401
Number of service users accessing legal advice and/or with increased understanding of the law	3270	3949
Number of service users supported to access other services including Health and Children's services.	6677	6853
Service users with increased knowledge of options to exit prostitution	53	69
People from the protected characteristics report increased safety/knowledge of their rights	4361	4742
People from the protected characteristics report satisfaction with services	5452	5963
Number of service users successfully referred from Local Authority and local IDVAs	1638	1724
Service providers are better informed of beneficiaries' needs and service users are enabled to communicate their needs and views to service providers/decision makers	665	1071
Service providers are better equipped to support SUs with VAWG and/ or legal issues	385	423
Tenancies secured - The housing situation is very challenging for service users, but Solace reports the specialist housing caseworker role is making a significant difference.		

Galop	
Project name:	The LGBT DAP (Domestic Abuse Partnership)
Priority:	Priority 2: Tackling Sexual and Domestic Violence
Specification:	2.2 Sexual and Domestic Violence: Advice, counselling, outreach, drop-in and support for access to services
Amount (1 year):	£146,318
Delivery partners: 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 & LGBT DAP Coordinator</p> <p>peter@galop.org.uk</p> <p>020 7697 4081 (office)</p>	<p>Survivors and professionals can refer through the DAP website using the electronic referral form: www.lgbtdap.org.uk</p> <p>Referrals can also be made via www.galop.org.uk and via email: referrals@galop.org.uk</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 Q7	
	Profile	Delivered
Number of new users	945	1099
Number of service users reporting reduced fear/ greater feelings of safety	175	189
Number of service users reporting reduced risk, reduced repeat victimisation, prevention of escalation	117	134
Service users have improved self-esteem, motivation, confidence and are able to rebuild their lives, moving to independence	99	109
Service users have improved emotional health and wellbeing and physical health and are able to rebuild their lives, moving to independence	97	77
Number of service users with continuing support to sustain new lives	105	113
Number of service users with safety plan	84	98
Number of tenancies secured	70	78
Number of service users accessing appropriate health services or other services including children's services	140	158
Number of service users accessing legal advice	94	96
People from the protected characteristics report increased safety/knowledge of their rights	274	302
People from the protected characteristics report satisfaction with services	140	151
Number of service users successfully referred from Local Authority and local IDVAs	35	40
Service providers are better informed of beneficiaries' needs and service users are enabled to communicate their needs and views to service providers/decision makers	21	32

SignHealth	
Project name:	DeafHope London
Priority:	Priority 2: Tackling Sexual and Domestic Violence
Specification:	2.2 Sexual and Domestic Violence: Advice, counselling, outreach, drop-in and support for access to services
Amount (1 year):	£148,444
Delivery partners: 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"> - Specialist D/deaf referral for all London Borough Officers and IDVAs - IDVA and outreach 1-2-1 support for deaf women and young people - Prevention/early intervention workshops in schools/youth groups to boys and girls (Young DeafHope) - Psychological Therapy for clients with complex needs, anxiety and/or depression - Survivors' Workshops - Deaf-led support groups - British Sign Language (BSL) and other accessible information about domestic abuse for Deaf community - Deaf awareness training/support for London Borough Officers and mainstream domestic violence providers <p>This will achieve all specification outcomes:</p> <ul style="list-style-type: none"> - Reduced levels/ repeat victimisation of sexual and domestic violence - Improves wellbeing - Increases safety and independence - London Borough Officers and IDVAs have a quality Deaf referral route - Multi-agency providers have a better understanding of how to meet Deaf access <p>Supports BAMER, LGBT and Multiple Complex Needs Deaf women</p>	

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

Outcome	2017 – 2019 Q7	
	Profile	Delivered
Number of new users	255	524
Number of service users reporting reduced fear/ greater feelings of safety	172	191
Number of service users reporting reduced risk, reduced repeat victimisation, prevention of escalation	172	110
Service users have improved self-esteem, motivation, confidence and are able to rebuild their lives, moving to independence	172	163
Service users have improved emotional health and wellbeing and physical health and are able to rebuild their lives, moving to independence	172	163
Number of service users with continuing support to sustain new lives	155	92
Number of service users with safety plan	155	110
Number of tenancies secured	155	18
Number of service users accessing appropriate health services or other services including children's services	155	70
Number of service users accessing legal advice	155	44
People from the protected characteristics report increased safety/knowledge of their rights	255	535
People from the protected characteristics report satisfaction with services	255	535
Number of service users successfully referred from Local Authority and local IDVAs	107	40
Service providers are better informed of beneficiaries' needs and service users are enabled to communicate their needs and views to service providers/decision makers	472	550
<p>For further information, please see the main report, Section 2, para. 2.31</p> <p>Self-referrals - The commission receives more self-referrals rather than referrals from IDVAs/LAs, they continue to market the service to local IDVAs and have good feedback from boroughs where they have good links.</p> <p>Legal support - Not all clients referred need legal support, existing clients continue to receive legal support which is complex and time consuming.</p>		

