

Grants Committee

Performance of Grants Programme 2017-22
April 2017 - December 2021

Item: 4

Report by	Feria Henry and Joanne Watson	Job title	Interim Grants Managers
Date	16 March 2022		
Contact Officer	Feria Henry/Joanne Watson		
Telephone	020 7934 9529 020 7934 9815	Email	feria.henry@londoncouncils.gov.uk 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.

In response to Covid-19, Grants Committee agreed that the 2017 to 2021 programme be extended until March 2022 to allow time to develop a new programme that reflects a changed London. Recommendations for the new programme were approved in November 2021.

This report provides members with an update on the two priorities of the Grants Programme, for the period April 2017 to December 2021 (quarters one to 19).

Recommendations The Grants Committee is asked to note:

- a) outcomes at priority level for quarters one to 19:
 - i) Priority 1, combatting homelessness, overall is six per cent above profile
 - ii) Priority 2, tackling sexual and domestic violence, overall is eight per cent below profile
- b) the number of interventions delivered in the relevant period:
 - i) Priority 1, combatting homelessness – 102,969
 - ii) Priority 2, tackling sexual and domestic violence – 576,495

- c) project level performance, using the Red, Amber, Green (RAG) performance management system (explained at Appendix 1):
 - i) all projects are rated Green
 - ii) An update on performance management for two projects (para. 3.52-3.56)
- d) the final update on the additional no recourse to public funds activity (section 4)
- e) the final update on the youth homelessness hub project (section 5)
- f) the update on closure arrangements for the end of the programme. (Para. 7.3-7.4)
- g) the borough maps (Appendix 2)
- h) the project delivery information and contact details (Appendix 3), produced as a separate resource to provide members with a directory of services, with up-to-date contact information, as well as an update on performance

Appendix 1 RAG Rating Methodology

Appendix 2 Borough Maps

Appendix 3 Project Delivery Information and Contact Details

1 Background

1.1 The 2017 to 2022 Grants Programme is focused on the following priorities:

Priority 1 - Combatting Homelessness

Priority 2 - Tackling Sexual and Domestic Violence

1.2 Grants Committee agreed funding to 13 commissions for the period 2017 to 2021, and subsequently extended to March 2022, subject to delivery, compliance with grant conditions and continued availability of resources. Grants are summarised in Table 1.

Table 1: London Councils Grants Programme 2017-22 (Priority 1 and 2)

Service Area ¹	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	£78,977 ²
Priority 1: Combatting Homelessness		£2,462,427
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		£6,163,132

1.3 The London Councils Grants Programme enables boroughs to tackle high-priority social need where this is better done at pan-London level. The programme

¹ See paragraphs 2.1 and 3.1 for a brief description of the service areas

² The annual grant amount in 2021-22 is reduced by £10,000 following the finalisation of non-recurrent evaluation activities.

commissions third sector organisations to work with disadvantaged Londoners to make real improvements in their lives. This is the thirteenth report covering the performance of the 2017 to 2022 Grants Programme. Case studies of programme activity are available [here](#) on the London Councils website.

2 Priority 1: Homelessness

Delivery

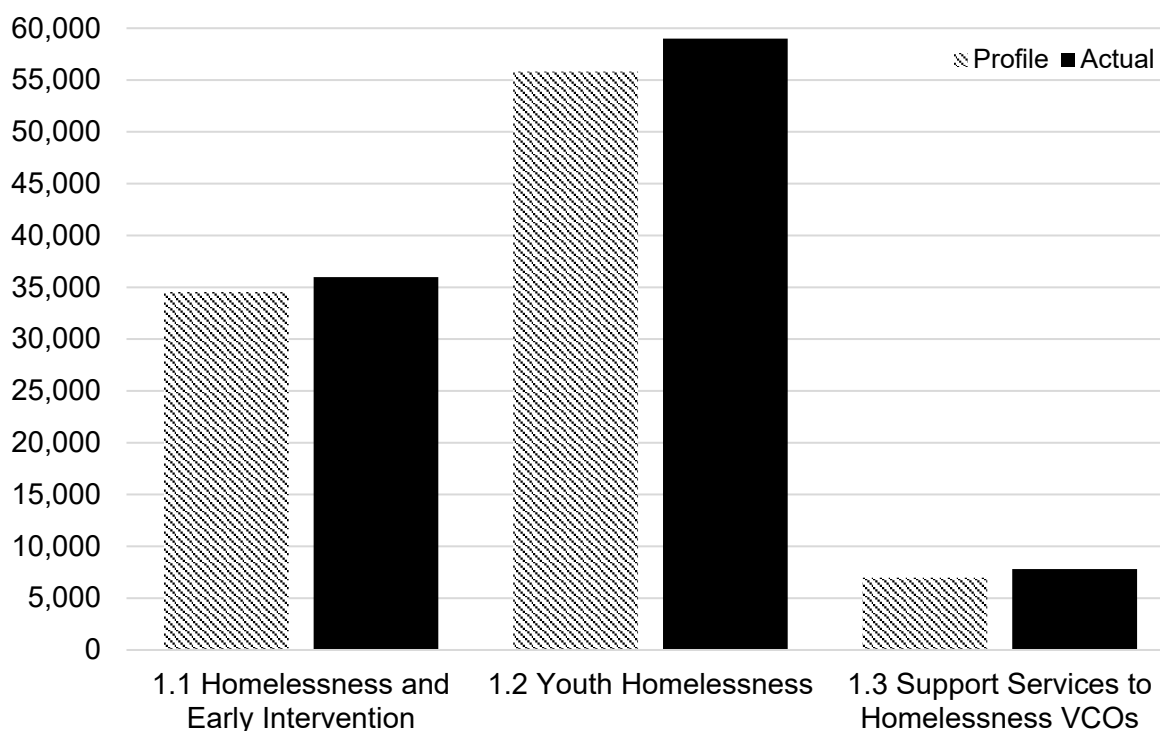
2.1 The Committee has allocated £2.46³ million per year to five projects to Priority 1: Combatting Homelessness for 2017-22 Of these five:

- 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 19, performance was six 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.

³ See note 2 above

Figure 1: Priority 1 Delivery against Profile Aggregate Outcomes by service area 2017-22 Q1 to Q19



	1.1 Homelessness and Early Intervention	1.2 Youth Homelessness	1.3 Support Services to Homelessness VCOs
Profile	34,545	55,814	6,969
Actual	35,987	58,994	7,808
Difference	1,442	3,180	839
Variance	4%	6%	12%
Annual Grants Value (£m)	£1.25	£1.01	£0.21
Number of Providers	2	1	2

2.3 As shown in Figure 1, performance is above profile across all service areas at the end of quarter 19.

2.4 Providers continue to support vulnerable and disadvantaged service users within the protected characteristics under the Equality Act 2010. By quarter 19⁴:

- 47.1 per cent were female
- 46.1 per cent were under 25
- 7.4 per cent were over 55

⁴ Based on self-declaration; users may declare more than one protected characteristic e.g. disability

- 76.4 per cent were ethnic minorities⁵
- 17.7 per cent declared a disability (24.2 per cent excluding prefer not to say)
- 13.2 per cent were LGBT⁶ (20.9 per cent excluding prefer not to say)
- 2,497 people had no recourse to public funds (4.1 per cent)

Policy and wider environment

- 2.5 Radical interventions in response to the pandemic, the evictions moratorium being the prime example, have made tracking and projecting homelessness trends harder in the past few years. Although key indicators of homelessness such as temporary accommodation placements were appearing to level off, the past half-year has seen numbers start to return to previous trends, with numbers in both applications and acceptances rising again across London.
- 2.6 Pressures on temporary accommodation also continue to increase, as prices for accommodation have risen along with increased costs in the wider housing market. The past year has seen additional demand on accommodation procurement due to central government's response to the arrival of higher than usual numbers of asylum seekers arriving in Britain. Although the number of people needing to be accommodated was expected to drop over the winter, demand has remained unexpectedly high. London Councils continues to work with the Home Office and its partners to ensure asylum seekers are appropriately and safely accommodated, and that Home Office procurement is integrated into existing cooperative arrangements between London boroughs.
- 2.7 In December, central government provided an "exceptional one-off winter top-up" of £65 million to the Homelessness Prevention Grant. This funding is a valuable boost to local authorities' ability to prevent individuals and families entering the homelessness system, but much more grant funding is still needed to make up for the current shortfall in council budgets, in particular Housing Revenue Account budgets, which have seen lost income due to the pandemic.
- 2.8 The Government's Levelling Up white paper, released in February 2022, made no significant new resources available to local government for homelessness

⁵ Includes Asian - all, Black - all, Chinese, Latin American, Middle Eastern, mixed ethnicity, white European, white Irish and white other

⁶ Lesbian, gay, bisexual, identify as trans or a person with trans history or declared other

services. London Councils continue to lobby central government on a proper funding settlement that reduces the current burden on general funds, as well as proper grant funding for the long-term solution of increasing the supply of social housing. As part of our lobbying, London Councils will be participating in the upcoming All-Party Parliamentary Group on Temporary Accommodation.

- 2.9 CHAIN rough sleeping figures have been published for quarter three 2021 and show some encouraging reductions in the number of people sleeping on London's streets compared to this time last year. The number of new rough sleepers is 17 per cent lower than the same period last year and the number of 'intermittent' rough sleepers is 13 per cent lower than the same period last year. However, the number of people defined as 'living on the streets' is 19 per cent higher than the same period last year and 16 per cent higher than the previous quarter – a concerning trend, though this is a much smaller subset of the overall number. The Life Off the Streets (LOTS) group, led by London Housing Directors and London Councils, continue their expansive T-1000 project, focused on ending rough sleeping for around 1,000 people who have the most complex needs.

