

# Grants Committee

## Performance of Grants Programme 2017-22

April 2017 - March 2022 (End of year five and end of programme) Item: 13

**Report by** Feria Henry and Joanne Watson **Job title** Grants Managers

**Date** 13 July 2022

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

Priority 1 Combatting Homelessness

Priority 2 Tackling Sexual and Domestic Violence

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

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. Delivery under this programme ended on 31 March 2022.

Recommendations for the new programme were approved in November 2021.

This report provides members with:

- the final performance report on the two priorities of the 2017-2022 Grants Programme, for the period April 2017 to March 2022 (quarters one to 20)
- the final report on the youth homelessness hub project, Hotel 1824.

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

- a) outcomes at priority level for quarters one to 20:
  - i) Priority 1, combatting homelessness, overall is five per cent above profile
  - ii) Priority 2, tackling sexual and domestic violence, overall is nine per cent below profile

- b) the number of interventions delivered in the relevant period:
  - i) Priority 1, combatting homelessness – 107,739
  - ii) Priority 2, tackling sexual and domestic violence – 623,239
- c) project level performance, using the Red, Amber, Green (RAG) performance management system (explained at Appendix 1):
  - i) all projects are rated Green
- d) A final update on the youth homelessness hub project (section 7 and Appendix 5)
- e) the update on closure arrangements for the end of the programme (paragraphs. 9.3-9.4)
- f) the borough maps (Appendix 2)
- g) the project delivery information and contact details (Appendix 3), with up-to-date contact information, as well as an update on performance
- h) the annual borough reports (Appendix 4) (the final annual delivery borough spreadsheet is available [here](#))
- i) the annual performance report provided by London Funders (Appendix 5)

The Grants Committee is asked to agree:

- k) that London Councils officers and Grants Committee Members share the London Funders Annual Report with relevant borough officers to ensure they are aware of the activities provided (boroughs pay a reduced subscription to London Funders via London Councils, which is considered in the November budget setting process)

Appendix 1 RAG Rating Methodology

Appendix 2 Borough Maps

Appendix 3 Project Delivery Information and Contact Details

Appendix 4 Borough Delivery Information

Appendix 5 Hotel 1824 - final report

Appendix 6 London Funders Annual Report

## 1 Background

1.1 The 2017 to 2022 Grants Programme 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)*

<b>Service Area<sup>1</sup></b>	<b>Organisation</b>	<b>Annual Grant Amount</b>
1.1	Shelter - London Advice Services	£1,003,495
	St Mungo Community Housing Association	£251,378
1.2	New Horizon Youth Centre	£1,008,338
1.3	Homeless Link	£120,239
	Standing Together Against Domestic Violence	£78,977 <sup>2</sup>
<b>Priority 1: Combatting Homelessness</b>		<b>£2,462,427</b>
2.1	Tender Education and Arts	£265,000
2.2	Solace Women's Aid	£1,425,238
	Galop	£146,318
	SignHealth	£148,444
2.3	Women's Aid Federation of England (Women's Aid)	£314,922
2.4	Ashiana Network	£840,000
2.5	Women's Resource Centre	£240,783
2.6	Asian Women's Resource Centre	£320,000
<b>Priority 2: Tackling Sexual and Domestic Violence</b>		<b>£3,700,705</b>
<b>Total</b>		<b>£6,163,132</b>

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

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

<sup>2</sup> The annual grant amount in 2021-22 was 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 fourteenth and final 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 allocated £2.46<sup>3</sup> million per year to five projects to Priority 1: Combatting Homelessness for 2017-22 Of these five:

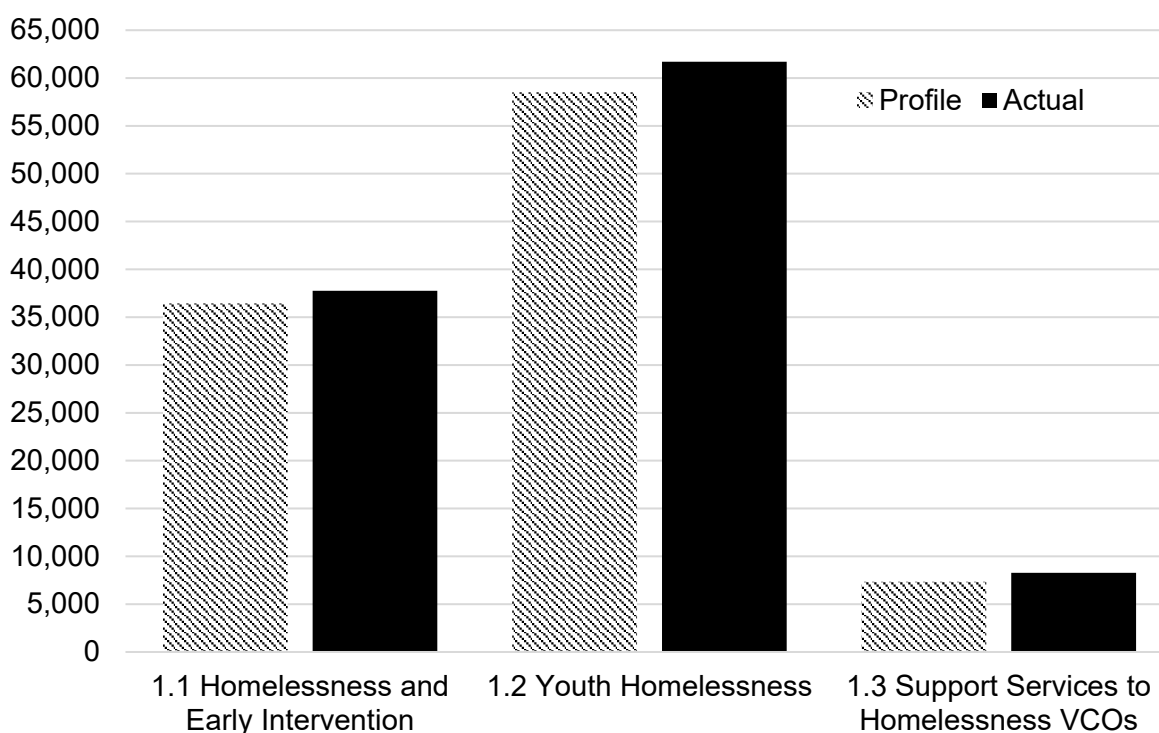
- Two (with a total value of £1.25 million per year) are delivering against specification 1.1: Prevention and Targeted Intervention
- One (value of £1 million per year) is delivering against specification 1.2: Youth Homelessness
- Two (value of £0.2 million per year) are delivering against specification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

2.2 Over quarters one to 20, performance was five 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.

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<sup>3</sup> See note 2 above

**Figure 1:** Priority 1 Delivery against Profile Aggregate Outcomes by service area 2017-22 Q1 to Q20



	1.1 Homelessness and Early Intervention	1.2 Youth Homelessness	1.3 Support Services to Homelessness VCOs
Profile	36,435	58,508	7,333
Actual	37,765	61,701	8,273
Difference	1,330	3,193	940
Variance	4%	5%	13%
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 20.

