



London Councils

Grants Programme 2017 to 2022

Performance of Commissions

April 2017 – December 2021

(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, St Mungo's, Praxis. This is a Pan-London housing and homelessness advice and support service for people Londoners over 25 needing help to access safe, secure and affordable housing.</p> <p>Through this partnership we aim to:</p> <ul style="list-style-type: none"> - Help secure short- and long-term accommodation - Help to resolve disputes putting tenancies at risk - Help with financial resilience - Help to improve physical and mental health - Help to access education, training and employment - Help for migrants to access immigration advice and support <p>We do this through:</p> <ul style="list-style-type: none"> - Free housing, welfare benefit, debt and immigration advice - Face to face and telephone advice appointments - Specialist, confidential housing advice and advocacy for LGBTQ+ people - Practical tenancy sustainment support - Assertive and targeted outreach direct to rough sleepers especially in hotspots and encampments - Support for people directly into the private rented sector - Personal resilience and independence planning to secure a long-term, healthy and happy home - Support to access health and other community services - Support to access employment and training - London-wide targeted engagement and promotion to be relevant and accessible to key priority groups in all 33 boroughs. 	

Contact Details	Referrals
Karen Davey Karen Davey@shelter.org.uk (London Hub Manager) 07901 514 255 26-28 Ramsgate Street, London E8 2NA	https://england.shelter.org.uk/get_help/local_services/london STAR Video: https://www.youtube.com/watch?v=mT4Q-Z9yKnM&list=PLrybnVaUKJhDptYtJlckblfN77mXMyIQT&index=1

Outcome	2017-2022 Q19	
	Profile	Delivered
Number of new service users	23,750	26,174
Number assisted to obtain crisis or intermediate short-term accommodation	1,661	1,943
Number assisted to obtain suitable settled accommodation	1,743	2,287
Number with one/more protected equalities characteristic (Equality Act 2010)	1,796	3,570
Number of rough sleeper hotspot closures	237	188
Number with resolved landlord/accommodation service issues affecting tenancy stability (particularly in outer London) may include harassment, abandonment and behaviour issues	1,710	2,977
Numbers with disrepair resolved and able to maintain tenancy	1,900	1,169
Number supported to successfully sustain tenancies/accommodation for 6 months	474	541
Number supported to successfully sustain tenancies/accommodation for 12 months ¹	528	563
Number with resolved debt, benefits and financial hardship issues	2,731	2,877
Number with improved physical health	950	1,472
Number with improved mental health	2,185	2,509
Numbers referred successfully onto an employment project ²	807	646
Number with increased employability skills (including apprenticeships)	403	273
<p>Disrepair resolved and able to maintain tenancy – To address continued underperformance around achieving the outcome around disrepair, Shelter ran a Facebook campaign on disrepair. This advertised the STAR Partnership telephone advice line number for people to contact for further help.</p> <p>Numbers referred successfully onto an employment project and those with increased employability skills (including apprenticeships) - The client group are less ready for work, either because they are in a crisis situation with their housing, or too unwell or unfit for work. Despite this, referral work has increased from the last quarter amongst clients who have benefited from tenancy sustainment work.</p> <p>Number of rough sleeper hotspot closures - Thames Reach continue to face difficulty in meeting quarterly targets for this outcome which stems from the lower than average referrals for hotspots since the start of the pandemic. Furthermore, often when workers attend the sleep site there are insufficient numbers of people present for it to classify as a hotspot (where at least 3 individuals form a group at a designated sleep site) but work is still carried out.</p>		

¹ Reporting started from Q5

² London Councils Priority 3 referrals ended from Q10

St Mungo's	
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's 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 Helpline 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.cjism.net</p> <p>Advice line: 020 85257710 Website: https://www.mungos.org/our-services/offender-services/</p>