Service area 1.1

- 2.10 Although some improvements have been reported across the priority in this quarter, the lack of appropriate and affordable long-term accommodation continues to impact access to suitable housing options. Projects also continue to report on increased complex cases, which take longer to resolve than usual, as well as ongoing difficulties in engaging with local authority services. Some of these pressures may be eased with a return to face-to-face working. Hybrid services continue to be in operation with projects adapting delivery to manage the impact on services of the Omicron variant, both for people using their services and staff teams.
- 2.11 Shelter, at the STAR Partnership, re-started substantive face-to-face work across London for the first time since the start of the pandemic. By offering a mix of face-to-face and remote sessions with client preference at the point of referral, they believe a genuine hybrid model has been achieved, putting client choice uppermost in their approach to advice work. The STAR partnership has continued

work to engage or reengage individuals with GP and other medical services. Thames Reach and Stonewall Housing continue to see significant increases in the numbers of new users presenting with physical health needs, which has been exacerbated by their current housing/homelessness.

- 2.12 Shelter reports an increased need for mental health support due to the difficulties in engaging with mental health services which have reduced capacity and service delivery limitations. This has resulted in increased EASL⁷ assessments and considerable advocacy work to obtain access where needed.
- 2.13 The Star Partnership has seen a general decreased need for placement in short and long-term accommodation as several long-awaited long-term placements came through in this quarter, including with Clearing House and into sheltered provision. The anticipated increase in evictions, that were being prevented by eviction bans linked to Covid-19 pandemic, has so far not materialised.
- 2.14 A high degree of financial resilience work was undertaken providing support on budgeting, rent arrears and affordability of accommodation options, particularly as rent arrears and energy payments have been an issue for users of the service. Delays in the Department of Work and Pensions (DWP) decisions has impeded this work, especially in relation to the most vulnerable awaiting decisions on Personal Independence Payments.
- 2.15 Demand for landlord services is high and workshops are being delivered to smaller agencies to manage this, by improving awareness of how they can remedy basic landlord issues themselves. The Partnership also expanded its borough engagement strategy to include different types of activity such as housing workshops and pop up advice sessions. These aim to create capacity by ensuring some basic housing queries can be answered at source and improve referral quality.
- 2.16 St Mungo's reports greater access to a wide range of accommodation options this quarter for clients released from prison, because of availability within the housing market and the re-opening of referral pathways across other

⁷ Enabling Assessment Service London - a Community Interest Company; a multi-disciplinary team of qualified and experienced mental health professionals who provide services to homeless projects across London, to facilitate better outcomes for homeless people with complex needs.

accommodation-based support services. They have had success in gaining access to supported accommodation especially for under 35s, providing them with valuable extra assistance upon release back into the community. However, the overall limitations on finding suitable accommodation for this cohort, who are also routinely discriminated against as a result of their offending history, persists.

2.17 Partly through their ongoing work with housing providers and successful rent negotiation below the London Housing Allowance (LHA), there has been an increase in the number of properties available for St Mungo's clients, which provided sustainable move-on options. This has also enabled clients to access properties that are close to their support network or places of work.

2.18 St Mungo's continues to make a concerted effort to develop relationships with prisons and within probation, to improve the visibility of the service and increase the number of referrals. The latter have been affected by changes to the probation service and current local authority capacity.

2.19 St Mungo's has highlighted that in addition to its client-group being disproportionately impacted by the nationwide unemployment rate (of 4.2 per cent), there are also far fewer employment opportunities available for them in this current economic climate. This has been compounded by the excessive mental and physical toll of the past year, which has limited the capacity for some of their clients to engage with Education, Training and Employment (ETE) support.

Service area 1.2

2.20 The London Youth Gateway (LYG) partners have continued hybrid delivery, offering most of its services both face-to-face and through phone and online contact. The emergence and rapid spread of the Omicron variant has meant that staffing levels across the LYG partnership have been severely affected by sick leave and self-isolation.

2.21 Work at schools or colleges and in the prisons remained restricted. Many colleges remain understandably reluctant to host external providers, with Omicron's prevalence. Similarly, access to Youth Offender Institutions (YOIs) and prisons has become severely restricted by new guidelines around provider contracts. As such New Horizon Youth Centre (NHYC) has not been able to resume its prison

outreach work at pre-Covid scale. Working with newly commissioned prison providers, NHYC held an 'away day' for the staff across London YOIs and prisons involved in housing related work, to profile their service and share best practice about working with young people at risk of homelessness on release.

- 2.22 LYG partners continue to report seeing high numbers of young people with undiagnosed and/or untreated mental health problems requiring access to statutory specialist mental health support, which delays their needs being met.
- 2.23 Nightstop delivery faced ongoing challenges due to the pandemic and hosting households in demographics more vulnerable to Covid-19. The Depaul Nightstop team however remains very active in recruiting and training new hosts.
- 2.24 As in winter 2020/21, the number of emergency accommodation places available through winter shelter provision was significantly lower than in pre-pandemic times due to the different set-up required. Young people are noticing the impact of removal of Covid-19 relief measures on both their income and their struggle to access or sustain accommodation. LYG partners are observing the effects of the government withdrawal of Covid-19 emergency measures, particularly the furlough scheme, the £20 Universal Credit uplift and the eviction ban, which has impacted on young people's ability to sustain tenancies.
- 2.25 LYG partner, Shelter has seen a tapering down of young people using the under-25s advice line, with a move toward the uptake of digital or webchat contact. Currently it is not possible to systematically capture the borough information through these channels. Shelter will be reviewing how this information can be better captured.
- 2.26 LYG partners continue to raise awareness of the issues experienced by young people facing homelessness. These have included NHYC highlighting the increasing numbers of young women becoming homeless through The Guardian and BBC, and youth homelessness more generally via [SkyNews](#). They also created an opportunity for a young person to talk about racial and trans discrimination at a [BBC1Xtra podcast series](#). Depaul UK and NHYC hosted a visit by the Mayor of London and the Deputy Mayor of Housing to Hotel 1824, which

also helped to raise awareness of the project and young people sleeping rough through media channels including the [BBC](#) and [ITV](#).

- 2.27 LYG Partners have begun work with London Councils' Director of Rough Sleeping and Homeless Link to develop a young people work stream of the rough sleeping strategy plan. Partner akt (formerly Albert Kennedy Trust) met with Number 10 representatives to highlight the importance of raising awareness of LGBTQ+ youth homelessness at the Global LGBTQ+ Conference in June 2022. NYHC also submitted a response to the Commission on Young Lives Call for Evidence, focusing on the intersections between housing, homelessness and serious violence. This follows recent success in their work with Stella Creasy MP around the Police, Crime, Sentencing and Courts Bill, in which government indicated it would be willing to include a new chapter on serious violence in the Homeless Code of Guidance.

Service area 1.3

- 2.28 Homeless Link commissioned an external consultant to facilitate peer support sessions for People of Colour working in London's homelessness sector. The sessions will examine the sector through the lens of race. A report sharing the main themes of the discussions will be produced. It is hoped these groups will provide insight and invaluable support to the participants and act as a springboard for similar groups to be established within the homelessness sector.
- 2.29 Difficulties continued in progressing work with Haringey on the Homelessness Reduction Board due to other borough priorities. Homeless Link recognises the significant pressure local authorities are currently under; it will remain engaged with the borough to identify how they can usefully work together in the final quarter of the programme.
- 2.30 Brent will be moving forward with a Homeless Health Needs Audit (HHNA) assisted by Homeless Link's research team. The PLUS project will be supporting this with a health-themed event bringing key partners together ahead of the HHNA work. The event is planned to include an introduction to the HHNA, an overview of changes to health care structures in Brent and showcase good practice examples of homelessness health care from other areas.

- 2.31 There was increased activity around Severe Weather Emergency Protocol (SWEP) and winter provision in quarter 19 as London boroughs and their partners prepared for the months ahead. Homeless Link's SWEP guidance was published in October with ongoing conversations around the need for single occupancy shelter and the reality of limited resources. A Public Health directive in London called on local authorities not to make referrals to communal settings leading to changes in planned provision.
- 2.32 Health and Wellbeing Cohort training and an Integrated Care Systems (ICS) event, with representatives from all five London ICS's were well received. Attendees were able to hear directly from ICS's about plans in their local area, and to establish connections with the lead contact.
- 2.33 Islington Council successfully gained DAHA accreditation in this quarter. DAHA assessors reported seeing excellent increased links that the service had developed through the DAHA process. Case workers were encouraged to work closely with other local authorities, housing associations, homeless organisations and domestic abuse services. Staff were also confident in approaching external partners and working with them to support survivors effectively. There are four full DAHA assessments planned and booked and one re-assessment for the final quarter of this project
- 2.34 The DAHA Framework has been updated to include Intersectional and Anti-Racist practice as a priority area for housing providers to meet standards. Webinars are also being reviewed to ensure they are accessible to all regardless of their protected characteristics, in language, method of delivery and in design.
- 2.35 SignHealth attend the DAHA regional group in this quarter. Providers found this useful, enabling them to form working relationships with this vital service. DAHA was invited to present at several events over the 16 days of activism. This included delivering keynote speeches at conferences held by domestic abuse services keen to engage their boroughs and local councils into improving the housing response.
- 2.36 A successful Twitter promotion took place in November to launch DAHA's [final evaluation](#) report, generating a number of enquiries. The three-year evaluation of

DAHA accreditation part funded through the grants programme, was undertaken by the Centre for Housing Policy, University of York. It investigates the advantages of DAHA accreditation, the difference that it makes to survivor's lives, and cost effectiveness for housing providers.