2.4 Providers continue to support vulnerable and disadvantaged service users within the protected characteristics under the Equality Act 2010. By quarter 20<sup>4</sup>:

- 46.8 per cent were female
- 45.9 per cent were under 25

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

- 7.4 per cent were over 55
- 76.3 per cent were ethnic minorities
- 17.9 per cent declared a disability (24.6 per cent excluding prefer not to say)
- 13.4 per cent were LGBT (21.3 per cent excluding prefer not to say)
- 2,584 people had no recourse to public funds (4.1 per cent)

2.5 London Councils funded organisations to deliver services across London and implemented a monitoring process that incorporated an assessment of equalities. A report assessing the programmes performance with reference to the requirements of the Equality Act 2010 will be presented to Grants Committee in November 2022.

### **Policy and wider environment**

- 2.6 The Queen's speech this year set out a comparatively large agenda for housing for the coming Parliament. Of greatest relevance to homelessness is the long-awaited Renters Reform Bill which will remove section 21, scrapping 'no-fault' evictions in an effort to afford greater protection to tenants.
- 2.7 New Rough Sleeping Indicators consultation: London is acting as an Early Adopter of the Government's new rough sleeping indicator set, which aims to better define and measure what it means to end rough sleeping. Working with the GLA, Greater Manchester and West Midlands Combined Authorities, Newcastle City Council, and Bournemouth, Christchurch and Poole Council – and supported by the Centre for Homelessness Impact – eight new indicators will be refined and tested in the coming months. Notably, the Department for Levelling Up, Housing and Communities (DLUHC), will be looking to include a new indicator on the prevention of rough sleeping, potentially using H-CLIC (Homelessness Case Level Collection) data.
- 2.8 In May 2022, DLUHC confirmed that they will be implementing a new end-to-end process for Afghan evacuee households in bridging hotels that refuse offers of settled accommodation. The enhanced matching process includes an aim to increase the capacity for in-depth conversations with families and comes with a

new funding arrangement for councils providing temporary accommodation as part of their homelessness duties.

2.9 The Ministry for Housing, Communities and Local Government's (MHCLG now named DLHUC), most recent update on homelessness data for London shows that between October and December 2021:

- 12,260 households were assessed, with 11,780 of those households being owed a homelessness duty.
- There were 59,200 households in temporary accommodation at the end of this period, with 38,840 of those households including children.

These figures represent a small reduction on the previous quarter.

2.10 Borough data from April 2022 on emergency provision for rough sleeping shows:

- The number of people currently reported to be in the rough sleeping cohort (including those in emergency accommodation and still sleeping rough) is 2,310 (down from 2,712 in February)
- The number of people estimated to be sleeping rough is 565 (up from 399 in February)
- The number of rough sleepers reported as in emergency accommodation is 1,745 (down from 2,313 in February).

### **3 Key highlights: Successes and challenges at the end of year five of the 2017-22 Grants Programme**

#### **Successes**

3.1 STAR Partnership, partner Praxis have made a big impact, bringing much needed immigration advice to the partnership which has improved the holistic service offer available from the STAR Partnership. This year Praxis started a second tier advice drop in to staff in the partnership, to better understand the immigration options available for service users, which has been a real success. The partnership with Praxis has been crucial, as Immigration/Home Office policy continues to be changeable and impactful for the client group.

- 3.2 The face to face, outreach element of the partnership offer, and working alongside agencies such as Bromley CAB, Age UK Bexley and South Black Sisters, has enabled the STAR Partnership project to reach more people of differing circumstances and demographics. Other stakeholders including community agencies, resident's associations, GPs, hostels, children's centres, statutory services have been contacted and links have been maintained. Cross referrals with sexual and domestic violence prevention/reduction project, lead by Solace Women's Aid (funded under Priority 2) has continued to generate added benefits.
- 3.3 Effective joint working with a number of community agencies such as Thrive, Home Start, Little Village, Sutton Women's Centre, Sutton Migrant Help, Fair Finance, Nour DV, Tottenham and Euston Foodbank, Enfield CVS, Hounslow IAPT, Barking & Dagenham Talking Therapies and Barking & Dagenham Women's Association has also enabled the STAR Partnership to remain responsive to need and proactive in-service delivery.
- 3.4 The London Youth Gateway's 'hub and spoke' model, providing two clear building-based points of access in north London (the NHYC day centre) and south London (Depaul UK Endeavour Centre), together with satellite services, drop-ins, street and prison outreach, and community-based support across the capital, has provided a robust and far-reaching service. This approach worked very well in engaging young people from across inner and outer London, and particularly those who might not have otherwise found or accessed relevant support.
- 3.5 London Youth Gateway has continued to work tirelessly to 'bring London local authorities around the table', with voluntary and community sector (VCS) organisations and youth homelessness services to increase learning and best practice. This includes the delivery of events, co-produced by young people.
- 3.6 London Youth Gateway has also been able to increase service choice for young people. There has been choice in service points of access, including a mix of hybrid services, both face to face and online. The youth specific service has successfully engaged Lesbian, Gay, Bisexual, Transgender and Queer plus (LGBTQ+) young people, through the service offer. This has been facilitated



through strong partnerships with Galop, Stonewall Housing and Albert Kennedy Trust (akt).