Outcome	2017-2022 Q19	
	Profile	Delivered
Number of new users	6,090	6,171
Number assisted to obtain crisis or intermediate short term accommodation	2,375	2,342
Number of tenancies brokered	237	212
Number assisted to obtain suitable settled accommodation	1,425	1,465
Number with one/more protected equalities characteristic (Equality Act 2010)	712	1,096
Number reconnected with stable family /friends accommodation	950	922
Number with resolved landlord/accommodation service issues affecting tenancy stability may include harassment, abandonment behaviour issues	912	869
Number supported to successfully sustain tenancies/accommodation for 6 months	1,632	722
Number supported to successfully sustain tenancies/accommodation for 12 months ³	1,440	644
Number with resolved debt, benefits and financial hardship issues	1,710	1,536
Number with improved physical health	1,824	1,564
Number with improved mental health	997	1,007
Number with improved life skills (can include independent living and be measured through distance travelled tool)	1,824	1,621
Numbers referred successfully onto an employment project ⁴	237	113
Number with increased employability skills (including apprenticeships)	912	724
Number successfully obtaining work placements, volunteering opportunities ⁵	133	101
<p>Sustained tenancies/accommodation for 6 and 12 months – This outcome remains a challenge due to availability of accommodation and the nature of the client group. Client engagement fluctuates, and numbers are affected by clients who have returned to custody, licenses with probation ending, uncontactable clients and historic lower quarterly figures. Despite dedicating a lot of time to maintaining contact with clients, the project still struggles to accurately reflect the sustainment work that has gone on for the previous 12 months.</p> <p>Referrals to an employment project and with increased employability skills (including apprenticeships)– Numbers have been impacted due to long waiting lists and reduced capacities across relevant VCS. The client-group is also disproportionately impacted by the nationwide unemployment rate (of 4.2%) which is reflected in this outcome.</p> <p>Work placements, volunteering opportunities – Although the four-year variance level is below target, there has been some increase in work placements/volunteering this quarter. With 10 service users successfully gaining work placements/volunteering, from a quarter target of 7.</p>		

³ Reporting to start from Q5

⁴ London Councils Priority 3 referrals ended from Q10

⁵ Number successfully gaining employment included from Q13

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 - 7-days per week employment, education and training programme delivered in-house and in partnership, and in-depth accredited training programme 	

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	2017-2022 Q19	
	Profile	Delivered
Number of users	32,245	28,307
Number assisted to obtain crisis or intermediate short-term accommodation	2,090	3,000
Number supported to obtain suitable safe settled accommodation	3,063	2,449
Number with one/more of the protected characteristics in the 2010 Equality Act (excluding age)	2,688	2,154
Number assisted with family mediation/reconnection leading to safe and settled reconciliation (where appropriate)	2,446	1,236
Number supported to successfully sustain suitable safe accommodation for 6 months	646	854
Number supported to successfully sustain suitable safe accommodation for 1 year or more ⁶	198	399
Number with resolved debt, benefits and financial hardship issues	2,826	4,233
Number with increased knowledge of housing options	23,145	25,937
Number with improved mental health	5,913	6,207
Number completing independent living skills workshops/course (incl. budgeting/money management)	3,282	2,664
Number with improved interpersonal skills (incl. behaviour, conflict and relationships)	3,519	4,503
Number successfully obtained employment for six months (including apprenticeships)*	493	415
Number with increased employability skills	3,225	3,290
Number successfully obtained a training opportunity (accredited)	2,280	1,653
<p>Number supported to obtain suitable safe settled accommodation- Under-delivery is due to the chronic low supply of accommodation options, set against growing demand. LYG continue to broker accommodation places and build relationships with housing providers and landlords.</p> <p>Family mediation/reconnection – Having completed their specialist training in Q18, the Alone in London new family mediation team was able to focus on delivering family reconnection work in Q19. This is reflected in the significantly increased performance against this target in this quarter, compared with previous quarters. The Alone in London family mediation team intends to build on this increased performance against target in the January-March period.</p> <p>Number completing living skills workshops/courses and obtaining training opportunities (accredited)- Outcome numbers have been impacted by reduction in face to face workshop delivery, and restricted use of the New Horizon Day Centre, due to pandemic restrictions. This preventative work however is continuing to be prioritised. The project anticipates that cumulative target numbers will be reached near the end of Year five of the delivery period.</p>		

⁶ 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 - A better equipped sector to develop creative interventions and solutions responsive to the specific London context. 	