Performance management

2.37 All Priority 1 projects are currently rated Green (see Table 6).

2.38 STADV has submitted its final evaluation report to London Councils. All funding previously on hold relating to its submission has now been released.

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 2017-22.

- 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).

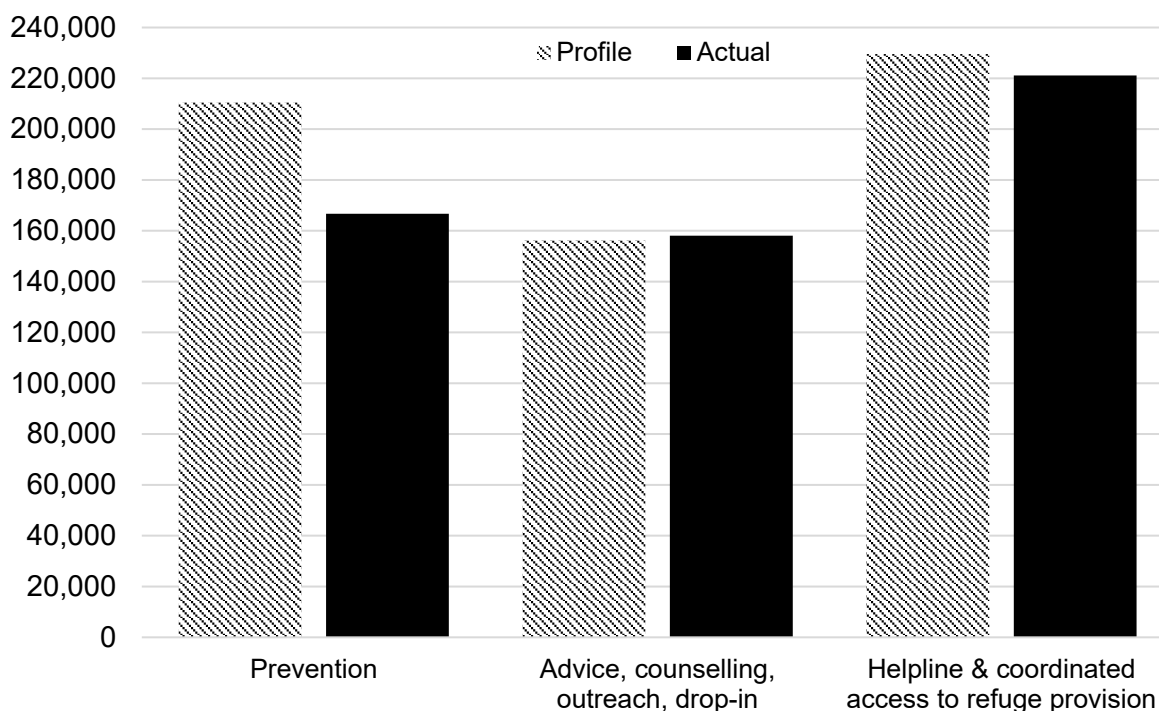
3.2 Over quarters one to 19, overall performance was 8 per cent below profile. Figures 2 and 3 provide further information at a service area level. Outcome targets have been met or been surpassed in four out of the six service areas. For the two service areas - 2.1 and, 2.3 that have performed below target, only service area, 2.1 is outside of the -15 per cent performance tolerance.

3.3 Service area 2.1, Prevention: The sole commission in this strand, the VAWG Consortium Prevention Project, led by Tender Education and Arts is outside the 15 per cent performance tolerance. As previously reported to this committee, this

commission has experienced unique challenges to its service delivery due to the Covid-19 pandemic. Schools were subject to lockdowns and disruptions caused by pupils having to isolate following Covid-19 outbreaks or operate in a restricted manner to prevent the spread of the virus. Issues affecting this project can be found in Service Area issues 2.1

- 3.4 Asian Women's Resource Centre (AWRC) remains well above the 15 per cent delivery tolerance. AWRC has reported that there continues to be an increased need for direct work with survivors on finding or retaining safe housing by making homelessness application, applying non-molestation or occupation orders etc. AWRC also report increased work with local authority housing departments, housing officers, and private landlords. Work with clients has also exceeded profiled target figures, where clients have been encouraged to take up new activities and participate in community events which has helped them get back some aspects of their pre-abuse life.

Figure 2: Priority 2 Delivery against Profile Aggregate Outcomes by service area (2.1, 2.2, 2.3) 2017- 22 Q1 to Q19:

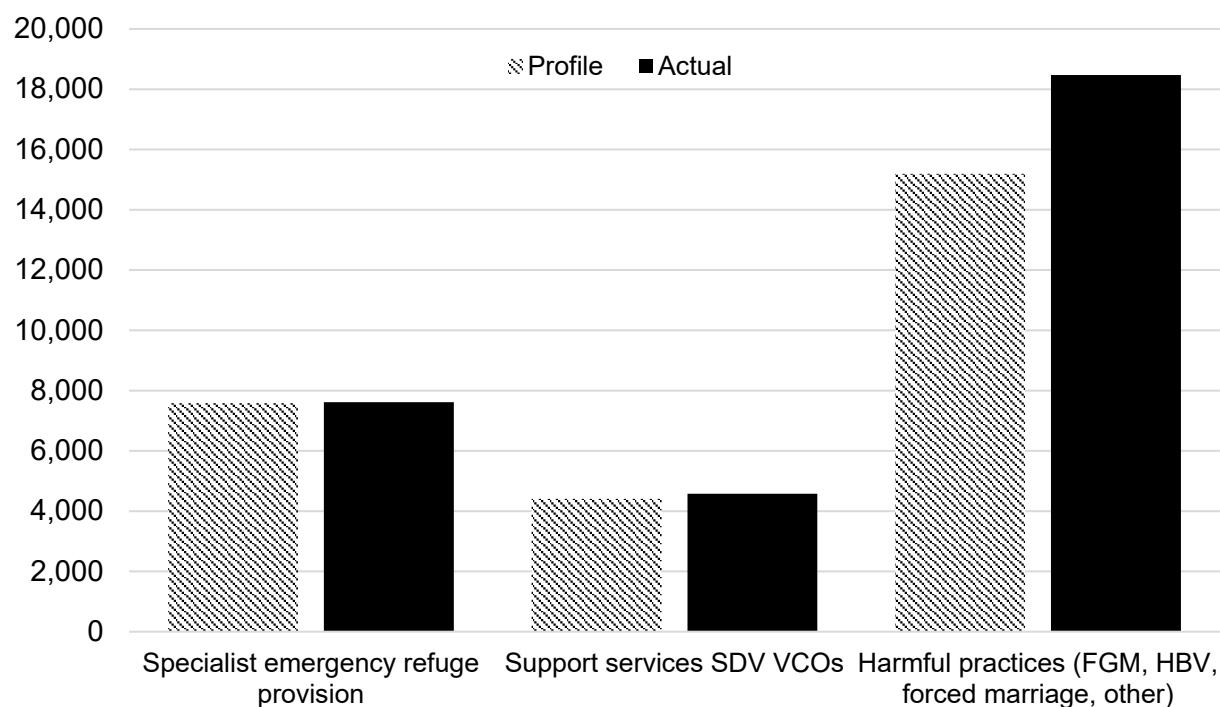


	2.1 Prevention ⁸	2.2 Advice, counselling, outreach, drop- in	2.3 Helpline and coordinated access to refuge provision ⁹
Profile	210,486	156,187	229,590
Actual	166,671	158,057	221,104
Difference	-43,815	1,870	-8,486
Variance	-21%	1%	-4%
Annual Grants Value (£m)	£0.27	£1.72	£0.31
Number of Providers	1	3	1

⁸ 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

⁹ 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, domestic and sexual violence helplines where callers may be unwilling or too distressed to give this information.

Figure 3: Priority 2 Delivery against Profile Aggregate Outcomes per service area (2.4, 2.5, 2.6) 2017-22 Q1-Q19



	2.4 Specialist emergency refuge provision	2.5 Support services SDV VCOs	2.6 Harmful practices (FGM, HBV, forced marriage, other)
Profile	7,586	4,410	15,193
Actual	7,613	4,579	18,471
Difference	27	169	3,278
Variance	0%	4%	22%
Annual Grants Value (£m)	£0.84	£0.24	£0. 32
Number of Providers	1	1	1

3.5 Providers continue to support vulnerable and disadvantaged service users within the protected characteristics under the Equality Act 2010. By quarter 19¹⁰:

- 87.6 per cent were female
- 20.6 per cent were under 25
- 8.8 per cent were aged over 55
- 72 per cent were ethnic minorities¹¹
- 13.5 per cent declared a disability (30.4 per cent excluding prefer not to say)

¹⁰ Based on self-declaration; users may declare more than one protected characteristic e.g., disability

¹¹ Includes Asian - all, Black - all, Chinese, Latin American, Middle Eastern, mixed ethnicity, white European, white Irish and white other

- 3.9 per cent were LGBT¹² (13.3 per cent excluding prefer not to say)
- 3,188 people had no recourse to public funds (2 per cent)

Policy and wider environment

3.6 Victims' Bill Consultation: Following the announcement in May 2021 to introduce a Bill to improve support for victims (the Victims' Bill), the Ministry of Justice ran a [consultation](#) to inform the development the Victims' Bill from 9 December 2021 to 3 February 2022. The Victim's Bill consultation included questions relating to the provision of services to victims of serious crime including sexual violence and domestic abuse:

- the commissioning and delivery of victim support through community-based services, including the possibility of a new statutory duty requiring organisations such as local authorities and NHS bodies to commission community-based support services for victims of crime
- improving advocacy support for victims of Domestic Abuse and Sexual Violence and other serious violence and improving advocacy for children and young people.