Women's Aid	
Project name:	Pan-London Domestic and Sexual Violence Helplines and Data Collection Project
Priority:	Priority 2: Tackling Sexual and Domestic Violence
Specification:	2.3 Helpline and coordinated access to refuge provision
Amount (1 year):	£314,922
Delivery partners: 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"> - Expert Pan-London telephone, email and online support to victims of domestic and/or sexual violence and those supporting them; - Comprehensive data on London services facilitating immediate refuge referrals; - Collection, analysis and dissemination of data on the nature and usage of refuge and other provision and needs in London. <p>The project will assist London boroughs directly through a dedicated refuge referral mechanism, plus informative data for improving services and better understanding needs, including provision of a 'heat map'.</p> <p>UK Refuges On Line (UKROL) is an integral part of this project, and the project will work with London Councils,</p> <p>MOPAC⁶ 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 n.norman@womensaid.org.uk 011 7983 7135 www.womensaid.org.uk</p>	<p>The Freephone 24 Hour National Domestic Violence Helpline: 0808 2000 247 helpline@womensaid.org.uk www.nationaldomesticviolencehelpline.org.uk</p> <p>Rape and Sexual Abuse Support Centre Helpline: 0808 802 9999</p> <p>Women and Girls Network Dedicated Sexual Violence Helpline: 0808 801 0770</p> <p>Respect Men's Advice Line: 0808 801 0327</p>

⁶ MOPAC – Mayor's Office for Policing and Crime

Outcome	2017 – 2019 Q7	
	Profile	Delivered
Number of new users	30753	37150
Number of service users with reduced level of risk	26250	23840
Number of service users referred to a refuge	3000	3869
Survivors of rape and sexual abuse accessing Helpline	6750	6859
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 ⁷	6	7
New data on housing status of service users on entry and exit is included in quarterly reports	5	5
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	2933
People with the protected characteristics (Equalities Act 2010) are able to access support that meets their needs	240	344
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	775
Service providers (including boroughs and refuges) report being able to respond to service users' needs	120	151
Professionals report having the relevant and required information they need to support service users affected by sexual and domestic violence	120	148
Number of logins to Routes to Support (formerly UKROL [UK Refuges online]) from services in London	33000	43885
Referrals to ISVA and sexual violence-specific support services	120	174

⁷ 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	
Project name:	Specialist Refugee Network
Priority:	Priority 2: Tackling Sexual and Domestic Violence
Specification:	2.4 Emergency refuge accommodation that offers services to meet the needs of specific groups
Amount (1 year):	£840,000
Delivery partners: 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"> - Programme of group-work/workshops to enhance health/wellbeing/living-skills/resilience - Resettlement programme to support independence/longer lasting outcomes - Outreach service supporting/enabling women to access alternative refuge accommodation/be supported in independent living - Training/awareness raising workshops for professionals to remove barriers/widen access - Housing advocacy securing/maintaining referral pathways with housing providers to secure alternative accommodation for women at risk and unable to access refuge - 38 specialist 24-hour refuge and second-stage accommodation bed spaces and package of intensive targeted support to enhance safety and remove barriers: - 6 (24-hour) bed spaces: Problematic substance use - 5 (24-hour) bed spaces: Sexually exploited women (including prostitution and trafficking) - 8 (24-hour) bed spaces: Women with mental health/problematic substance use - 7 second-stage bed spaces: Trafficked women - 6 bed spaces: Middle Eastern and North African women fleeing harmful practices including forced marriage - 6 bed spaces: South Asian, Turkish and Iranian women with NRPF experiencing DV/SV and harmful practices <p>Within the existing 38 bed spaces, the project will allocate an additional 3 bed spaces for women with NRPF⁸, particularly for trafficked women and 2 bed spaces for women with mobility related disabilities.</p>	