- 3.7 St Mungo's has been able to establish and strengthen multi-agency partnerships through the Grants Programme. Partnerships include those with the VCS, such as the Change Grow Live (CGL) Project, offering packages of support to those leaving prison. Also, Government schemes to address re-offending and support rehabilitation, as well as working collaboratively with specialist teams within prisons to disrupt and deter violence.
- 3.8 St Mungo's has continued to provide supportive services, despite funding barriers and housing shortage, particularly for ex-offenders under 35, with complex needs. This has been achieved through St Mungo building relationships with high quality landlords who have been able to tailor their accommodation to the needs of the client group. Similarly, to ensure clients are fully supported by their local authorities (and go on to receive appropriate support around mental or physical health needs) St Mungo has liaised with specific ex-offender leads in local authorities and, most recently, has linked in with the [Accommodation for Ex-Offenders \(AfEO\) schemes](#), to ensure a consistent and holistic recovery journey for some of St Mungo's more complex clients.
- 3.9 Homeless Link's PLUS Project, has continued to focus on innovative and emerging practices, including Trauma Informed Care, Strengths-based work and gender/cultural informed approaches. Partnership work with Women's Resource Centre (WRC) laid the groundwork for a sector-changing piece of research (in 2019) into women and homelessness. Homeless Link and WRC published [Promising Practice from the Frontline](#) research documenting the different forms of support available for women experiencing homelessness and multiple disadvantage across England to improve policy and practice in this area. The findings and recommendations from this research, coupled with support galvanised during the Homeless Link conference in 2018, led to the development of the Ending Women's Homelessness Fund (EWHF). In 2019, the EWHF awarded grants from the Tampon Tax Fund totalling £1.85m to twenty-nine projects to develop new initiatives or enhance their existing work in supporting women throughout 2019/2020 by building on recommendations identified in the [Promising Practice report](#).

- 3.10 The PLUS Project has led in cross sector working – including work with specialist external partners working with protected equalities groups including LGBTQI (Stonewall Housing), non-UK nationals (Praxis and Doctors of the World), Young people (NHYC), Women (Standing Together against Domestic Violence.), Older People (Age UK and St Mungo's). Over the past year the project had a successful collaboration with Groundswell (on health themed work) and other lived experience focussed organisations, such as [Arts and Homelessness International](#) formerly Streetwise Opera.
- 3.11 The PLUS Project has continued to run timely policy/legislation updates and welfare reform events and training. Topics included Universal Credit, The Homelessness Reduction Act, The Domestic Abuse Act, New immigration Rules, and Repeal of the Vagrancy Act.
- 3.12 The work of the Standing Together Against Domestic Violence's (STADV) DAHA Project has been far reaching and highly significant. STADV have 'helped to change the landscape' of response and knowledge of sexual and domestic violence with housing/housing provision; and have also accredited 15 housing providers across London over the five years. This consists of housing associations, ALMO's and local authorities which demonstrated the impact of DAHA across the social housing sector. STADV have ensured that their practice standards can work for all providers and continue to adapt these when necessary. Across the five years STADV had over 300 organisations across London attend their workshops and/or webinars. For a very small organisation this is a significant reach and STADV have been able to continuously improve their services through building relationships and gathering feedback from attendees.
- 3.13 STADV have received very positive testimonials from across the housing sector/housing providers, in response to the effective nature of their standards training. Housing providers benefiting from domestic abuse practice standards training have confirmed that: *"The non-judgemental, believing attitude was fully embedded. The desktop evidence, including the polices, training materials, and all the brilliant publicity and awareness (including the many screenshots from Workplace with vital information) were exceptional, and some of the best seen. The case audits demonstrated strong partnership working both internally, and externally despite the complexity of cases. There was also strong knowledge*

*displayed around the complexities of domestic abuse and the barriers to disclosure which was raised in every interview with all frontline staff. The training was delivered with empathy and compassion. The passion, dedication and commitment STADV have towards fighting for survivors of domestic abuse was 'palpable'."*

- 3.14 STADV continues to link in with the [National Housing and Domestic Abuse Policy and Practice Group](#), led by DAHA, which aims to find consensus, share best practice and influence policy and practice on domestic abuse and housing in England. STADV's work with this policy group has also enabled vital work on Safe Accommodation duties, in regard to perpetrators. STADV has set up a Perpetrator Sub Group to the National Housing and Domestic Abuse Policy and Practice Group, which will meet to look at solutions to housing perpetrators so that victims/survivors can stay safe in their own home. This group includes London providers and boroughs, to ensure a consideration of the unique problems that face London social housing providers. STADV have also set up a new policy group specifically looking at Part 4 of the Domestic Abuse Act and safe accommodation duties.

### **Challenges**

- 3.15 Funded organisations have collectively highlighted challenges of poor access to social housing, and of local boroughs acting to 'gatekeep' properties, from the most vulnerable of their service users. Barriers are particularly prominent in regard to young people, those leaving prison, clients with long-term/complex support needs, including mental health needs, those without recourse to public funds and those subject to benefit 'ceilings'. Organisations also highlight the continued lack of supply of affordable, suitable accommodation in London. As well as poor standards of temporary accommodation. Funded organisations have increasingly had to draw on hardship funds to ensure individuals and families do not sleep rough.
- 3.16 St Mungo has seen rising costs across the five years (including deposits and rent) having an acute impact on their client-group. There has been a lack of holistic support on offer for prison leavers. Re-offending rates have been consistent for over a decade, and it is well documented that the likelihood of persistent offending

is exacerbated by intersecting support needs (especially with regards to substance misuse, mental ill-health, unemployment, and homelessness). St Mungo note that the rollout of Universal Credit at the beginning of the project presented ongoing barriers for their client group, with landlords refusing to accept rent paid in that form. Rising inflation and insecurity within the job market has had a pronounced impact on their client group, many of whom continue to struggle to cover their daily costs and maintain their physical or mental well-being. All of which has been exacerbated by changes across the voluntary sector network and in the Criminal Justice Services, where many services have closed or changed their remit as a result of the financial burden faced during the pandemic.

- 3.17 These challenges are echoed by the London Youth Gateway partnership. Each of the partners continues to report severe difficulties in enabling young people to access stable, long-term accommodation as a direct consequence of a chronic lack of appropriate and affordable housing options in London. Although the London Youth Gateway are working hard at operational, development and policy levels to help to improve provision, the external housing environment is such that 'structural barriers' to rehousing continue to persist.
- 3.18 All London Youth Gateway (LYG) partners report seeing high numbers of young people with undiagnosed and/or untreated mental health problems which require access to statutory specialist mental health support. Such services are however incredibly difficult to access for young people, including LGBTQ+ specific mental health provision. LYG partners support young people through the project's bespoke counselling offer, onwards referral and advocacy, however, partners continue to see that many young people stay unwell for too long because their mental health needs are not met quickly enough through statutory provision.
- 3.19 Homeless Link's PLUS Project has met the challenges of the rapidly changing legislative environment, especially with the introduction of Universal Credit and the Homelessness Reduction Act and with the Covid-19 pandemic in the latter part of the commission. Service delivery methods have had to respond to online provision, with the Pandemic also having detrimental impact on staffing. Staff recruitment has also been placed under considerable pressure. Training on health and wellbeing has been incredibly important to address issues of stress and anxiety.