3.7 London Councils, with input from borough colleagues, provided a response to the consultation, focusing on the provision of community-based support and advocacy services. Currently, national funding is available (through the Domestic Abuse Act Duty 4) for victims of domestic abuse living in safe accommodation, but not for those living in the community. This is a major gap in provision and London Councils is calling on the government to address this gap through the Victims' Bill.

London Councils' response included calls for:

- all statutory duty to be accompanied with long term, sustainable funding for services

¹² Lesbian, gay, bisexual, identify as trans or a person with trans history or declared other

- flexible, non-siloed funding that can be effectively joined up with funding for support for victims in safe accommodation, to ensure a seamless journey of victim support
- the implementation of any new statutory duties to come with robust guidance and sufficient time to allow local authorities to achieve truly joined up and strategic implementation
- the government to prioritise mental health support for victims and survivors of violence and abuse
- the government to prioritise support for particularly vulnerable victims of crime, such as victims with multiple disadvantages and victims with no recourse to public funds.

3.8 The [Draft Online Safety Bill](#), which aims to regulate and reduce harmful content online is expected to be introduced to parliament over the next few months. The government has announced [new provisions](#) including the introduction of the offence of sending a genuinely threatening message (including threats of sexual violence) and a “psychological harm” offence, which includes online threatening behaviour against women and girls.

3.9 The government’s [Nationality and Borders Bill](#) is currently at committee stage in the house of Lords. The Bill introduces a new “temporary protection status” for refugees and asylum seekers who have a genuine need for protection but enter the country through an irregular route; those with this status would be provided with minimum levels of support required under international law. This would impact women fleeing gender-based violence who have entered the UK via irregular routes.

3.10 The [Police, Crime, Sentencing and Courts Bill](#) is in its final stages. The Bill includes a duty on local authorities and other organisations to tackle [serious violence](#), including domestic abuse and sexual violence.

3.11 The government has launched consultations on [preventing local authorities from applying the local connection test](#) to social housing applicants who are victims of

domestic abuse and on the [impact of joint tenancies](#) on victims of domestic abuse.

- 3.12 The Domestic Abuse Act 2021: Funding under the Domestic Abuse Act Duty 4 has been announced for 2022/23. £20,745,496 has been allocated to the GLA to commission services in London, compared to £20,688,230 allocated for 2021/22. London boroughs have received £1,238,395 (combined) directly to fund activities required under the Domestic Abuse Act as tier two authorities. An overview of the funding allocations can be found [here](#).
- 3.13 MOPAC¹³ is implementing duty 4 of the Domestic Abuse Act on behalf of the GLA, to provide support services for victims and survivors of Domestic Abuse in safe accommodation. Currently, MOPAC is evaluating bids from providers to deliver services, with the aim for services to mobilise by 28 March 2021.
- 3.14 MOPAC published its [Strategy for the Delivery of support for victims in Safe Accommodation](#) in December.
- 3.15 The London Domestic Abuse Partnership Board, which includes representatives from London Councils and local authorities, has met three times. The Partnership Board will lead on addressing pan-London issues in areas including housing, data collection and pathways between services.
- 3.16 The Mayor of London published a [Draft Police and Crime Plan \(PCP\)](#) in November 2021. “Making London a city in which women and girls are safer and feel safer” is listed as a priority in the plan, and MOPAC will be refreshing London’s Violence Against Women and Girls strategy. London Councils’ Lead Member for Policing and Crime, Councillor Jas Athwal, wrote to the Deputy Mayor for Policing and Crime, calling for greater police engagement with local authorities around VAWG and Domestic Abuse to be included in the plan.
- 3.17 London’s Victim’s Commissioner, Claire Waxman, published the update [London Rape Review 2021](#) in December. It continues to be a bleak picture for victims of rape in London using the criminal justice system, with only one per cent of cases analysed reaching court.

¹³ Mayor’s Office for Policing and Crime

3.18 London Councils has worked with the GLA to encourage boroughs to sign up to the [Women's Night Safety Charter](#); 25 of the 33 have now signed up to the charter.

Service Area 2.1

3.19 Despite Covid-19 restrictions easing, and the partnership reporting an improvement in school's ability to engage with the project, Covid-19 is still impacting the delivery of the Tender Education and Arts Prevention project, with education settings becoming increasingly cautious again with who they invite on site to deliver sessional work. Tender has indicated it is unsure of the impact the Omicron variant will have on the rest of the programme and their ability to deliver their remaining targets, giving an example of one staff session at Saint Gabriel's College in Lambeth, which was attended by only nine of the expected 60 teachers.

3.20 Capacity has also been a challenge for this partnership in this quarter. There have been significant staff changes in the lead partner Tender, as well as some of the partners, which have had to induct new staff, hand over projects or use remaining staff to deliver programmes. Two of the partner organisations (IMECE¹⁴ and LAWRS¹⁵) raised concerns regarding understaffing and their capacity to input evaluation data. Tender, as the lead partner, will undertake the recording on their behalf. This pressure on staffing has in turn also impacted on borough engagement this quarter as the partnership has concentrated on delivery. Tender staff are now fully inducted, and they forecast the next quarter to be "hugely successful with a significant increase in booked projects".

3.21 Partner IKWRO¹⁶ has also reported a lack of engagement when trying to find a Champion School to take the remaining work in the boroughs of Hounslow and Hammersmith and Fulham; again Covid was cited as an ongoing issue for schools cancelling booked work but IKWRO continue to work hard to encourage further bookings, and Tender continues to provide them support and contacts.

¹⁴ IMECE is a woman only community based charity aiming to improve the lives of BAMER and, particularly Turkish, Kurdish and Turkish Cypriot women.

¹⁵ Latin American Women's Rights Service

¹⁶ Iranian and Kurdish Women's Rights Organisation

3.22 Despite these challenges, the partnership reports significant work completed across boroughs and has highlighted the return of face-to-face delivery which has been well received by pupils. Tender feel the work is felt more strongly by the young people when delivered this way. Highlights this quarter include LAWRS being able to adapt its sessions for the larger than anticipated number of Spanish speakers in the delivery of two-day Healthy Relationships Project in Lambeth, which received great feedback from staff and students.

3.23 Tender Education and Arts highlighted articles detailing issues pertinent to schools and their funded project, including:

- [school absences caused by COVID-19 mean that beneficiary numbers are likely impacted this Quarter.](#)
- [conversations about the impact of porn are receiving mainstream attention, with further examination on the link between porn consumption and ideas of consent, boundaries and abusive behaviour](#)
- [Incel culture targets fragile masculinity and reinforces sexist views of women.](#)

Young men at risk of radicalisation are being drawn into subcultures that promote unhealthy perceptions of relationships.

Service Area 2.2

3.24 Solace has appointed Judith Banjoko as Interim CEO for the next nine to 12 months whilst recruitment for the permanent CEO takes place. Judith was formerly Solace's Director of Services. Solace's board of trustees has tasked the Interim CEO to commission an independent organisational culture review with the executive team.

3.25 Demand continues to be high for all the ASCENT Advice and Counselling services. The hubs are unable to answer significant numbers of call made during the advice line opening hours and counselling waiting lists in many boroughs have been closed for at least part of the quarter due to the high number of referrals. Partners are working hard to reopen lists and ensure there is access to counselling in a timely manner.

- 3.26 Solace reports that there has been an increase in referrals for service users with no recourse to public funds (NRPF), with service users reporting that their perpetrators used their immigration status to stop them seeking help. Solace's NRPF project was temporarily closed for referrals due to capacity issues, and Solace has reported "gatekeeping" from local authorities despite the local authorities having a duty to provide support under section 17.
- 3.27 Solace provided both remote and face-to-face advice and counselling this quarter; some partners suspended or reversed returns to the office due to the emergence of the Omicron variant. Groupwork was delivered by all partners except Jewish Women's Aid whose groupwork delivery continues to be suspended due to the complexities of safeguarding women during remote delivery.
- 3.28 Funded organisations attended events for 16 Days of Action and International day of Elimination of Violence Against women including:
- White Ribbon Day in Harrow and the Never Forgotten vigil organised by Million Women Rise.
 - IKWRO held its annual conference online, A Turning Point in Ending "Honour"-Based Abuse.
 - Nia delivered specialist training in Brent and Waltham Forest.
 - SignHealth held a workshop on Domestic Abuse in the Deaf Community and its Young Person Advocacy team took over their Instagram page posting role playing and educational videos on topics such as consent, sexting and issues in the LGBT+ community.
- 3.29 Solace report continuing issues with local authorities moving women into safe and stable housing, which lengthen advocacy and time in refuge and impacting partners' ability to achieve this outcome. The partnership also reports difficulties communicating with statutory services as remote working continues, and gives examples of no BSL interpreter being booked for homeless application appointments or lack of responses from some borough services.
- 3.30 Stonewall Housing, partner in the DAP partnership led by GALOP, has indicated there has been an increase in requests for assistance due to threat of evictions,

following Covid measures that prevented evictions from taking place due to arrears being lifted.