Contact Details	Referrals
Shaminder Ubhi, Director shaminder@ashiana.org.uk info@ashiana.org.uk 020 8539 0427 www.ashiana.org.uk	Nia - 07590 712872 (24 hours); 0207 683 1270 info@niaendingviolence.org.uk The Emma Project: 07590 712872 (24 hours) Solace Women's Aid - 0207 328 9117 info@solacewomensaid.org (The Amari Project): 020 3874 5027 amari@solacewomensaid.org IKWRO 07846 275 246 (Arabic/Kurdish)-24 Hours 07846 310 157 (Farsi/Dari/Turkish)-24 Hours 020 7920 6460- info@ikwro.org.uk

⁸ No recourse to public funds

Outcome	2017 – 2019 Q7	
	Profile	Delivered
Number of new users	1392	1150
Numbers not returning to a perpetrator	64	78
Numbers with increased awareness of safety planning	341	289
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	271	257
Numbers supported to successfully apply for indefinite leave to remain under the Destitution Domestic Violence (DDV) concession or refugee status under an asylum application	56	67
Numbers of women that demonstrate reduced harmful substance use	87	70
Number of women involved in prostitution and trafficking reporting increased awareness of options to exit prostitution and with personalised action plans	64	44
Numbers demonstrating an increased understanding of sexual and domestic violence/prostitution/trafficking as a form of violence against women	245	258
Number of users demonstrating an increased understanding and stabilisation in their mental health	127	108
Number of users with increased understanding of impact of mental health and substance misuse on their children	29	29
Service users moved on in a planned way	50	61
Service users with increased living skills	117	124
Service users with more stabilised immigration status	78	102
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)	87	54
Number of referral pathways agreed with registered social landlords and other housing providers	10	11
Number of service users gaining/maintaining tenancies	57	63
Number of professionals with increased knowledge of sexual and domestic violence aimed at increasing clients' access to services	831	801
Removal of barriers in accessing services for people with the protected characteristics of the 2010 Equalities Act	148	215
Number of users with disabilities accessing the service	127	136
<i>Women involved in prostitution and trafficking reporting increased awareness of options to exit prostitution – partner Nia had few referrals of women in this cohort this quarter, and those that have entered the project had not yet completed safety planning by the end of the quarter.</i>		

Women's Resource Centre	
Project name:	The ASCENT project (Amplifying, Supporting, Capacity building, Engaging, Networking, Training)
Priority:	Priority 2: Tackling Sexual and Domestic Violence
Specification:	2.5 Support services to the sexual and domestic violence voluntary sector organisations
Amount (1 year):	£240,783
Delivery partners: 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&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
<p>Ms Vivienne Hayes, CEO vivienne@wrc.org.uk 020 7697 3451 Project Lead – Evelina Svensson United House, North Road, London, N7 9DP www.wrc.org.uk</p>	<p> www.imkaan.org.uk www.respect.uk.net www.avaproject.org.uk www.wgn.org.uk www.rightsofwomen.org.uk </p>

Outcome	2017 – 2019 Q7	
	Profile	Delivered
Number of new organisations	309	414
Frontline services/organisations have an increased level of knowledge and ability to run services/organisations effectively and efficiently	123	228
Frontline services/organisations reporting increased ability to be more financially sound and efficient	70	58
Frontline services/organisations with an increased level of knowledge in areas such as financial management, governance, recruitment/workforce; ICT, premises management and income diversification	70	76
Frontline services/organisations report greater ability to work in partnership	175	191
Frontline services/organisations express interest in forming partnerships with other services/providers including LGBT and homelessness services	175	180
Frontline services/organisations able to collaborate with other services such as local authorities, health services, housing providers and homelessness services	70	84
Frontline organisations able to deliver improved services to meet their clients' needs and in line with relevant quality standards (deliver, monitor, evaluate and adapt)	260	275
Frontline services/organisations better able to monitor and evaluate impact of services	105	119
Frontline organisations/services with increased ability to meet their service users' needs	265	298
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.	35	47
Frontline services/organisations with increased ability to meet the three aims of the Equality Act 2010	210	184
Frontline organisations with increased diversification of boards of trustees	35	30

Asian Women's Resource Centre (AWRC)	
Project name:	Ascent Ending Harmful Practices project
Priority:	Priority 2: Tackling Sexual and Domestic Violence
Specification:	2.6 Specifically targeted services FGM, Honour based violence (HBV), forced marriage and other harmful practices
Amount (1 year):	£320,000
Delivery partners: Ashiana Network, Latin American Women's Rights Service, IKWRO, IMECE Women's Centre, Southall Black Sisters Trust, Women and Girls Network, FORWARD and Domestic Violence Intervention Project (DVIP)	
<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
Sarbjit Ganger, Director sarbjit@asianwomencentre.org.uk info@asianwomencentre.org.uk 020 8961 6549 http://asianwomencentre.org.uk/	Ascent: 0208 961 6549 0208 961 5701 referrals@asianwomencentre.org.uk