- 3.20 The PLUS Project also faced challenges in engaging private landlords. This challenge was overcome, to some extent, by running specific events for landlords. Engaging with and making connections with organisations working exclusively with Black, Asian and Minority Ethnic communities has also presented challenges. Homeless Link has sought to explore connections between race and homelessness through their special initiatives research project *Reflections on Race: Peer Support for People of Colour/from the Global Majority, Working in London's Homelessness Sector* (the report will be available on the Homeless Link website shortly).
- 3.21 STADV has recognised the difficulties in delivering the DAHA accreditation training, with a relatively small and under resourced team. Housing providers need high levels of support and guidance to ensure that providers have the best response to issues of sexual and domestic violence. This requires time, expertise and good relationship management. STADV has met this challenge, while also conducting and completing a full and in-depth review of the accreditation framework in response to the wider environment which has seen changes in legislation and media focus.
- 3.22 More broadly, STADV are continuing to see issues around restructures and mergers across the housing sector. STADV has a full plan in place to manage mergers where the integrity of the accreditation might be threatened. STADV meet these challenges through negotiation and good forward planning.

### **Performance management**

- 3.23 All Priority 1 projects were rated Green at the end of the programme (see Table 2).

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

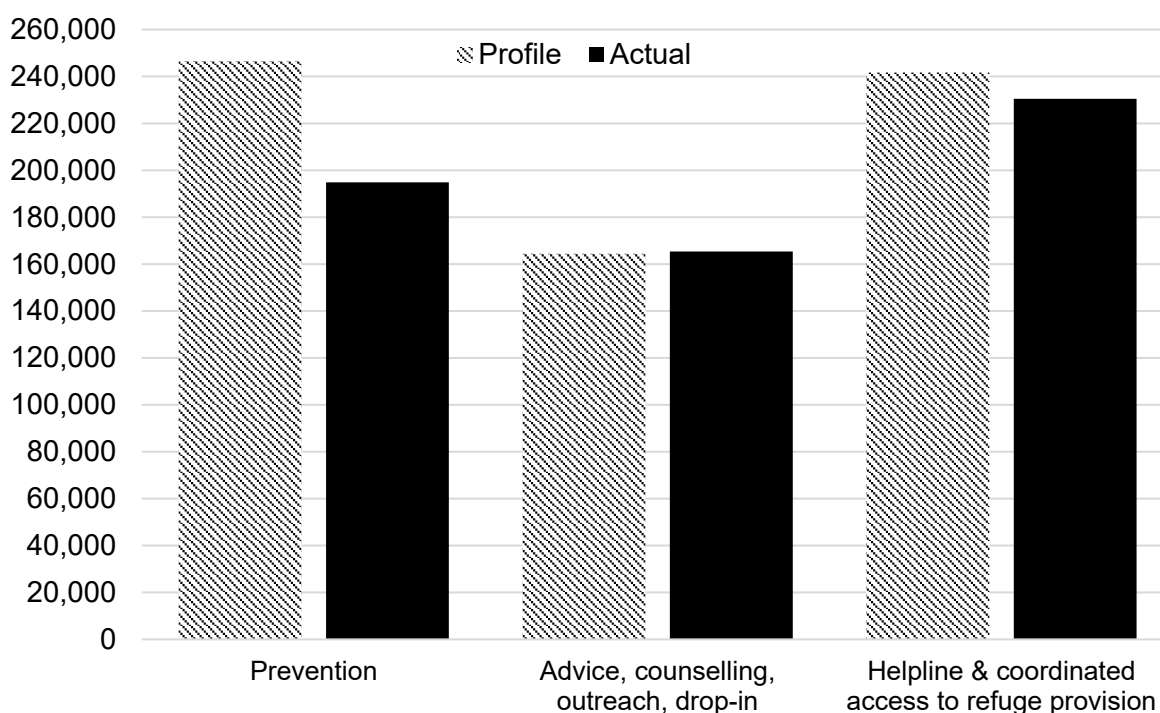
### **Delivery**

- 4.1 The Committee 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).
- 4.2 Over quarters one to 20, overall performance was 9 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 quarter 20. 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.
- 4.3 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 experienced unique challenges to its service delivery due to the Covid-19 pandemic which occurred in years four and five. 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 the successes and challenges section for Priority two projects (Section 5, Para 5.37 onward)

- 4.4 Asian Women's Resource Centre (AWRC) remained well above the 15 per cent delivery tolerance. AWRC reported that there continued to be an increased need for direct work with survivors on finding or retaining safe housing by making homelessness applications, applying non-molestation or occupation orders etc. Despite facing challenges in securing specialist and 'trauma informed' services support for survivors and those at risk of harmful practice, the partnership has worked extremely hard not only in delivery of support services to BME women experiencing harmful practices, but also in the creation of sector wide innovations in harmful practices interventions and partnership work.