Contact Details	Referrals
<p>Jane Bancroft - London Development Manager jane.bancroft@homelesslink.org.uk 020 7840 4460/ 079 5611 4992</p> <p>Vicky Album – London Development Manager Vicky.Album@homelesslink.org.uk 020 7840 4458</p> <p>2nd Floor Minories House, 2-5 Minories, London EC3N 1BJ</p>	<p>www.homelesslink.org.uk</p>

Outcome	2017-2022 Q19	
	Profile	Delivered
Number of new organisations	552	627
Number with increased knowledge of changes in homelessness policy/ legislation/ benefit reforms	598	603
Number with improved working relationships with local services	548	497
Number with increased knowledge to adapt service delivery as a result of change of need across London/policy and legislative change	430	443
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	275	561
Number of VCS aware of changing need in inner and outer London and able to adapt services accordingly.	390	548
Number of housing professionals with increased knowledge of changes in homelessness policy/ law/benefit reforms	190	238
Number of housing professionals who feel better informed of funded services and how they assist local delivery	305	327
Number of Landlords with increased knowledge of changes in homelessness policy/ law/benefit reforms	36	42
Number of organisations with more diverse funding streams	50	65
Number with a wider understanding of funding processes and opportunities	595	420
Number of relationships brokered between VCS and social philanthropy/ investment organisations charitable arms of businesses to increase housing opportunities.	48	48
<p>Number with a wider understanding of funding processes and opportunities -There were no specific funding opportunities advertised this quarter, but Homeless Link lobbied successfully for £28m to be dedicated to the sector in relation to mitigating the risks posed by Omicron. Homeless Link put forward seven London organisations to a community of philanthropists who were distributing £100,000. A Homeless Link webinar giving details of this fund and promoting good practice attracted just under 500 attendees.</p>		

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

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.

STADV works 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.

Contact Details	Referrals
<p>Guddy Burnet, CEO g.burnet@standingtogether.org.uk 246 King Street Ravenscourt Park W6 0RF 020 8748 5717 www.standingtogether.org.uk</p>	<p>Deidre Cartwright – DAHA Development Manager (London) d.cartwright@standingtogether.org.uk 0208 748 5717 www.dahalliance.org.uk/events for general information and events details https://form.jotformeu.com/72763233547359 to book to attend workshops http://accreditation.dahalliance.org.uk/ to sign up to online self-assessment toolkit</p>

Outcome	2017-2022 Q19	
	Profile	Delivered
Number of new organisations	320	149
Number of frontline organisations with increased awareness of specialist/equalities needs of clients	380	386
Number of frontline organisations adapting and or introducing services to meet the specialist/equalities needs of clients	190	321
Number of frontline organisations with increased knowledge of changes in homelessness policy/ legislation/ benefit reforms	380	353
Number of frontline organisations with improved working relationships with local services and in particular domestic abuse services	380	376
Number of housing providers acquiring DAHA accreditation	24	13
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	190	346
Number of housing organisations with increased awareness of specialist /equalities needs of clients	380	385
Number of housing professionals with improved working relationships with frontline services and in particular domestic abuse services and MARAC	190	324
Number of housing professionals who feel better informed of funded services and how they assist local delivery	380	370
Number of housing providers with improved ability to form partnerships/work collaboratively	190	349
Number of housing providers supported to work together on more than one occasion related to domestic abuse provision and best practice	380	386
Number of housing providers with documented evidence that they are progressing in 4 of 8 DAHA National Standards ⁷	45	43
Number of housing providers with increased awareness of tenancy sustainment options for residents affected by domestic abuse ⁸	300	298
<p>New organisations - As there is a finite number of housing providers to engage with in the capital and accreditation can be a lengthy process, it has been agreed that focus should shift to supporting organisations already engaged in the process, as long as project outcomes continue to be met.</p> <p>DAHA Accreditation – This is a long-term outcome and preparatory work was front loaded to provide organisational support and workshop training to improve practices, in preparation for assessment. This quarter one housing provider, Islington Council, was successfully accredited. DAHA are working with two boroughs who have some improvements to make but are expected to be accredited before the end of the project.</p>		