Outcome	2017 – 2019 Q7	
	Profile	Delivered
Number of new users	1085	1080
Service users have improved self-esteem, confidence and emotional health and well being	826	821
Service users have improved mental health	98	203
Service users have a better understanding of the support options available to them and are more aware of their rights and entitlements	784	1004
Service users have an increased ability to communicate their needs and views to service providers	331	519
Number of professionals with improved understanding of harmful practices and the barriers faced by BAMER women in accessing services	226	347
Service users report increased feelings of safety	826	890
Service users have an increased level of understanding regarding options available to help their decision making	826	834
Service users have enhanced coping strategies	509	621
Service users make changes to their living situations and exit violence	537	566
Service users have improved life skills to help them rebuild their lives and move to independence: service users attending ESOL classes	116	141
Service users have improved life skills to help them rebuild their lives and move to independence: service users attending ICT classes	116	121
Service users have improved life skills to help them rebuild their lives and move to independence: service users attending other employment skills workshops	116	118
Local authority officers are able to access support to wrap around existing support or make referrals into the service.	105	193
Referrals from IDVAs and sexual health clinics	70	97
Service users accessing other support	70	176

Priority 3 – Tackling Poverty through Employment

Paddington Development Trust	
Project name:	Gold
Priority:	Priority 3 Tackling Poverty through Employment (ESF Match funded)
Amount (2 years):	£928,819
Delivery partners: PDT (Lead), Urban Partnership Group, Equi-vision, Get Set and Mind	
Borough Delivery: 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>	

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

Outcome	Profile	Delivered
Enrolments	741	458
Participants receiving 6+ hours of support (IAG, job search, mentoring, training)	616	434
Participants receiving 12+ hours of support (Homeless only)	43	25
Participants completing a work or volunteering placement	132	33
Further Education and Training	128	72
Participants in employment within 4 weeks of leaving the project	198	111
Participants in sustained employment for 26 weeks (6M)	131	43
Participants in employment within 4 weeks of leaving the project – Homeless	17	5
Participants in sustained employment for 26 weeks (6M) – Homeless	7	0

London Training and Employment Network	
Project name:	Steps into Work
Priority:	Priority 3 Tackling Poverty through Employment (ESF Match funded)
Amount (2 years):	£966,423
Delivery partners: LTEN (Lead), Centrepont, HCT Group, Refugee Action Kingston (RAK), High Trees Community trust, Successful Mums, Skillsland Ltd and Storm Family Centre	
Borough Delivery: 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 & 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>	

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

Outcome	Profile	Delivered
Enrolments	691	216
Participants receiving 6+ hours of support (IAG, job search, mentoring, training)	636	211
Participants receiving 12+ hours of support (Homeless only)	42	1
Participants completing a work or volunteering placement	73	10
Further Education and Training	106	23
Participants in employment within 4 weeks of leaving the project	207	15
Participants in sustained employment for 26 weeks (6M)	76	2
Participants in employment within 4 weeks of leaving the project – Homeless	20	1
Participants in sustained employment for 26 weeks (6M) – Homeless	4	0

MI ComputSolutions Incorporated	
Project name:	Community Life Change
Priority: 3	Priority 3 Tackling Poverty through Employment (ESF Match funded)
Amount (2 years):	£926,311
Delivery partners: MI COMPUTSolutions (Lead), Successful Mums, Royal Mencap, Resource Plus, Centre Point and Train 2 Work.	
Borough Delivery: 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 & Maths, Vocational Skills, & Sector Routeways.</p>	

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

Outcome	Profile	Delivered
Enrolments	546	325
Participants receiving 6+ hours of support (IAG, job search, mentoring, training)	499	316
Participants receiving 12+ hours of support (Homeless only)	34	18
Participants completing a work or volunteering placement	81	23
Further Education and Training	82	30
Participants in employment	247	65
Participants in sustained employment for 26 weeks (6M)	56	29
Participants in employment – Homeless	21	1
Participants in sustained employment for 26 weeks (6M) – Homeless	4	1