**Figure 2:** Priority 2 Delivery against Profile Aggregate Outcomes by service area (2.1, 2.2, 2.3) 2017- 22 Q1 to Q20:



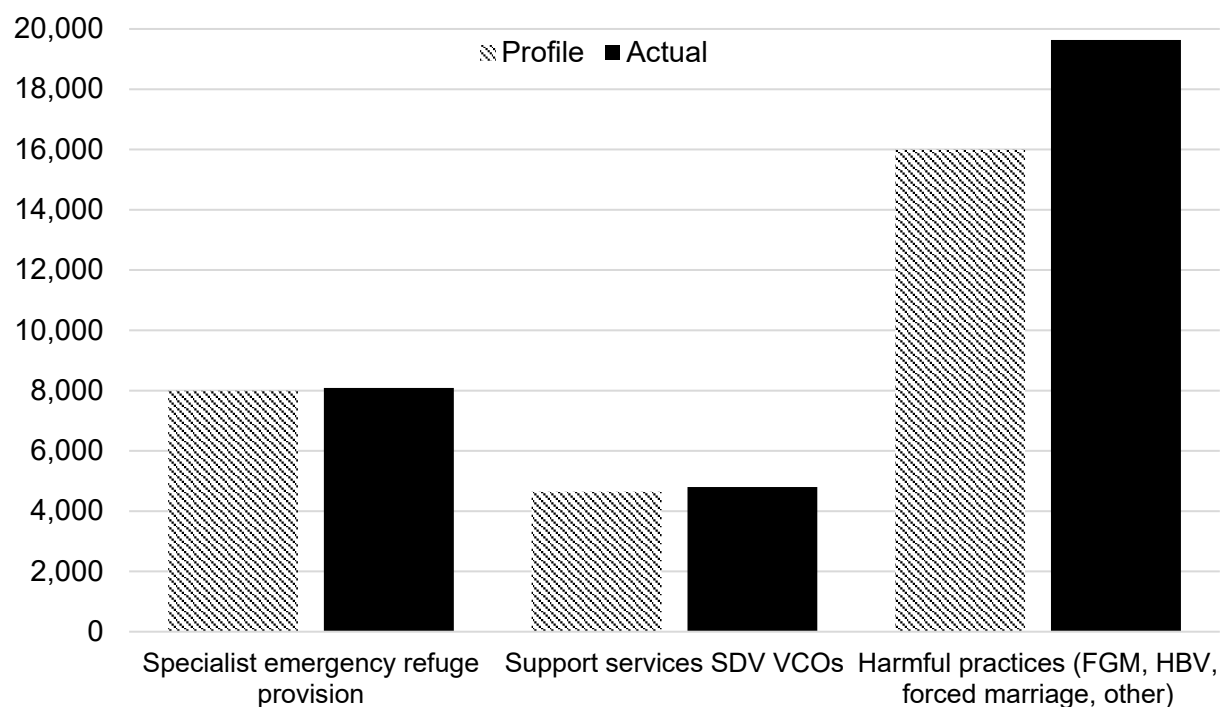
	2.1 Prevention <sup>5</sup>	2.2 Advice, counselling, outreach, drop- in	2.3 Helpline and coordinated access to refuge provision <sup>6</sup>
<b>Profile</b>	246,523	164,430	241,699
<b>Actual</b>	194,875	165,378	230,465
<b>Difference</b>	-51,648	948	-11,234
<b>Variance</b>	-21%	1%	-5%
<b>Annual Grants Value (£m)</b>	£0.27	£1.72	£0.31
<b>Number of Providers</b>	1	3	1

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

<sup>6</sup> Women's Aid Foundation (the only commission in this strand) records high numbers of callers where their borough of residence is unknown, or unreported. Due to the nature of the service, 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-Q20



	2.4 Specialist emergency refuge provision	2.5 Support services SDV VCOs	2.6 Harmful practices (FGM, HBV, forced marriage, other)
<b>Profile</b>	7,995	4,640	15,993
<b>Actual</b>	8,086	4,800	19,635
<b>Difference</b>	91	160	3,642
<b>Variance</b>	1%	3%	23%
<b>Annual Grants Value (£m)</b>	£0.84	£0.24	£0. 32
<b>Number of Providers</b>	1	1	1

4.5 Providers continue to support vulnerable and disadvantaged service users within the protected characteristics under the Equality Act 2010. By quarter 20<sup>7</sup>:

- 88.4 per cent were female
- 28.6 per cent were under 25
- 8.2 per cent were aged over 55
- 75 per cent were ethnic minorities<sup>8</sup>

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

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

- 13.5 per cent declared a disability (28.9 per cent excluding prefer not to say)
  - 3.9 per cent were LGBT<sup>9</sup> (13.4 per cent excluding prefer not to say)
  - 4,828 people had no recourse to public funds (3 per cent)
- 4.6 London Councils funded organisations to deliver services across London and implemented a monitoring process that incorporated an assessment of equalities. A report assessing the programmes performance with reference to the requirements of the Equality Act 2010 will be presented to Grants Committee in November 2022.

### **Policy and wider environment**

- 4.7 The Draft Victims' Bill was published for Pre-legislative Scrutiny on 25<sup>th</sup> May 2022 and will be scrutinised by the Justice Committee.
- 4.8 Key Provisions include:
- Putting the Victims' Code on Statutory Footing; creating a duty on the Secretary of State to issue a code of practice reflecting the principles specified in the Bill.
  - Creating a duty for Police and Crime Commissioners to review compliance of criminal justice agencies with the Code.
  - Creating a joint Statutory duty on PCCs, local authorities (in London, the GLA) and health bodies (Integrated Care Boards,) to collaborate when commissioning support for victims of domestic abuse, sexual violence and other serious violence.
  - Creating a standard Definition of Independent Sexual Violence Advocates (ISVAs) and Independent Domestic Violence Advocates (IDVAs)
- 4.9 London Councils is working with the borough leads for Community Safety and Violence Against Women and Girls to develop our lobbying position on the Victims' Bill. Key concerns include ensuring that community-based services for survivors of domestic abuse and sexual violence are adequately funded and ensuring that boroughs are recognised as key commissioners of services.

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

4.10 On 25th March 2022, the government announced a three-year funding package for Victim support services of at least £147million per year up to 2025, which included ringfenced funding for maintaining and expanding IDVA/ISVA services (£27m and £3.75m per annum respectively). Providers in London, including local authorities, submitted expressions of interest via MOPAC and are currently awaiting the Ministry of Justice's decision on funding allocations.

4.11 Duty 4 of the Domestic Abuse Act - MOPAC 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. MOPAC has completed the first round of bidding and [has announced](#) that £11.3 million of the £20.6 million allocated to London for 2022/23 has been awarded, with the rest to be awarded through future small commissioning rounds. The full list of commissioned services will be published once all contracts are finalised. Services commissioned include Refuge, IKWRO, Ashiana Network, Sister System and Nia.

4.12 The London Domestic Abuse Partnership Board has established four thematic Task and Finish Groups, all of which have now met for the first time. London Councils has representatives on each group. The groups are:

- Preventing Homelessness – looking at early forms of intervention to prevent homelessness
- Pathways – improving provision of information on available services to survivors and improving communication
- Data and Need – exploring improvements in the collection and use of data, to better understand gaps in provision
- Funding – exploring how better to align funding for safe accommodation services (Chaired by London Councils).