⁷ New outcomes from Q5

⁸ 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 can comment on national policy and programmes of work.</p>	

Contact Details	Resource
Susan Moore, Head of Programmes susanmoore@tender.org.uk 020 7697 4275 (direct line) The Resource Centre, 356 Holloway Road, London N7 6PA	www.tender.org.uk

Outcome	2017-2022 Q19	
	Profile	Delivered
Number of new users	87,225	72,191
Healthy Relationship Project participants can identify at least one warning sign of sexual and domestic violence	5,410	4,735
Healthy Relationship Project participants in secondary schools and out of school settings can memorise key statistics pertaining to abuse	3,480	2,953
Healthy Relationship Project participants state sexual and domestic violence is unacceptable	5,729	4,249
Children and young people report feeling confident to support a friend following school assembly	55,132	49,352
Children and young people feel more confident to deal with abuse and understand it is based on power inequality following school assembly	59,070	44,457
Children and young people can now make positive relationship choices following school assembly	63,008	44,630
Healthy Relationship Project participants can identify appropriate support channels and services	5,729	4,568
Healthy Relationship Project participants in secondary schools and out of school settings report an improvement in their peer relationships	1,913	2,126
Professionals report positive changes in the behaviour and/or attitudes of participants following Healthy Relationships Project	199	199
Professionals in Champion Schools report increased confidence to use training in professional practice (staff training)	3,072	2,838
Professionals in Champion Schools report increased knowledge about the complex nature of the issue (staff training)	2,688	2,639
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	3,712	2,590
Participants in Champion Schools (targeted group) are able to identify controlling behaviours in relationships	672	663
Participants in Champion Schools (targeted group) report feeling more confident to seek support	672	672
<p>Tender Education and Arts 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.</p> <p>The project's core work is mainly delivered via face to face activities in schools and youth settings, which continues to be significantly affected by the Covid 19 pandemic as schools restrict access in order to prevent the spread of the virus.</p> <p>As a result of the continued impact of Covid, Tender's outstanding targets from quarters 13 and 14, which it hoped to deliver in year five with the use of its underspend from that period, have been removed from cumulative totals as Tender have confirmed that they will not be able to meet these in addition to its remaining year 5 targets.</p> <p>All project partners have been impacted by staff turnover this quarter.</p> <p>For further information, please see the main report (paragraphs 3.52 - 3.56)</p>		

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)

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.

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:

- 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.

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.

Contact Details

<p>Rebecca Goshawk, Head of Public Affairs and Partnerships r.goshawk@solacewomensaid.org ascenta&c@solacewomensaid.org 07854 968970 Solace Women's Aid, 2 Angel Square, Torrens Street, London, EC1V 1NY www.solacewomensaid.org</p>	<p>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</p>
---	--

Outcome	2017-2022 Q19	
	Profile	Delivered
Number of new users	29,592	35,316
Number of service users reporting reduced fear/ greater feelings of safety	20,714	20,221
Number of service users reporting reduced risk, reduced repeat victimisation, prevention of escalation	16,283	16,071
Service users have improved self-esteem, motivation, confidence and are able to rebuild their lives, moving to independence	11,419	12,688
Service users have improved emotional health and wellbeing and physical health and are able to rebuild their lives, moving to independence	8,455	9,410
Number of service users with continuing support to sustain new lives	10,146	10,451
Number of service users with safety plan	12,589	12,309
Number of tenancies secured	5,073	3,702
Number of service users accessing legal advice and/or with increased understanding of the law	8,877	9,754
Number of service users supported to access other services including Health and Children's services.	18,122	18,093
Service users with increased knowledge of options to exit prostitution	143	155
People from the protected characteristics report increased safety/knowledge of their rights	11,837	12,411
People from the protected characteristics report satisfaction with services	14,797	15,358
Number of service users successfully referred from Local Authority and local IDVAs	4,446	4,401
Service providers are better informed of beneficiaries' needs and service users are enabled to communicate their needs and views to service providers/decision makers	2,126	2,181
Service providers are better equipped to support SUs with VAWG and/ or legal issues	1,045	1,047
<p>Tenancies secured - The commission continues to highlight the challenges faced by survivors in accessing safe and stable housing, including due to the unavailability of housing stock and issues with housing allocation. Partners report having to undertake significant advocacy around housing to support service users into even emergency accommodation. This continues to greatly impact on the ability to meet target outcome figures. Casework and advocacy for this area of work proves to be very time consuming, with it taking longer periods to stabilise tenancies.</p>		