The Citizens Trust (Disability Times Trust – DTT)	
Project name:	Directions West London
Priority:	Priority 3 Tackling Poverty through Employment (ESF Match funded)
Amount (2 years):	£896,229
Delivery partners: Citizens Trust (Lead), ACDA, New Challenge and Action West London	
Borough Delivery: 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	313
Participants receiving 6+ hours of support (IAG, job search, mentoring, training)	556	309
Participants receiving 12+ hours of support (Homeless only)	32	5
Participants completing a work or volunteering placement	67	8
Further Education and Training	85	79
Participants in employment	145	74
Participants in sustained employment for 26 weeks (6M)	13	30
Participants in employment – Homeless	11	3
Participants in sustained employment for 26 weeks (6M) – Homeless	0	0

Redbridge Council for Voluntary Service	
Project name:	Aim Higher
Priority:	Priority 3 Tackling Poverty through Employment (ESF Match funded)
Amount (2 years):	£983,871
Delivery partners: 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	
Borough Delivery: 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>	

Contact details	
Martyne Callender, Partnerships & Development Manager martyne@redbridgecvs.net 020 3874 4129	103 Cranbrook Road, Ilford IG1 4PU www.redbridgecvs.net/

Outcome	Profile	Delivered
Enrolments	749	367
Participants receiving 6+ hours of support (IAG, job search, mentoring, training)	675	324
Participants receiving 12+ hours of support (Homeless only)	45	12
Participants completing a work or volunteering placement	137	18
Further Education and Training	120	11
Participants in employment	293	33
Participants in sustained employment for 26 weeks (6M)	41	6
Participants in employment – Homeless	21	1
Participants in sustained employment for 26 weeks (6M) – Homeless	0	0

Redbridge Council for Voluntary Service	
Project name:	Outreach East
Priority:	Priority 3 Tackling Poverty through Employment (ESF Match funded)
Amount (2 years):	£983,871
Delivery partners: Redbridge CVS(Lead), DABD, L&Q (East Thames), Ellingham, Harmony House and Hope 4 Havering)	
Borough Delivery: 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>	

Contact details	
Martyne Callender, Partnerships & Development Manager martyne@redbridgecvs.net 020 3874 4129	103 Cranbrook Road, Ilford IG1 4PU www.redbridgecvs.net/

Outcome	Profile	Delivered
Enrolments	785	312
Participants receiving 6+ hours of support (IAG, job search, mentoring, training)	706	261
Participants receiving 12+ hours of support (Homeless only)	43	5
Participants completing a work or volunteering placement	144	39
Further Education and Training	114	12
Participants in employment	291	53
Participants in sustained employment for 26 weeks (6M)	66	22
Participants in employment – Homeless	23	1
Participants in sustained employment for 26 weeks (6M) – Homeless	8	0

Grants Committee

ESF match funded Priority 3 Tackling Poverty
Through Employment: options for anticipated
underspend

Item: 6

Report by: Yolande Burgess **Job title:** Strategy Director
Date: 20 March 2019
Contact Officer: Yolande Burgess
Telephone: 020 7934 9739 **Email:** yolande.burgess@londoncouncils.gov.uk

Summary

The Priority 3 strand of the 2017-2021 London Councils Grants Programme – *Tackling poverty through employment* – will complete at the end of June 2019.

Despite efforts to address delivery challenges, which have been reported to Grants Committee, the programme will under-deliver against the original targets set (both activity and financial).

Based on the delivery profile to-date, the programme is estimated to outturn on completion at £3,019,000; half this value is attributable to the Grants programme. Considering management and administrative costs (see Financial Implications), it is projected that £1,135,000 will be returned to the Grants Programme once Priority 3 has completed.

Following a meeting of the Grants Committee Executive on 7 February 2019 ([papers for the meeting](#)) to discuss choices, this paper presents options to the Grants Committee for deploying the underspend, namely:

- Commission additional activity with existing commissions delivering across Priority 1 and Priority 2, to address the needs of London residents impacted by no recourse to public funds (sections 3 and 4)
- hold the underspend in reserves to allow the Grants Committee more time to consider the redeployment of funds (section 5)
- return funds to the boroughs through a one-off repatriation from reserves in 2020-21 (section 5).

Recommendations Grants Committee is asked to:

- a) discuss and consider the options presented in this paper
- b) recommend an option to Leaders Committee (April 2019) for approval

- c) task officers with undertaking the necessary actions to implement the agreed option.