4.13 The Mayor published his [Violence Against Women and Girls Strategy](#) in June 2022. The Strategy sets out four priority areas:

- Preventing and reducing VAWG
- Supporting all victims and survivors
- Holding perpetrators to account

- Building trust and confidence (with the Metropolitan Police Service)

4.14 Commitments included in the VAWG strategy include closer working with public health and NHS leaders on preventing VAWG, working with partners to support the development of the VAWG workforce, and commissioning research to understand more about interventions that work for tackling VAWG perpetrators.

4.15 The Home Office published its Tackling Domestic Abuse Plan on 30<sup>th</sup> March 2022. The plan provides a comprehensive overview of recent and upcoming government activity to tackling Domestic Abuse. Priorities identified in the Plan include prevention and early intervention, the effective management of perpetrators and programmes to change perpetrator behaviour, and tackling systematic challenges, including co-operation between organisations. Insight and improved research into effective interventions are highlighted as government priorities. The London Councils Member Briefing summarising the Plan can be read [here](#).

## **5 Key highlights: Priority 2 Successes and Challenges at the end of Year Five of the 2017-22 Grants Programme**

### **Successes**

5.1 The VAWG Consortium Prevention Project, led by Tender Education and Arts reported a number of successes including:

- That the targeted element of the project allowed it to be inclusive and adaptable to the needs of each group.
- Relationships built with some schools continued after the project had finished, including inviting young people to attend other services.
- Being a member of a partnership enabled the exploration and development of new skills.

5.2 The Pan London Sexual and Domestic Violence Helplines and Data Collection Project, led by Women's Aid reported that as a result of the challenges of the Covid-19 Pandemic, all of the helplines dealt with an extraordinarily high demand for their services but continued to provide high level support to survivors of domestic and sexual violence.

- 5.3 The pandemic and resulting lockdown led partners to make technical advancements to improve the service and accessibility. Women and Girls' Network (WGN), for example, introduced Web Chat to provide online immediate support in London. And, the National Domestic Abuse Helpline (NDAH) transformed its website to inform survivors about their rights and options. It now supports women over the phone, on its live chat service, through webforms and its British Sign Language Interpreter service. New features also include a language selector enabling women to read vital information in Bengali, Polish and Spanish transitioning smoothly between languages.
- 5.4 Similarly, partners enhanced their procedures and system to address the changing needs of service users. For example, WGN provided training in response to the increase in survivors presenting with suicidal ideation since Covid-19 pandemic.
- 5.5 Success in the form of the partnership sharing skills and best practice was reported. The Rape Crisis partners delivered a skills sharing session to NDAH staff to inform their work in regard to working with survivors of sexual abuse. NDAH also found it very useful to work with WGN on volunteering best practice and managing repeat callers.
- 5.6 The Specialist Refuge Network led by Ashiana Network reported that it has received positive outcomes on all applications for settlement made to the Home Office and clients have been guided, where appropriate, on the right course of action when considering their options.
- 5.7 The partnership reported improved relationships/ links with stakeholders; the Ashiana Network and IKWRO, for example, stated that remote working/ technical advancement had countered geographical distance issues enabling improved relationships/ referrals from boroughs they traditionally found more difficult to engage. Solace reported that it has engaged with two housing associations and liaised with MACE, a housing cooperative, who have added Solace as one of their partnerships so they can apply for properties when they become available. Solace also established a new partnership with Hodge Jones & Allen resulting in service users getting legal support in a much quicker time frame. Solace's new

service level agreement with Barnsbury Housing Association (in LB. Islington) will give them a direct offer of 2-3 properties every year.

- 5.8 IKWRO advised that a BBC reporter, Athar Ahmed, interviewed two service users about their experiences of fleeing domestic violence and staff members about their experiences of taking Domestic Violence referrals during pandemic. The interview was broadcasted on 21/12/21 on BBC Asian Network.
- 5.9 The ASCENT Project led by Women's Resource Centre (WRC) report improved engagement with stakeholders. It notes that a number of borough officers and members of the Metropolitan Police were in attendance at its events. The increased engagement and outreach in many boroughs resulted in the provision of tailored support based on local need.
- 5.10 WRC's transition to remote working allowed the service to continue delivery throughout the pandemic. Many benefits of working in partnership have been recorded. For example, partners were able to support each other develop a new strategy and share learning and ideas. The partnership was able to successfully host deliverables online and responded swiftly to the changing landscape by developing several new courses to address emerging needs.
- 5.11 The Solace led Ascent Advice and Counselling partnership has been able to reach some of the most marginalised and vulnerable women in London, including migrant women, women with No Recourse to Public Funds (NRPF) and women experiencing sexual exploitation. The project has been able to achieve excellent outcomes for service users including supporting women to access refuge, temporary accommodation, and non-molestation orders. All services have consistently received very favourable feedback from service users.
- 5.12 Project partner, Rights of Women won the [LexisNexis Family Law Award](#) for the Community Interaction category in December 2021. This was awarded as a result of significant contribution to supporting women survivors in the community which included recognition of how Rights of Women 'went above and beyond' to continue delivering funded advice services during the pandemic.
- 5.13 Project partner, Latin American Women's Rights Service (LAWRS) was able to provide food vouchers for sexual and domestic abuse survivors with NRPF making a tremendous difference to their lives. The food vouchers meant that

survivors were not so dependent on their perpetrators and had *'food on their table without having to beg anyone'*.

- 5.14 The Ascent Advice and Counselling Project also had the added value of being able to attract additional funding from other sources. This included Ministry of Justice (MoJ) funding due to the track record of delivery through London Councils funding. Partners were able to secure Covid-19 emergency grants to better support service users during that time. A number of partners also noted that their involvement in this project has allowed them to expand their support for the communities they support as they had an evidence base of the demand.
- 5.15 During the 2017-22 programme, Galop as Lead Partner of the Domestic Abuse Project (DAP) has cemented its reputation as the primary LGBT+ domestic abuse service in London. The experience of the DAP has enabled partners to grow their domestic violence and abuse prevention services and enabled staff to develop professionally. For example, the DAP now has accredited Independent Domestic Violence Advisors (IDVAs) and are better able to work with high risk victims and receive referrals for high risk victims from Multi-Agency Risk Assessment Conferences (MARACs<sup>10</sup>) across London. Additionally, more key services and stakeholders are aware of the DAP as a specialist 'by and for' service, ranging from government and regional stakeholders to borough based and Violence Against Women and Girls/Domestic Violence and Abuse (VAWG/DVA) services.
- 5.16 The DAP has established a number of successful partnerships. For example, Galop and Stonewall Housing worked in partnership with the Outside Project (an LGBT+ winter shelter) and Hestia to obtain Mayor's Office for Policing and Crime (MOPAC) funding to provide some additional safe space/refuge accommodation that could be accessed by LGBT+ survivors. Galop also received a small amount of funding for the Ascent PLUS Project, which enabled the DAP to train and consult with VAWG partners.
- 5.17 As Lead Partner of the DAP, Galop were involved in a number of high-profile campaigns, such as the Home Office's You Are Not Alone campaign, as well as