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 signposting 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
Peter Kelley, Head of Domestic Abuse Services & Deputy CEO peter@galop.org.uk 020 7697 4081 (office)	Survivors and professionals can refer through the DAP website using the electronic referral form: www.lgbtdap.org.uk Referrals can also be made via www.galop.org.uk and via email: referrals@galop.org.uk 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

Outcome	2017-2022 Q19	
	Profile	Delivered
Number of new users	2,571	2,902
Number of service users reporting reduced fear/ greater feelings of safety	475	566
Number of service users reporting reduced risk, reduced repeat victimisation, prevention of escalation	318	354
Service users have improved self-esteem, motivation, confidence and are able to rebuild their lives, moving to independence	270	305
Service users have improved emotional health and wellbeing and physical health and are able to rebuild their lives, moving to independence	271	190
Number of service users with continuing support to sustain new lives	285	296
Number of service users with safety plan	228	277
Number of tenancies secured	190	210
Number of service users accessing appropriate health services or other services including children's services	380	417
Number of service users accessing legal advice	256	265
People from the protected characteristics report increased safety/knowledge of their rights	745	792
People from the protected characteristics report satisfaction with services	380	414
Number of service users successfully referred from Local Authority and local IDVAs	95	105
Service providers are better informed of beneficiaries' needs and service users are enabled to communicate their needs and views to service providers/decision makers	57	78
<p>Service users have improved emotional health and wellbeing and physical health and are able to rebuild their lives, moving to independence – London Friend have now been successful in securing funding to allow them to fit ventilation into counselling rooms. This work is due to be complete by the next quarter. London Friend reported that 101 clinical hours were offered in total this quarter. Target figures have been impacted by the need to cancel the December workshop due to lack of uptake possibly due to Covid. Also, two counselling clients did not complete their sessions in this quarter.</p>		

SignHealth	
Project name:	Domestic Abuse Service (formerly known as 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>Signhealth's Domestic Abuse Service is a specialist service for Deaf female survivors of domestic abuse and violence, and their children. It is delivered by 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.</p> <p>Signhealth's Domestic Abuse Service will deliver:</p> <ul style="list-style-type: none"> - Specialist D/deaf referral for all London Borough Officers and IDVAs - IDVA and outreach 1-2-1 support for deaf women and young people - Prevention/early intervention workshops in schools/youth groups to boys and girls (Young DeafHope) - Psychological Therapy for clients with complex needs, anxiety and/or depression - Survivors' Workshops - Deaf-led support groups - British Sign Language (BSL) and other accessible information about domestic abuse for Deaf community - Deaf awareness training/support for London Borough Officers and mainstream domestic violence providers <p>This will achieve all specification outcomes:</p> <ul style="list-style-type: none"> - Reduced levels/ repeat victimisation of sexual and domestic violence - Improves wellbeing - Increases safety and independence - London Borough Officers and IDVAs have a quality Deaf referral route - Multi-agency providers have a better understanding of how to meet Deaf access - Supports BAMER, LGBT and Multiple Complex Needs Deaf women 	

Contact Details	Referrals
<p>Marie Vickers – Service Manager mvickers@signhealth.org.uk da@signhealth.org.uk (regularly monitored) 020 3947 2601 (voice) 07970 350366 (text) Falcon Mews, 46 Oakmead Road, London SW12 9SJ https://signhealth.org.uk/with-deaf-people/domestic-abuse/</p>	<p>Deaf people can self-refer through our email da@signhealth.org.uk or our SMS number 07970 350366</p> <p>Professionals can either contact or email da@signhealth.org.uk to make a referral</p>