- 3.31 SignHealth has resumed face-to-face school prevention workshops and report how much better it is to be back in the classroom, as face-to-face interaction is far more beneficial. They worked with four schools this quarter reaching over 70 young people. Towards the end of the quarter, with the updated government guidance, most interactions returned to remote support.
- 3.32 Signhealth has reported positive engagement with boroughs including the boroughs of Enfield, Haringey and Bromley; not only VAWG teams but other teams such as adult social services and safeguarding. However, they also reported instances of poor or no communication from boroughs, including an incident where no BSL interpreter was booked for a homeless application appointment.

Service Area 2.3

- 3.33 RASASC, partner in the pan-London Domestic and Sexual Violence Helplines and Data Collection commission¹⁷ reported a dip in calls which they attribute to Covid-19 disruptions and internal changes. They have been unable to complete their normal number of training programmes which in turn left the helpline team stretched and reduced the number of calls they were able to answer but, with training continuing in quarter 20, they are confident the number of calls answered will increase and volunteer levels should be back to pre-pandemic levels by the end of quarter 20.
- 3.34 Refuge reports changes to the voicemail service have reduced the time spent on administration responding to call-backs and voicemails. Refuge also carried out recruitment and training of new helpline advisers to increase the team's capacity and new team leaders are now in post.
- 3.35 Refuge launched a new referral pathway to refer cases from the helpline to Refuge's in-house tech leads who specialise in complex case work for women facing abuse through technology; this quarter helpline team members identified and referred 18 high-risk cases. All helpline team members have now had training

¹⁷ Led by Women's Aid

around tech abuse, so they are able to support callers where referrals were not appropriate.

- 3.36 Women's Aid increased the operating hours of the Live Chat Helpline from 10am-12noon 5 days a week in October 2019 to 8am-6pm, Monday-Friday, and 10am-6pm on weekends, in November 2021. Women's Aid has also increased the number of support workers available online at any given time.
- 3.37 For several quarters, Women and Girls Network (WGN) has reported calls from a significant number of survivors that are experiencing multiple disadvantages and present with mental health issues and/or active suicidality. This quarter they have seen a rise in repeat callers utilising the helpline for ongoing emotional support. There has also be an increase in calls for support around recent experiences of sexual violence.

Service Area 2.4

- 3.38 The Specialist Refuge Network led by Ashiana report continued challenges when registering asylum claims such as delays with the Home Office scheduling interview. The current timeframe is eight to 12 weeks from registering the claim which leaves clients with little financial support and no official documentation to show their asylum claim has been registered.
- 3.39 Ashiana report a lack of cooperation from social services when seeking support for clients with NRPF. They report examples of clients who have been told to return to the perpetrator as there is no accommodation for them. This often hampers any chances clients have to recover from the abuse they have suffered and a loss of faith in authorities.
- 3.40 Partner, Solace, reports that Homelessness Officers are still asking about local connection or using "safeguarding" as a reason to not accept an application.
- 3.41 Covid-19 impacted staffing levels and the lack of access to rapid flow tests made it difficult to manage service users at Solace's refuges. A London borough sent a stockpile which helped the residents and enabled them to visit family and friends safely over the holiday period.

3.42 The partnership reports ongoing challenges with the Metropolitan Police to accept missing women as missing persons, due to their “chaotic lifestyles”.

Service Area 2.5

3.43 The ASCENT project led Women’s Resource Centre (WRC) was disrupted by staff illness and absence, and changing Covid restrictions made planning and scheduling difficult.

3.44 WRC reported good attendance from borough officers at its training and events. In the last quarter 21 officers from 12 boroughs attended training.

3.45 Partner AVA reported a success with its online delivery after working with a digital agency to move its training onto a new platform. A large-scale webinar on supporting children and young people was the first big event on the platform which offers increased functionality and a more professional appearance. The feedback was very positive.

3.46 WRC reported challenges in attracting organisations in a small number of boroughs (Hammersmith and Fulham, Harrow and Greenwich). WRC continues to raise awareness of its offer with borough officers and the partnership continues to circulate lists of new organisations and potential contacts in these boroughs; targeting organisations in these boroughs will be a priority for the final quarter.

Service Area 2.6

3.47 The Ending Harmful Practices (EHP) commission led by Asian Women’s Resource Centre (AWRC) delivered training to professionals in boroughs including Waltham Forest, Sutton and Lambeth as part of the 16 Days of Activism.

3.48 Like most Priority 2 services, the EHP partnership has been affected by staff sickness due to Covid-19 and reduced capacity across teams.

3.49 Partners have found that counselling has needed to take on more of an advocacy role due the range and complexity of issues clients are experiencing. Partners delivering counselling have provided multilingual counselling support to uphold the importance of the mother tongue in therapy.

- 3.50 Finding safe accommodation as well as addressing immigration issues and accessing financial and legal support, particularly for women who have no recourse to public funds, women with disabilities, complex needs or have more than two children, continued to be a real challenge.

Performance management

- 3.51 All Priority 2 projects are currently rated Green (see Table 6).
- 3.52 The VAWG Consortium Prevention Partnership, led by Tender Education and Arts has an improved Green RAG rating. It has worked hard to maintain delivery despite having to grapple with the continued negative impact of Covid 19 and staff turnover affecting all partners (see Service Area 2.1 above).
- 3.53 Officers note that when schools were closed due to the lockdown at the beginning of year four, London Councils agreed that project partners could redeploy staff in quarters 13 and 14 to work on alternative activities/outcomes in other ASCENT commissions in response to needs emerging from the pandemic, and consequently would not be able to fully achieve the outcome targets outlined for those quarters of this project. Initially, the targets for quarters 13 and 14 were not removed from Tender's cumulative totals because Tender aimed to try and catch up on some of the work they were unable to carry out during school closures, as well as utilising some of the underspend from year four to deliver 16 additional healthy relationship courses.
- 3.54 However, due to the continued impact of Covid on the project and despite Tender's very best efforts, Tender has advised that it will not be able to deliver the targets from quarters 13 and 14 or the additional 16 healthy relationship courses. London Councils, therefore, has removed the relevant targets from its profile and will retain unspent funding from that period.
- 3.55 Despite the many difficulties encountered by the project (outlined in Service Area 2.1 above) Tender maintain they will continue to work to meet remaining targets. Officers will continue to monitor the commission's progress.
- 3.56 SignHealth's Domestic Abuse project remains RAG rated Green. However, the commission's delivery against profile percentage remains at 79 per cent delivery

between at the end of quarter 19. Following profiling issues earlier in the programme, Signhealth made improvements in delivery, however, along with all commissions, they have encountered reductions in service activity due to Covid-19 restrictions. Service issues affecting this equalities group have been reported previously to this committee¹⁸, and in Service Area 2.2 in this report. Officers have kept delivery variance under review.

¹⁸ Performance of the Grants Programme 2017-21 item 6, section 5 - 13 November 2019; Performance of the Grants Programme 2017-21, Item 5, section 6 - 8 July 2020

4 No recourse to public funds projects

- 4.1 In December 2019, Leaders Committee agreed that £1million Priority 3 underspend could be used to increase Priority 1 and 2 grants to expand immigration advice for service users with no recourse to public funds.
- 4.2 In May, Grants Committee (through Urgency Procedures) approved three projects to take forward this work:

Table 2: No recourse to public funds projects

Priority	Organisation	Grant Amount
1	Shelter	£258,743
	St Mungo's	£105,012
2	Asian Women's Resource Centre	£581,215
No recourse to public funds TOTAL		£944,970

4.3 Projects focused on:

- services that lead to resolving, and/or speeding up the resolution of, Supported Cases (cases under section 17 of the Children Act 1989), specifically, proactive steps to resolve cases and help families plan how they can move out of support, whilst reducing costs incurred by local authorities
- support to street homeless users with NRPF and street homeless users with needs in respect of the EU Settlement Scheme
- support to users on temporary visas as partners with NRPF where relationships have broken down because of domestic violence requiring support with an application for destitution domestic violence (DDV) concession – support to include liaising with the Home Office to lift NRPF from visas as quickly as possible.

4.4 Project performance to the end of December 2021 is shown below.

Table 3: No recourse to public funds project performance to December 2021

		Shelter	St Mungo's [#]	AWRC [§]
Number of NRPF users assisted	Profile	220	1,299	300
	Actual	395	1,920	501
Number of NRPF users receiving initial advice and onward referral	Profile	65	250	300
	Actual	232	482	282
Number of NRPF users receiving Level 2 (or below) casework support	Profile	120	125	300
	Actual	154	235	279
Number of NRPF users supported with Change of Condition Applications	Profile	63		70
	Actual	35		112
- NRPF condition removed	Profile	90%		50%
	Actual	34		141
Number of Asylum Seekers supported - section 95 asylum support applications	Profile	39		100
	Actual	16		26
Number of NRPF users receiving complex case support	Profile	2		160
	Actual	41		95
Number of NRPF users provided with pre-employment support	Profile	0		72
	Actual	39		149

[#]Delivery completed June 2021

[§]Delivery completed March 2021

4.5 The very high 'Number of NRPF users assisted' and 'Number of NRPF users receiving 'Initial advice and onward referral' can be partly attributed to people with leave to remain with NRPF becoming unemployed (and subsequently requiring support) during the height of the pandemic, and the significant proportion of rough sleepers with NRPF who entered temporary accommodation through the 'everyone in' scheme.