1 Background

- 1.1 The Priority 3 strand of the 2017-2021 London Councils Grants Programme – *Tackling poverty through employment* – will complete at the end of June 2019.
- 1.2 The programme is funded by the Grants Committee - £3million - and is match-funded by European Social Funds (ESF). Officers have kept Grants Committee members informed about challenges to programme delivery that are related to the rigid compliance rules of ESF (see the following reports for further information: [Performance of Grants Programme 2017-21 \(G22/11\)](#); [Performance of Grants Programme 2017-21 \(G21/18\)](#); [Grants Programme 2017-21: Annual Review Year One 2017-18 \(G11/18\)](#); [Performance of Grants Programme 2017-21 \(G11/18\)](#)).
- 1.3 Despite efforts to address delivery challenges, the programme will under-deliver against the original targets set (both activity and financial). For the period October 2016 to December 2018, programme delivery, in cash terms, stands at:

Organisation and Cluster	Delivered to-date	Agreement Amount
Citizens Trust Brent, Ealing, Hillingdon, Hounslow, Richmond-upon-Thames	£289,660 (FINAL)	£896,228
London Training and Employment Network Croydon, Kingston-upon-Thames, Lambeth, Merton, Sutton, Wandsworth	£239,290	£483,211
MI ComputSolutions Bexley, Bromley, Greenwich, Lewisham, Southwark	£444,210	£966,423
Paddington Development Trust Barnet, Hammersmith & Fulham, Haringey, Harrow, Kensington & Chelsea, Westminster	£697,860	£464,409
Redbridge Council for Voluntary Service Enfield, City of London, Hackney, Islington, Tower Hamlets, Camden	£307,370	£926,313
Redbridge Council for Voluntary Service Barking & Dagenham, Havering, Newham, Redbridge, Waltham Forest	£353,540	£491,985
Total Programme		£5,640,601*

* £2,820,300 is committed from the Grants Committee

- 1.4 Based on the delivery profile to-date, the programme is estimated to outturn on completion at £3,019,000; half this value is attributable to the Grants programme. Considering management and administrative costs (see Financial Implications), it is projected that £1,135,000 will be returned to the Grants Programme once Priority 3 has completed.

2 Options for re-deploying underspend

- 2.1 Tendering a new commission through an open bid procedure, to meet a London-wide priority, was discussed and considered by Grants Committee Executive members. It was noted that justifying a new tender that would address a pan-London issue (commissioning research and so forth) would require a lengthy, resource intensive process. Along with all the associated risks attached to tendering, it was agreed that a new tender was not a preferred option.
- 2.2 Notwithstanding the challenges that the current Priority 3 programme has faced, the potential to draw down European Social Funding (ESF) was also discussed. Grants Committee Executive members were advised that the only route to do this was through a new tender, because of the procurement compliance requirements attached to ESF.
- 2.3 Therefore, the options for re-deploying unspent funds presented in this paper are:
 - 2.3.1 commission additional activity with existing commissions delivering across Priority 1 and Priority 2, to address the needs of London residents impacted by no recourse to public funds (sections 3 and 4 of this paper)
 - 2.3.2 hold the underspend in reserves to allow the Grants Committee more time to consider the redeployment of funds (section 5 of this paper)
 - 2.3.3 return funds to the boroughs through a one-off repatriation from reserves in 2020-21 (section 5 of this paper).

3 *Commission additional activity against Priority 1 (Combatting Homelessness) and/or Priority 2 (Tackling Sexual and Domestic Violence)*

- 3.1 The existing priorities – combatting homelessness, tackling sexual and domestic violence, and tackling poverty through employment – were agreed by Leaders Committee in 2016. During this January’s portfolio holder meeting, the Chair of London Councils, and the Chair and Vice Chairs of the Grants Committee, confirmed that these are current priorities for London.
- 3.2 Priority 1 and Priority 2 commissions are delivering well and are demonstrating that activity is meeting the needs of Londoners. It was highlighted, through the mid-programme review, that there are services at capacity due to demand, gaps in services predominantly due to increases in demand, and a rise in complexity of need.
- 3.3 All the first tier commissions (those that deliver services to beneficiaries) in these priorities deliver employment support or have good referral mechanisms to other organisations that can deliver employment related support.

3.4 Matters identified through the mid-programme review were discussed by Grants Committee Executive:

3.4.1 **Family support workers:** Family support workers in refuges are in short supply, due to resource constraints.

3.4.2 **Increased need for counselling services:** Across the services, the need for more counselling services - to meet various complex, enduring and multiple needs - dominates conversations about where to deploy additional resources.

3.4.3 **Increased need for support for men as victims of sexual and domestic violence:** The predominance of women as victims of sexual and domestic violence (around 90 per cent of victims are women) means that services are naturally geared towards supporting women.