Outcome	2017-2022 Q19	
	Profile	Delivered
Number of new users	705	1120
Number of service users reporting reduced fear/ greater feelings of safety	472	348
Number of service users reporting reduced risk, reduced repeat victimisation, prevention of escalation	472	251
Service users have improved self-esteem, motivation, confidence and are able to rebuild their lives, moving to independence	472	300
Service users have improved emotional health and wellbeing and physical health and are able to rebuild their lives, moving to independence	472	287
Number of service users with continuing support to sustain new lives	425	240
Number of service users with safety plan	425	265
Number of tenancies secured	72	76
Number of service users accessing appropriate health services or other services including children's services	425	180
Number of service users accessing legal advice	116	110
People from the protected characteristics report increased safety/knowledge of their rights	705	1086
People from the protected characteristics report satisfaction with services	705	1086
Number of service users successfully referred from Local Authority and local IDVAs	122	123
Service providers are better informed of beneficiaries' needs and service users are enabled to communicate their needs and views to service providers/decision makers	1282	1184
<p>The reprofiling of three lifetime targets to better reflect mode of delivery was agreed at the July 2020 Grants Committee meeting:</p> <ul style="list-style-type: none"> - Number of tenancies secured - from 360 to 61 - Number of service users accessing legal advice - from 360 to 94 - Number of service users successfully referred from local authority and local IDVAs from - 252 to 102 <p>Following profiling issues earlier in the programme, Signhealth made improvements in delivery, however they, as all commissions, have encountered reductions in service activity due to Covid-19 restrictions, Service issues affecting this particular equalities group have been reported previously to this committee, and in Service Area 2.2 in this report. Achievement of outcomes have also been reduced due to delays experienced with legal advice and housing services which have caused delays in client's journeys, as clients feel they cannot start to rebuild their lives yet. New service users will require sustained work to reach outcomes including reduced fear, improved self-esteem and sustaining new lives (see para. 3.56 in Main report for additional information).</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>Routes to Support (formerly known as UK Refuges Online (UKROL)) is an integral part of this project, and the project will work with London Councils, MOPAC⁹ 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
Phillipa Thomas, Interim Director of Services p.thomas@womensaid.org.uk www.womensaid.org.uk	The Freephone 24 Hour National Domestic Violence Helpline: 0808 2000 247 helpline@womensaid.org.uk www.nationaldomesticviolencehelpline.org.uk Rape and Sexual Abuse Support Centre Helpline: 0808 802 9999 Women and Girls Network Dedicated Sexual Violence Helpline: 0808 801 0770 Respect Men's Advice Line: 0808 801 0327

⁹ MOPAC – Mayor's Office for Policing and Crime

Outcome	2017-2022 Q19	
	Profile	Delivered
Number of new users	97,385	123,262
Number of service users with reduced level of risk	83,125	67,767
Number of service users referred to a refuge	9,500	9,060
Survivors of rape and sexual abuse accessing Helpline	21,375	17,572
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 ¹⁰	19	19
New data on housing status of service users on entry and exit is included in quarterly reports	18	17
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	128	192
Number of successful referrals into counselling or other specialist service provision	7,125	7,716
People with the protected characteristics (Equalities Act 2010) are able to access support that meets their needs	760	832
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).	1,900	1,991
Service providers (including boroughs and refuges) report being able to respond to service users' needs	380	389
Professionals report having the relevant and required information they need to support service users affected by sexual and domestic violence	380	388
Number of logins to Routes to Support ([RTS] formerly UKROL [UK Refuges online]) from services in London	104,500	114,745
Referrals to ISVA and sexual violence-specific support services	380	416
<p>As part of the reprofiling exercise agreed at the July 2020 Grants Committee Women's Aid included mental health related outputs/activities to the provision undertaken under outcome 3.1.</p> <p>Number of new users – During the pandemic the helplines reported a significant increase in calls and an increase in survivors seeking support.</p> <p>Number of service users with reduced level of risk -. The pandemic resulted in reduced referral services/ closed waiting lists which impacted the reduction in risk level.</p> <p>Survivors of rape and sexual abuse accessing Helpline – Staff and volunteer shortages have had an impact and internal changes for one partner resulted in volunteer training not being run.</p> <p>Reports and heat maps used by borough officers /stakeholders – A reporting error for several quarters meant an over achievement was reported. The heatmaps are used via RTS reporting and are in fact, on target.</p>		