4.6 For example, between April and June 2020, there was a 672 per cent increase in the number of applications to change conditions of leave, compared to the previous quarter ([Home Office Immigration Statistics, July 2020](#)).

4.7 Information about protected characteristics (Equality Act 2010) is collected by the projects. There is a high proportion of people who did not provide information or preferred not to say to many of the equality's questions, so the following information, whilst accurate, may not fully reflect the characteristics of the people

that have been supported. By September 2021, of the people that the projects supported and who provided a response to the relevant equality questions¹⁹:

- 54 per cent were female
- 9 per cent were under 25
- 7 per cent were over 55
- 97 per cent were ethnic minorities²⁰
- 26 per cent declared a disability
- 3 per cent were LGBTQ+²¹

Asian Women's Resource Centre

- 4.8 The Asian Women's Resource Centre completed delivery in March 2021. The final report was made to Grants Committee in the [July Grants Committee performance report](#).

St Mungo's

- 4.9 St Mungo's completed delivery in June 2021. The final report was made to Grants Committee in the [November Grants Committee performance report](#).

Shelter

- 4.10 Shelter, working with Praxis, a specialist immigration partner, continued to respond to high demand to the end of the project and targets were, for the most part, exceeded.
- 4.11 Praxis has joined the Shelter partnership for the 2022-2026 main programme and will to continue to provide specialist support.

¹⁹ Based on self-declaration; users may declare more than one protected characteristic

²⁰ Includes Asian - all, Black - all, Chinese, Latin American, Middle Eastern, mixed ethnicity, white European, white Irish and white other

²¹ Lesbian, gay, bisexual, identify as trans or a person with trans history or declared other

5 Youth Homelessness Hub (Hotel 1824)

- 5.1 This section of the report provides brief information to the end of February 2022 on the operation of the youth homelessness hub - Hotel 1824, hosted in the London Borough of Hounslow - for 18-to 24-year-olds sleeping rough in the capital.
- 5.2 Phil Kerry, Chief Executive Officer of New Horizon Youth Centre, will be joining the March Grants Committee meeting to update Committee members on the progress of the service, activity related to the anticipated closure of Hotel 1824 and plans for funding and delivering a future service.

Demographics

- 5.3 The following provides information about the cohort of young people that have been supported by the project:
- the age distribution is evenly spread, with 2 to 21-year-olds continuing to be most highly represented.
 - the hub continues to provide support for a higher proportion of women compared to other generic provision - 36 per cent of guests are female, 59 per cent are male and three per cent are transgender or non-binary
 - young people who identify as Black or Black British make up the highest proportion of guests at 50 per cent, with a further 10 per cent identifying as Asian and 19 per cent of guests identifying as white
 - 74 per cent of young people identify as heterosexual and 17 per cent as LGBTQ+
 - 61 per cent of young people are UK nationals and a further 16 per cent are EU Nationals with either pre-settled or Settled status, 13 per cent have indefinite leave to remain
 - 48 per cent are in receipt of benefits, and 22 per cent are already in employment, education or training.
 - 25 per cent of the young people have experience of the care system
 - 21 per cent have an offending history
 - to date, young people accessing the project have represented all but 2 of the London boroughs; the most common local connections have been Camden

and Lambeth. The only boroughs not represented are City of London and Havering.

Table 4: Local connection

Connection		Connection		Connection	
Barking & Dagenham	3	Hammersmith & Fulham	8	Newham	4
Barnet	6	Haringey	1	Redbridge	1
Bexley	5	Harrow	2	Richmond	1
Brent	5	Havering	0	Southwark	5
Bromley	3	Hillingdon	3	Sutton	1
Camden	12	Hounslow	3	Tower Hamlets	8
City of London	0	Islington	3	Waltham Forest	6
Croydon	7	Kensington & Chelsea	1	Wandsworth	9
Ealing	5	Kingston upon Thames	3	Westminster	5
Enfield	6	Lambeth	11	Outside London	10
Greenwich	3	Lewisham	6	Outside UK	2
Hackney	4	Merton	3	Unknown	19

Housing histories

5.4 The young people that have been supported have differing housing histories:

- Approximately 96 per cent of the young people did not have anywhere stable to live when they first arrived at the hub. Forty-four per cent were already rough sleeping or has rough slept, 30 per cent were in emergency or short-term accommodation and 26 per cent were sofa surfing.
- Fifty-four per cent of young people had already approached their local authority about their living situation, of whom only 33 per cent were assessed under the Homelessness Reduction Act.
- The majority of young people who have moved into Hotel 1824 have been homeless for three months or less. The table below provides the breakdown for the full project.

Table 5: Length of homelessness

Length of time homeless	Number of young people	Percentage of young people
Under 1 month	64	37%
1-3 months	29	17%
3-6 months	21	12%
6-12 months	6	3%
More than 12 months	29	17%
N/A or not known	25	14%

Move on progress

- 5.5 Of the 174 young people who have stayed at Hotel 1824 to date:
- 112 have had a positive move on – eight into short term accommodation, 90 into long term accommodation, eight returning to live with family
 - six returned to staying with friends/sofa surfing
 - 24 abandoned the accommodation
 - 13 were asked to leave.
- 5.6 Generally, young people have been asked to leave for non-engagement (not wanting to complete housing assessments or access our support) rather than risk.
- 5.7 Of those that had a positive move on:
- 17 per cent moved on within 28 days
 - 29 per cent moved on within 56 days
 - 28 per cent moved on within 90 days.
- 5.8 The overall average length of stay for current guests and those that have moved on is 63 days.

Project wind down

- 5.9 The current site is only available until mid-March at which point it is being demolished. New Horizon Youth Centre has been working on an exit/transition plan from the end of January and should there not be a seamless transition to a new site of equal occupancy, will reduce numbers in the hotel accordingly based

on average move on times. Where needed, New Horizon has an 'emergency fund' separate from the hotel funding for short term stays in private accommodation.

- 5.10 Phil Kerry from New Horizon Youth Centre will provide an update on options available for a new site during his presentation to Grants Committee (item 6).

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

- 6.1 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 2017²². 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.
- 6.2 The RAG ratings for quarter 19 (October to December 2021) are set out in the table below. The Committee will note that all projects in quarter 19 are rated Green. The direction-of-travel indicators show that the performance of most the projects is steady or improved. Detailed information on the RAG scoring methodology is provided in **Appendix 1**.
- 6.3 The NRPF projects discussed in section 4 sit outside of the RAG system and are monitored against the performance indicators in Table 3 (paragraph 4.4).

²² Commissioning Performance Management Framework, Item 5, Grants Committee, meeting on 8 February 2017

Table 6: RAG Results

Service area	Organisation (lead)	Project	Partners	RAG Rating Q18	RAG Rating Q19
1.1	Shelter	STAR Partnership (Supporting Tenancies, Accommodation and Reconnections)	Thames Reach, Stonewall Housing, St Mungo's	Green	Green ↔
1.1	St Mungo Community Housing Association	Housing Advice, Resettlement and Prevention Connect (HARP)	n/a	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 ↔

Service area	Organisation (lead)	Project	Partners	RAG Rating Q18	RAG Rating Q19
2.2	Galop	The LGBT DAP (Domestic Abuse Partnership)	Stonewall Housing, London Friend, Switchboard	Green	Green ↔
2.2	SignHealth	Domestic Abuse Service (formerly known as DeafHope London)	n/a	Green	Green ↔
2.3	Women's Aid	Pan-London Domestic and Sexual Violence Helplines and Data Collection Project	Refuge, Women and Girls Network, Rape and Sexual Abuse Support Centre, Respect	Green	Green ↔
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 ↔

7 Value for Money

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

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

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

7.3 Officers continue to work on the closure of the 2017-22 programme in line with the commissioning and monitoring arrangements policy to ensure the safeguarding of public money invested in the programme by the boroughs. The final grant instalment is being paid in two instalments to allow for adjustments for any under-delivery and/or underspend. The first payment relating to the final quarter (quarter 20) is being released in early 2022, on satisfactory submission of returns relating to the period October to December 2021. The second payment will be made following receipt of a satisfactory final return after the close of the programme, including an evaluation report and a report on any underspend.

7.4 Where there is underspend, the final payment will be reduced, or if the figure is greater than the final payment an invoice will be issued. Where there is significant under-delivery (greater than the agreed 15 per cent tolerance), officers will reduce the final payment proportionally in line with the level of under-delivery. Lead partners have already been notified of these proposed steps and officers have informed the commissions at risk of the predicted reduction. Officers will continue

to provide update reports to Grants Committee in the normal way and will provide a final report after the close of the programme.

- 7.5 London Councils operates a robust monitoring system to ensure figures reported are verifiable; the work commissions undertake has a far wider benefit and impact than is often shown through the figures. For example, a frontline organisation may support a service user through multiple interventions across the whole partnership. A second-tier commission may record work with one organisation but provide services to high numbers of their staff across separate departments or branches and so have a much greater reach in upskilling the voluntary and community sector than the figures indicate.
- 7.6 Most commissions have performed well against targets. Where issues with delivery have arisen, officers worked closely with the providers to ensure these were addressed. Improved partnership and cross priority working have led to better outcomes for service users. Where relevant, commissions work towards certain quality standards, and involve service users in the design and adaptation of the projects.
- 7.7 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.