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<sup>10</sup> A MARAC is a meeting where information is shared on the highest risk domestic abuse cases between representatives of local police, health, child protection, housing practitioners, Independent Domestic Violence Advisors (IDVAs), probation and other specialists from the statutory and voluntary sectors.

campaigns from Women's Aid, Hestia, and Metropolitan Police Service (MPS)/MOPAC. Similarly, during the 16 Days of Action to End VAWG, over the past four years, Galop has ran their own community campaigns and LGBT+ DVA conferences and online events to raise awareness of LGBT+ DVA.

- 5.18 SignHealth's Domestic Abuse Service (formerly known as DeafHope London) are incredibly proud that the project has been able to continue ongoing face to face support and delivering workshops to the Deaf community in London. During the ongoing covid-19 pandemic and resultant lockdown, it managed to adapt services to remote delivery immediately. The staff team has demonstrated much resilience and has adapted both the project's learning and working style.
- 5.19 The Ascent Ending Harmful Practices (EHP) partnership, led by Asian Women's Resource Centre (AWRC) has created significant impact on service delivery and influencing policy around equity and commissioning decisions that have sought to increase the availability, quality and cultural appropriateness of services for women and girls particularly impacted by harmful practices. The Ascent EHP partnership and report making small but important steps in reversing the longstanding inequalities faced by the Black and Minority Ethnic (BME) specialist sector and the women and girls from global majority communities who *"suffer exclusion from mainstream service provision; becoming 'invisible' to policy makers and commissioners in London and throughout the UK"*.
- 5.20 To support survivors' financial stability, strong partnerships have also been forged with national banks, to open bank accounts for women with NRPF or no fixed abode. This has enabled service users to receive benefits and subsistence directly and in a reasonable timeframe.
- 5.21 The EHP Project have been able to recruit and retain staff with specialist knowledge with the service being fully responsive and adaptive to support needs during the Pandemic. The project continued to deliver impactful outcomes - 80 percent of clients reported incidences of harmful practice/sexual and domestic abuse to the police after involvement from EHP staff. All clients with unstable immigration status that received support from the project to apply under the Destitute Domestic Violence Concession (DDVC) to the Home Office, received their Indefinite Leave to Remain (ILR) between two to four months.



## Challenges

- 5.22 Solace Ascent Advice and Counselling continued to face challenges in supporting women with NRPF who continue to have a lack of safe reporting mechanisms to the police which is limiting their ability to seek justice. In one of LAWRS<sup>11</sup> cases, a high risk and vulnerable survivor reported a case of stalking and harassment from her previous partner. When the police officers attended her house after the report, they quickly dismissed her case as a non-crime incident, and they called the Home Office in front of her 'saying that she should pack and be ready to leave (to be deported) at any moment'. A formal complaint was made to the Metropolitan Police.
- 5.23 Solace Ascent Advice and Counselling also reported difficulties in receiving timely response from housing departments to the enquiries made for survivors who were homeless due to domestic abuse. Solace has raised concerns about housing officers' '*encouraging*' survivors to stay in unsafe and/or unsuitable accommodations, due to the unavailability of accommodation. There is also concern that survivors with multiple children have been offered studio flats with extremely poor conditions and threatened with making themselves intentionally homeless if they refuse such accommodation.
- 5.24 The lack of refuge spaces remains increasingly challenging and housing support for women with mental health, complex needs, disabilities, and women who have more than two children; large amounts of time are required to locate limited accommodation.
- 5.25 IMECE have noted an increase in NRPF cases related to EECA/Turkish Businessperson Visa as known as Ankara Agreement. It has been very challenging to find immigration solicitor support for this type of visa due to the solicitors' lack of knowledge to provide legal support and how to process their relevant applications.
- 5.26 Many Priority two projects have found challenges in recruiting to advice projects as many skilled workers have been re-evaluating their wellbeing needs over the

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<sup>11</sup> Latin American Women's Right Service – a delivery partner in this service.

last year and a half, and no longer wish to engage with high pressure, high demand and trauma focused work.

- 5.27 Galop and DAP partners have also identified challenges in receiving help/contact with statutory services, such as housing, the Criminal Justice System (CJS) and social services, as these services were severely stretched due to Covid and the longer-term impact of austerity.
- 5.28 The DAP also noted that although recent legislation, in regard to Domestic Abuse, increasingly recognises the needs of LGBT+ victims/survivors, there still remains barriers to accessing some services, for example, safer accommodation for those fleeing domestic violence and abuse. The DAP note that the lack of safer accommodation may be hardest felt by trans+ women fleeing abuse. There is increased hostility towards trans+ people brought on by the proposed changes to the Gender Recognition Act as well as concerted campaigns to restrict women only services based on biological sex assigned at birth.
- 5.29 Meeting the requirements of service adaptation due to pandemic restrictions was also challenging. DAP partner Switchboard experienced some challenges with managing volunteer led services remotely. London Friend reported barriers, for example, the need for counselling rooms to be Covid compliant and the switch to remote services presented challenges to client/counsellor relationships. The Pandemic also saw increased numbers of vulnerable clients contacting DAP in crisis, with mental and physical health issues, financial hardship/homelessness and problematic use of substances.
- 5.30 SignHealth identified failures to provide appropriate services to Deaf clients as a significant challenge. The failure to provide interpreters is still a major barrier, particularly in court cases and police interviews. Child protection cases are continually delayed due to the failure of providing interpreters. The team still advocate regularly to ensure interpreters are booked. SignHealth often remind and empower their clients to ask interpreters for proof of their registration with their interpreting body NRCPD which is a yellow card for fully qualified interpreters and purple for trainees. SignHealth also ensure that where clients are not able to use interpreters effectively, relay interpreters are booked as additional support to ensure effective communication.