¹⁰ The Routes to Support (RTS) 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 Refuge Network
Priority:	Priority 2: Tackling Sexual and Domestic Violence
Specification:	2.4 Emergency refuge accommodation that offers services to meet the needs of specific groups
Amount (1 year):	£840,000
Delivery partners: Ashiana Network, Solace Women's Aid, Nia project, Iranian & Kurdish Women's Rights Organisation (IKWRO)	
<p>London Specialist Refuge Network seeks to continue to provide a unique and innovative Pan-London service through specialist refuge accommodation and targeted support to high-risk women/children affected by domestic and sexual violence (DSV) with complex needs. The Network will provide specialist refuge, targeted support and outreach and second stage accommodation. The project works intensively with women to assess/address needs, improve safety/health/wellbeing enabling women to exit violent/abusive relationships/situations. The services comprise:</p> <ul style="list-style-type: none"> - Programme of group-work/workshops to enhance health/wellbeing/living-skills/resilience - Resettlement programme to support independence/longer lasting outcomes - Outreach service supporting/enabling women to access alternative refuge accommodation/be supported in independent living - Training/awareness raising workshops for professionals to remove barriers/widen access - Housing advocacy securing/maintaining referral pathways with housing providers to secure alternative accommodation for women at risk and unable to access refuge - 38 specialist 24-hour refuge and second-stage accommodation bed spaces and package of intensive targeted support to enhance safety and remove barriers: - 6 (24-hour) bed spaces: Problematic substance use - 5 (24-hour) bed spaces: Sexually exploited women (including prostitution and trafficking) - 8 (24-hour) bed spaces: Women with mental health/problematic substance use - 7 second-stage bed spaces: Trafficked women - 6 bed spaces: Middle Eastern and North African women fleeing harmful practices - 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 NRPF¹¹, 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) 24hrs 07846 310 157 (Farsi/Dari/Turkish) 24 Hours 020 7920 6460- info@ikwro.org.uk

¹¹ No recourse to public funds

Outcome	2017-2022 Q19	
	Profile	Delivered
Number of new users	3,777	4,073
Numbers not returning to a perpetrator	175	200
Numbers with increased awareness of safety planning	926	748
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)	736	676
Numbers supported to successfully apply for indefinite leave to remain under the Destitution Domestic Violence (DDV) concession or refugee status under an asylum application	152	204
Numbers of women that demonstrate reduced harmful substance use	237	178
Number of women involved in prostitution and trafficking reporting increased awareness of options to exit prostitution and with personalised action plans	175	118
Numbers demonstrating an increased understanding of sexual and domestic violence/prostitution/trafficking as a form of violence against women	665	715
Number of users demonstrating an increased understanding and stabilisation in their mental health	346	321
Number of users with increased understanding of impact of mental health and substance misuse on their children	80	74
Service users moved on in a planned way	137	187
Service users with increased living skills	318	301
Service users with more stabilised immigration status	213	294
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)	237	176
Number of referral pathways agreed with registered social landlords and other housing providers	28	27
Number of service users gaining/maintaining tenancies	156	165
Number of professionals with increased knowledge of sexual and domestic violence aimed at increasing clients' access to services	2,256	2,155
Removal of barriers in accessing services for people with the protected characteristics of the 2010 Equalities Act	403	685
Number of users with disabilities accessing the service	346	389
<p>Under delivery: One refuge partner had no new residents because the current residents' applications to the Home Office are still being considered and thus could not move on. Other causes of under delivery include staff vacancies, the number of women supported being lower than profiled and because some outcomes may be underachieved in one quarter and met in another.</p> <p>Over delivery: For some outcomes, the project supported more service users than was profiled. For example, over the last few quarters more service users than profiled were supported to stabilise their immigration status because of a surge in people approaching the service since the pandemic began.</p>		