3.4.4 **Modern day slavery and people trafficking:** Highlighted as a growing issue in West London boroughs.

3.4.5 **No recourse to public funds (NRPF):** Delivery partners are seeing increasing numbers of people with NRPF.

3.4.6 **Raising deposits:** Landlords in the private rented sector are increasingly requiring far higher deposits (for example, eight weeks of rental value).

3.4.7 **Youth homelessness:** Larger numbers of young people are presenting with complex needs/facing multiple barriers.

3.4.8 **Young women (aged 16 to 18) seeking refuge accommodation:** There is a high incidence of young women being turned away from refuges; women under the age of 18 made up 26 per cent of recent unsuccessful referrals, which is a continuing trend.

3.5 As all the above issues merited serious consideration, Grants Committee Executive members applied some key considerations during their discussions:

3.5.1 geography/reach - is the increased demand/gap in service experienced throughout London, will all boroughs benefit from additional investment

3.5.2 duplication with existing borough services - have boroughs already addressed a gap in service

3.5.3 evidence base - is further research needed to better understand the issue and service requirement

3.5.4 impact - what additionality, what appreciable difference will additional investment bring to vulnerable London residents and the boroughs

- 3.5.5 longer-term improved outcomes and savings - will limited, short-term additional investment now, lead to improved life outcomes for vulnerable residents and savings to the public purse
- 3.6 Against these key considerations, and following further investigation from the Grants team, additional investment for people with no recourse to public funds would bring the greatest additionality for vulnerable residents and the boroughs.

4 No Recourse to Public Funds

- 4.1 The cost of providing statutory support to people with no recourse to public funds (NRPF) is in excess of £50 million a year across the capital.
- 4.2 NRPF refers to people who are subject to immigration control and have no entitlement to public funds such as welfare benefits, Housing Benefit and Home Office support for asylum seekers. Individuals with NRPF have very few alternative avenues for support and local authorities have a duty to undertake an assessment of their needs under a combination of the Human Rights Act 1998, the Children's Act 1989 and the National Assistance Act 1948. NRPF has been growing rapidly and is a particularly acute issue in London, placing increasing service and financial pressure on local authorities. Consequently, boroughs are often left with the responsibility to provide for subsistence and accommodation needs that, under different circumstances, would be centrally funded. Currently, local authorities receive no funding for these costs
- 4.3 In order to improve understanding of the financial pressure on boroughs generated by the need to support clients with No Recourse to Public Funds (NRPF), London Councils conducted a survey in 2015. Its headline findings were that London boroughs spent an estimated £50 million in 2014/15 on NRPF in support of an estimated 3,200 cases during the year, with an estimated average annual cost per case of around £19,000.
- 4.4 A recent, detailed London Councils survey identified that:
 - 4.4.1 London boroughs spent £53.7 million in support of an estimated 2,881 households with NRPF in 2016/17
 - 4.4.2 the average cost of supporting a family with NRPF is approximately £19,000 a year
 - 4.4.3 complex cases are increasing – the number of households supported for over 1,000 days accounted for 36 per cent of all unresolved cases at the end of quarter one in 2017/18

- 4.4.4 whilst cost pressures are not uniform across boroughs, with expenditure ranging from £5 million to £0.5 million, the pressure on staff resource - for example, chasing the Home Office for information, gathering caseload information, resolving priority cases - impacts all the boroughs
- 4.5 Overwhelmingly, NRPF related expenditure for the boroughs arises through the need to support families with children, and care leavers.
- 4.6 Through the Grants Programme, delivery partners are currently supporting 450 to 500 vulnerable people with NRPF every quarter, and the number is increasing. Many of the people our delivery partners support face challenging personal circumstances, which are compounded by their NRPF status. Last year, one delivery partner working to tackle sexual and domestic violence took on a solicitor, full-time, to deal with the increasing volume of complex cases.
- 4.7 The issues of NRPF, homelessness and domestic violence are interrelated. Shelter has estimated that up to 20 per cent of Grants Programme beneficiaries have NRPF or complex problems with immigration status. Over 600 women a year with NRPF are affected by domestic violence, including women who have been trafficked into the UK for sexual exploitation.
- 4.8 Additional resources will enable delivery partners to increase levels of support to people with NRPF and provide much needed complementary service support to statutory services.
- 4.9 Should the Grants Committee agree that the Priority 3 underspend should be invested in increasing support for people with NRPF, detailed activity profiles will be developed for each commission delivering across Priorities 1 and 2, for consideration and agreement at the July AGM.