8 Recommendations

- 8.1 The Grants Committee is asked to note:

a) outcomes at priority level:

- i) Priority 1, combatting homelessness, overall is six per cent above profile for quarters one to 19
- ii) Priority 2, tackling sexual and domestic violence, overall is eight per cent below profile for quarters one to 19

b) the number of interventions delivered in the relevant periods:

- i) Priority 1, combatting homelessness – 102,969

- ii) Priority 2, tackling sexual and domestic violence – 576,495
- c) project level performance, using the Red, Amber, Green (RAG) performance management system (explained at Appendix 1):
 - i) all projects are rated Green
 - ii) an update on performance management for two projects (paragraphs 3.52-3.56)
- d) the final update on the additional no recourse to public funds activity (section 4)
- e) the final update on the youth homelessness hub project (section 5)
- f) the update on closure arrangements for the end of the programme (paragraphs 7.3-7.4).
- g) the borough maps (Appendix 2)
- h) the project delivery information and contact details (Appendix 3), produced as a separate resource to provide members with a directory of services, with up-to-date contact information, as well as an update on performance

Appendix 1 RAG Rating Methodology

Appendix 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 2022-23 at its meeting in November 2021, and Leaders' Committee agreed a budget at its meeting in December 2021.

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 specific 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 2017-22, Item 5, 24 November 2021

Extension to the Current 2017-21 Grants Programme, Item 13, 11 November 2020

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

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.

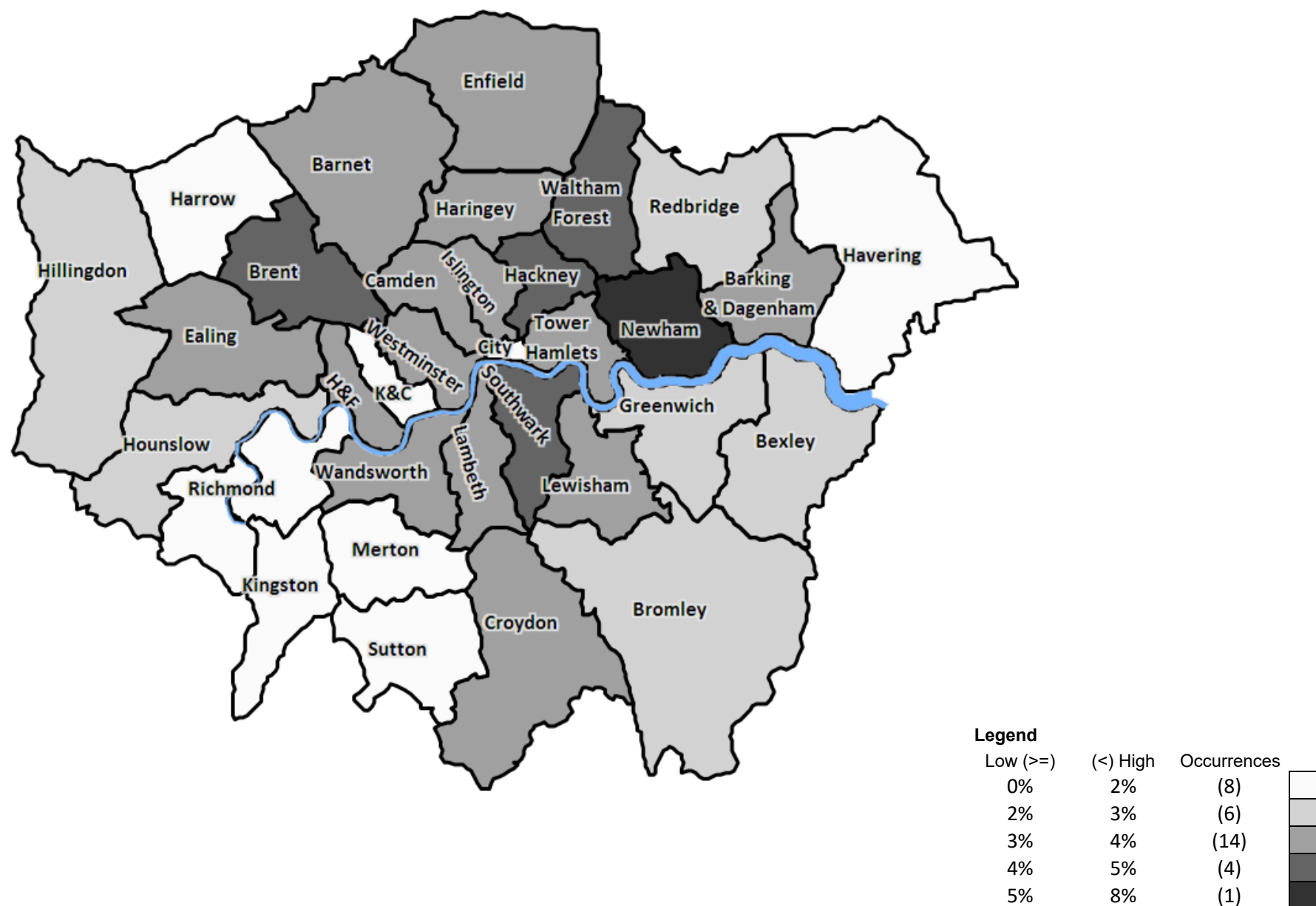
The requirement to meet at least 80 points to achieve a Green rating was agreed at the March 2018 Grants Committee, following a review by officers to ensure that the RAG rating system was appropriately highlighting performance issues.

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.

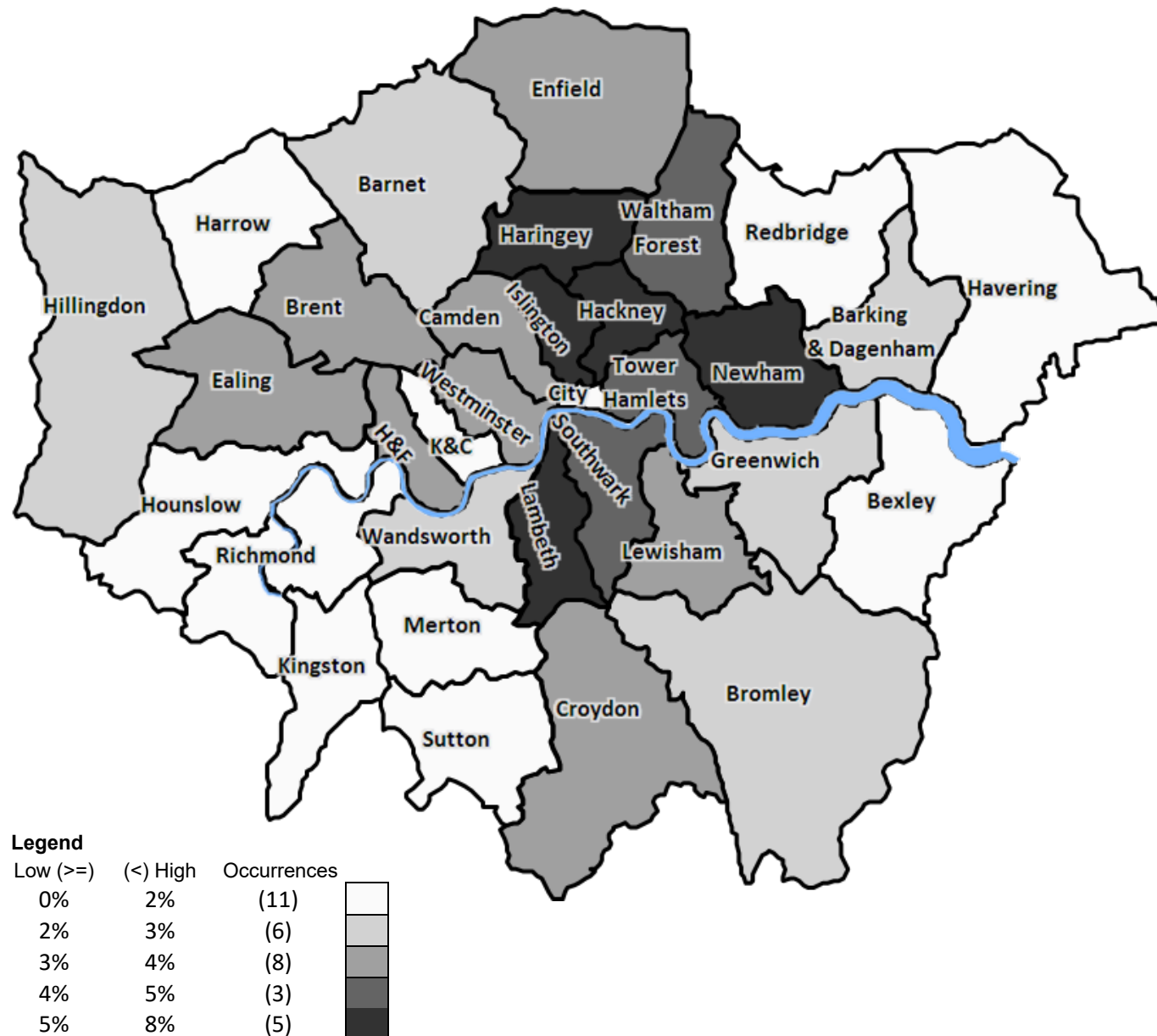
Performance change indicators (changes from one reporting quarter to the next)