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
Ms Vivienne Hayes, CEO vivienne@wrc.org.uk 020 7697 3451 Project Lead – Nour Gazarin United House, North Road, London, N7 9DP www.wrc.org.uk	www.imkaan.org.uk www.respect.uk.net www.avaproject.org.uk www.wgn.org.uk www.rightsofwomen.org.uk

Outcome	2017-2022 Q19	
	Profile	Delivered
Number of new organisations	309	657
Frontline services/organisations have an increased level of knowledge and ability to run services/organisations effectively and efficiently	415	566
Frontline services/organisations reporting increased ability to be more financially sound and efficient	190	127
Frontline services/organisations with an increased level of knowledge in areas such as financial management, governance, recruitment/workforce; ICT, premises management and income diversification	195	188
Frontline services/organisations report greater ability to work in partnership	475	523
Frontline services/organisations express interest in forming partnerships with other services/providers including LGBT and homelessness services	475	450
Frontline services/organisations able to collaborate with other services such as local authorities, health services, housing providers and homelessness services	190	300
Frontline organisations able to deliver improved services to meet their clients' needs and in line with relevant quality standards (deliver, monitor, evaluate and adapt)	710	649
Frontline services/organisations better able to monitor and evaluate impact of services	285	340
Frontline organisations/services with increased ability to meet their service users' needs	715	793
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.	95	116
Frontline services/organisations with increased ability to meet the three aims of the Equality Act 2010	570	455
Frontline organisations with increased diversification of boards of trustees	95	72
<p>As part of the reprofiling exercise agreed at the July 2020 Grants Committee, the following changes were made:</p> <ul style="list-style-type: none"> - Frontline services reporting increased ability to be more financially sound and efficient reduced from 40 to 35 - Frontline services with an increased level of knowledge in areas such as financial management, governance, recruitment/workforce; ICT, premises management and income diversification increased from 40 to 45. Outputs related to this outcome include mental health related training (see paragraph 3.62 of the main report for further detail). <p>High levels of over-delivery in earlier quarters caused overachievement of targets in the current quarter. Activities to address under delivery are scheduled to take place in the final quarter.</p>		

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)

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.

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.

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.

Contact Details	Referrals
Sarbjit Ganger, Director sarbjit@asianwomenscentre.org.uk info@asianwomenscentre.org.uk 020 8961 6549 http://asianwomenscentre.org.uk/	Ascent: 0208 961 6549 0208 961 5701 referrals@asianwomenscentre.org.uk

Outcome	2017-2022 Q19	
	Profile	Delivered
Number of new users	2954	2897
Service users have improved self-esteem, confidence and emotional health and well being	2242	2358
Service users have improved mental health	378	554
Service users have a better understanding of the support options available to them and are more aware of their rights and entitlements	2128	2569
Service users have an increased ability to communicate their needs and views to service providers	898	1303
Number of professionals with improved understanding of harmful practices and the barriers faced by BAMER women in accessing services	616	1570
Service users report increased feelings of safety	2242	2348
Service users have an increased level of understanding regarding options available to help their decision making	2242	2380
Service users have enhanced coping strategies	1382	1601
Service users make changes to their living situations and exit violence	1458	1541
Service users have improved life skills to help them rebuild their lives and move to independence: service users attending ESOL classes	314	421
Service users have improved life skills to help them rebuild their lives and move to independence: service users attending ICT classes	314	342
Service users have improved life skills to help them rebuild their lives and move to independence: service users attending other employment skills workshops	314	392
Local authority officers are able to access support to wrap around existing support or make referrals into the service.	285	443
Referrals from IDVAs and sexual health clinics	190	263
Service users accessing other support	190	386
<p>AWRC are the sole commission in Service Area 2.6. This quarter partners have worked incredibly hard in the delivery and reach of the project, the project continues to exceed targets, including due to increasing demand for project services such as health, legal and wellbeing support.</p>		