5 *Repatriation of funds*

- 5.1 The immediate repatriation of funds was discussed by Grants Committee Executive members. Whilst funds could be returned to boroughs using the same methodology that is used for Grants levy payments i.e. ONS statistics, other options were raised:
- 5.1.1 the underspend could be rolled over (held in reserves) to allow Grants Committee more time to consider options for redeploying the funds
- 5.1.2 the one-off repatriation from reserves in 2020-2021.

- 5.2 Using the ONS statistics for the final year of contributions for Priority 3, the largest borough repayment would be £49,894 and the smallest £984 (see Annex 1 for a borough breakdown).
- 5.3 Grants Committee Executive members noted that, whilst repatriation of funds should not be discounted, alternatives to repayment were more in line with the principles and aims of the Grants programme, which is to support pan-London activity to the benefit of all the boroughs.
- 5.4 The final figure for the Priority 3 underspend will be presented to Grants Committee at the July AGM as part of the Grants budget report.

6 Recommendations

- 6.1 Grants Committee is asked to:
 - 6.1.1 discuss and consider the options presented in this paper
 - 6.1.2 recommend an option to Leaders Committee (April 2019) for approval
 - 6.1.3 task officers with undertaking the necessary actions to implement the agreed option.
-

Financial Implications for London Councils

The Director of Corporate Resources reports that the net cost of the ESF match funded programme after accounting for the ESF grant funding is estimated at £1.865 million. The Committee contributed a total of £3 million towards the programme costs between 2015/16 to 2017/18 and the outcome of the programme will result in a potential underspend of £1.135 million. The slippage and programme management at the early stages has meant that the projected management and administration costs will exceed the budgeted cost over the life time of the project by approximately £223,000. However, the additional activity attracts ESF grant funding of £48,000 reducing the overspend to £175,000. This overspend can be funded from the overall underspend on the programme.

The report provides options of how the underspend of £1.135 million can be reallocated. The options presented are: commissioning additional activity against Priority 1 (Combating Homelessness) and Priority 2 (Tackling Sexual and Domestic Violence); tendering a new commission; hold the underspend in reserves to allow the Grants Committee more time to consider how to redeploy the funds; and a one-off repatriation of funds back to members.

In addition, the projected level of the S.48 borough funded commission reserves at 31 March 2019 exceeds the established benchmark of £250,000. Members may also wish to consider using the excess reserves to fund the options described above.

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 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 data annually.

Background documents

ESF match funded Priority 3 Tackling Poverty Through Employment, Item 4, 7 February 2019 (Grants Committee Executive)

Month 9 Revenue Forecast 2018/19, Grants Committee Executive, Item 5, 7 February 2019

Performance of Grants Programme 2017-21, Grants Committee, Item 4, 21 November 2018

	ONS Mid-2017 Estimate of Population (‘000)	%	£
Inner London			
Camden	253.36	2.87%	32,597
City of London	7.65	0.09%	984
Greenwich	282.85	3.21%	36,391
Hackney	275.93	3.13%	35,501
Hammersmith and Fulham	183.00	2.07%	23,545
Islington	235.00	2.66%	30,235
Kensington and Chelsea	155.74	1.76%	20,038
Lambeth	324.05	3.67%	41,692
Lewisham	301.31	3.41%	38,767
Southwark	314.23	3.56%	40,429
Tower Hamlets	307.96	3.49%	39,622
Wandsworth	323.26	3.66%	41,591
Westminster	244.80	2.77%	31,496
	3,209.14	36.36%	
Outer London			
Barking and Dagenham	210.71	2.39%	27,110
Barnet	387.80	4.39%	49,894
Bexley	246.12	2.79%	31,666
Brent	329.10	3.73%	42,342
Bromley	329.39	3.73%	42,379
Croydon	384.84	4.36%	49,514
Ealing	342.74	3.88%	44,097
Enfield	332.71	3.77%	42,806
Haringey	271.22	3.07%	34,895
Harrow	248.88	2.82%	32,021
Havering	256.04	2.90%	32,942
Hillingdon	302.34	3.43%	38,899
Hounslow	269.10	3.05%	34,622
Kingston upon Thames	174.61	1.98%	22,465
Merton	206.05	2.33%	26,510
Newham	348.00	3.94%	44,774
Redbridge	301.79	3.42%	38,828
Richmond upon Thames	195.68	2.22%	25,176
Sutton	203.24	2.30%	26,149
Waltham Forest	275.51	3.12%	35,447
	5,615.87	63.64%	
Totals	8,825.01	100.00%	1,135,426