↑	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

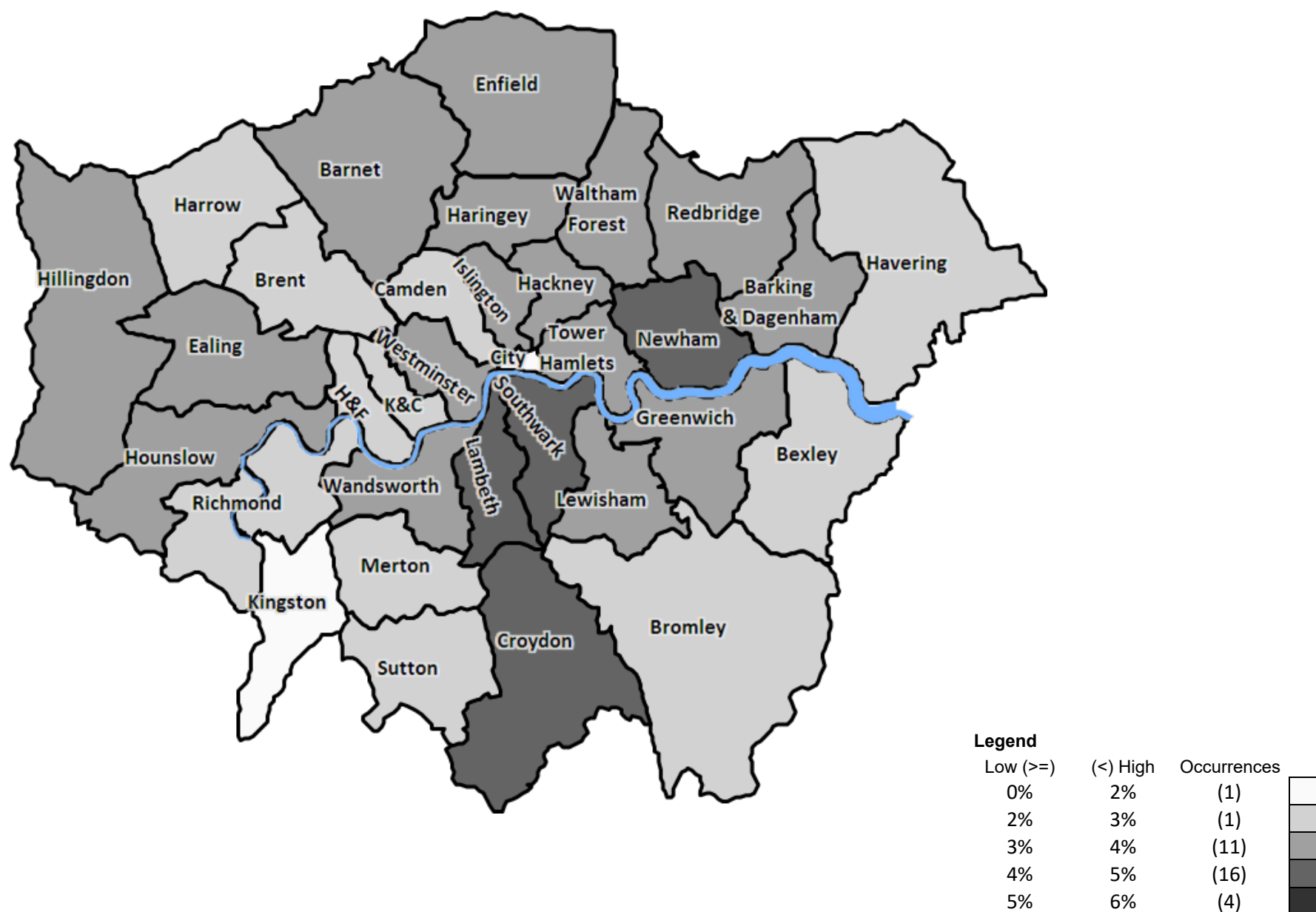


Priority 1: Combatting Homelessness actual distribution to December 2021

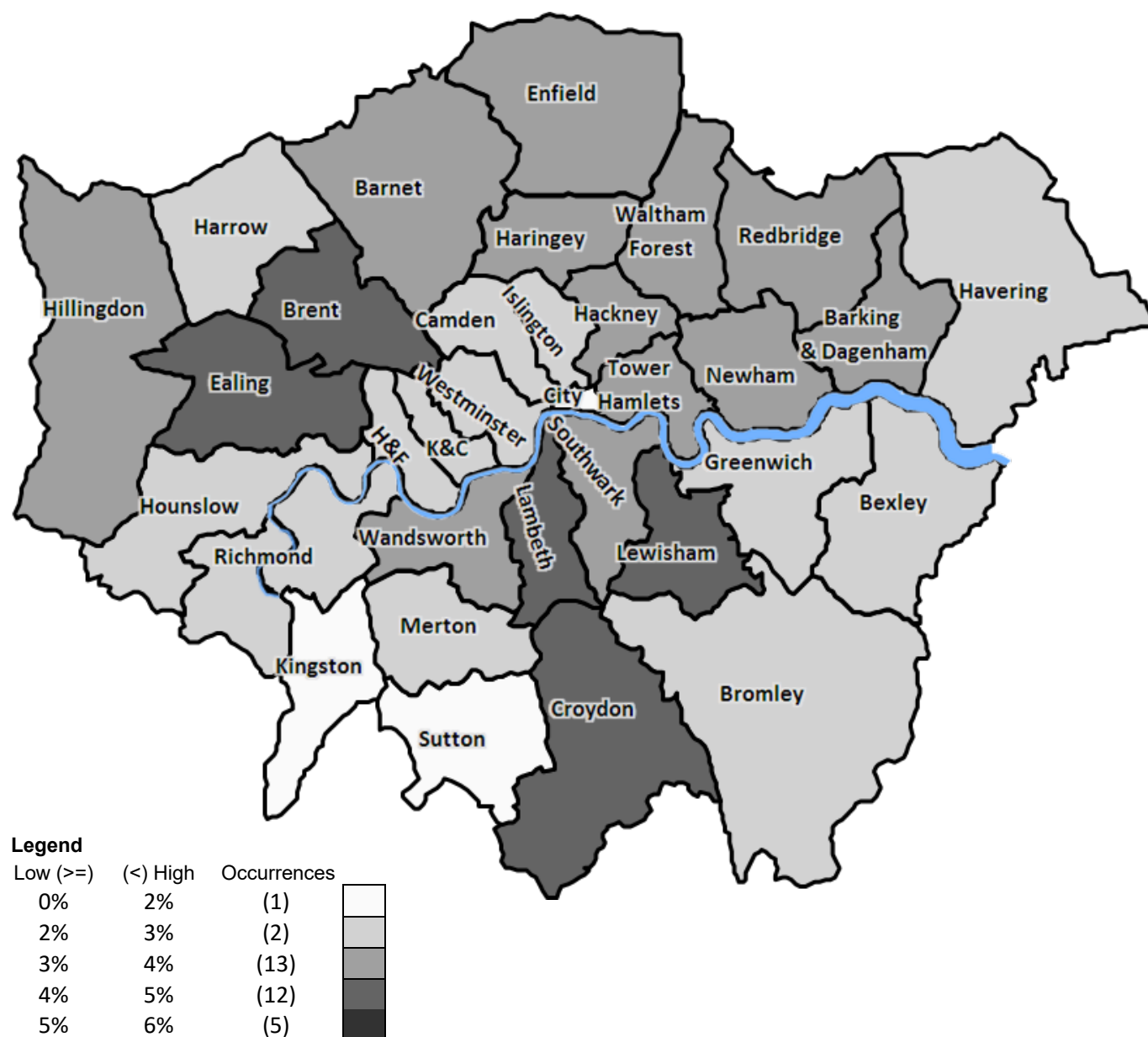
**Boroughs**

City of London	0.25%
Barking & Dagenham	2.71%
Barnet	2.82%
Bexley	1.32%
Brent	3.65%
Bromley	2.12%
Camden	3.83%
Croydon	3.42%
Ealing	3.34%
Enfield	3.19%
Greenwich	2.68%
Hackney	7.23%
Hammersmith & Fulham	3.46%
Haringey	5.11%
Harrow	1.21%
Havering	0.99%
Hillingdon	2.17%
Hounslow	1.76%
Islington	5.50%
Kensington & Chelsea	1.77%
Kingston upon Thames	0.92%
Lambeth	5.90%
Lewisham	3.77%
Merton	1.29%
Newham	6.83%
Redbridge	1.97%
Richmond upon Thames	0.69%
Southwark	4.80%
Sutton	0.68%
Tower Hamlets	4.09%
Waltham Forest	4.62%
Wandsworth	2.70%
Westminster	3.23%

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



Priority 2: Tackling Sexual and Domestic Violence - actual distribution of delivery to December 2021



Boroughs	
City of London	0.27%
Barking & Dagenham	3.03%
Barnet	3.55%
Bexley	2.79%
Brent	4.03%
Bromley	2.57%
Camden	2.68%
Croydon	4.29%
Ealing	4.80%
Enfield	3.73%
Greenwich	2.76%
Hackney	3.10%
Hammersmith & Fulham	2.42%
Haringey	3.37%
Harrow	2.66%
Havering	2.52%
Hillingdon	3.54%
Hounslow	3.00%
Islington	2.90%
Kensington & Chelsea	2.41%
Kingston upon Thames	1.26%
Lambeth	4.30%
Lewisham	4.18%
Merton	2.33%
Newham	3.80%
Redbridge	3.29%
Richmond upon Thames	2.44%
Southwark	3.25%
Sutton	2.00%
Tower Hamlets	3.57%
Waltham Forest	3.18%
Wandsworth	3.10%
Westminster	2.91%

See separately produced Appendix