- 5.31 SignHealth's clients, due to their specialist needs and lack of access to services, also require lengthy casework support, which could extend beyond years, rather than six weeks to three months. Delays are typically caused by difficulties in access for Deaf people, including when attending courts and police not booking interpreters; in addition, not all digital platforms or phone calls work well for Deaf people or professionals. Access can be hindered by digital platforms that are not considerate to people who may have additional needs when accessing their software.
- 5.32 The AWRC Ascent EHP partnership has highlighted a number of service and wider challenges. Challenges are faced in attempting to contact and provide support for women still living with perpetrators. There have been challenges in trying to secure Legal Aid for property, civil divorce and tenancy transfer. Supporting single women with NRPF has been a particular challenge.
- 5.33 Waiting lists for counselling have also remained long, including accessing therapy support sessions for children who have witnessed or experienced abuse.
- 5.34 EHP partners have also raised challenges regarding the lack of safe police reporting mechanisms, as highlighted above. Also, the lack of trauma informed approaches from police officers when collecting victim's statement presents a real challenge.
- 5.35 As for interpreter services for Deaf survivors, there is also a lack of interpreters for victim who do not speak English and wish to report sexual and domestic violence crimes. This causes significant trauma to the victim, decreases their trust in the police and makes them even more vulnerable to the perpetrator. EHP partners have identified this as happening more often in cases where the perpetrator is English, and the survivor is Latin American with a language barrier.
- 5.36 EHP partners have also had to overcome challenges of setting up new systems to respond to London Councils monitoring requirements; and ensuring continued pan London borough engagement. Challenges have been faced in getting 'buy-in' and commitment from boroughs to refer women to the EHP support services. Despite several interactions with the Violence Against Women and Girls (VAWG) borough leads, safeguarding leads, social services officials, health professions (including GPs) the EHP partners have struggled to get any substantial numbers

of referrals from these sources. Partners have had to rely heavily on self-referrals directly from the women and some from refuges and other community organisations and the FGM specialist support clinics. EHP partners recognise that austerity, Brexit and Covid have also been impactful external factors that have continued to present challenges and strains also on statutory provision.

- 5.37 The VAWG Consortium Prevention Project, led by Tender Education and Arts report a number of challenges including the Covid 19 pandemic which had a devastating impact on the project because the partnership's core work is designed to be delivered via face-to-face activities in schools and youth settings. The core activities either ceased or were restricted as a result of the pandemic.
- 5.38 Once schools reopened following the lockdown, the partnership remained impacted as schools prioritised Maths and English rather than Relationships and Sex Education (RSE). The project moved to virtual delivery in response, however, this mode of delivery contributed to the 'Zoom fatigue' experienced by disengaged students and staff. Schools could not enforce attendance for online classes, which meant beneficiary numbers were low during virtual delivery.
- 5.39 Moreover, schools reduced mass gatherings and meetings. Assemblies, a significant portion of how the partnership achieves outcomes, did not exist for a large period of time. In some cases, the partnership revisited settings to ensure beneficiary numbers were as expected.
- 5.40 The requirement to self-isolate led to a significant further reduction in beneficiaries, project cancellations, postponements, and disruptions. In one incident, a staff training due to be attended by 90 members of staff was attended by only 6 people. The self-isolation rules also impacted freelance workshop leaders too, with facilitators having to give up important work in order to stay home and isolate.
- 5.41 The partnership also report that domestic violence services have been overwhelmed by an increase in demand during the pandemic. Women, men and children impacted by domestic violence have sought support in higher numbers than previously recorded and the onus has been on many of partners that make up the VAWG Consortium Prevention Project to provide support. The resource

available were stretched beyond what was ever expected, and this has had a knock-on effect on staff availability and turnover.

5.42 In addition to Covid-19, the VAWG Consortium Prevention Project report the following challenges:

- Staff turnover presented a range of issues that hindered progress. Induction and training impacted on time to develop materials and co-ordinate projects.
- Negotiating relationships with partners (each experiencing many staffing changes). At times there were communication breakdowns, challenges with data collection and conflicts in delivery-style.
- Booking in dates with schools was a challenge for some partners who report that some schools were initially very excited and enthusiastic, but then struggled to prioritise the project throughout the rest of the year. The capacity of schools has been a challenge which came to a head when the schools realised that project success relied on them taking students off timetable or booking staff time.
- The amount of work compared to funding was a challenge, and the administrative burden of co-ordinating and evaluating projects made it very difficult to complete alongside the rest of individual organisation output.

5.43 The Pan London Sexual and Domestic Violence Helplines and Data Collection Project, led by Women's Aid, reported that the Covid 19 pandemic both created and exacerbated issues. Partners report an increased demand for their services for which there has been no cessation. Women and Girls Network, for example, report there was a 40% increase in calls during the pandemic and that 2021-22 has seen a 22% increase in calls compared to pre pandemic year of 2019/20. Respect also report that demand for its service significantly increased through all streams of support and remains high to date. Refuge note that the combination of Government and others signposting to the National Domestic Abuse Helpline (NDAH) when many other services had reduced hours meant significantly increased demand and diversity of needs from callers. The NDAH also explain that there appears to be an increased reliance on its service from housing professionals following the Domestic Abuse Act (DA) implementation.

- 5.44 The partnership report that the increased demand for calls was matched with restricted staffing levels. RASASC explained that it experienced staff sickness and staff leaving as well as being unable to run its full staff training programme. Its staff complement has still not fully recovered. Similarly, Refuge advise that, initially, its large volunteer team (which supports its staff team) reduced because of issues such as volunteers being unable to create confidential spaces to work in from home, childcare responsibilities following the lockdown of schools and the availability of equipment etc.
- 5.45 The wider environment of austerity (2017-20) has also impacted the level of volunteers as less women are able to afford to volunteer in the daytime - due to needing to work full time or needing to take up paid employment. This has resulted in the model of delivery utilised by Women and Girls Network (WGN), which is based predominantly of volunteers, becoming unsustainable.
- 5.46 Refuge report that, in addition to an increase in the volume of calls, the complexity and length of calls increased as service users had fewer places to turn and more callers needed mental health support. It also advised that the number of safeguarding reports made by the Helpline increased. Similarly, WGN report an increase in calls from survivors with multiple, intersecting oppression and discrimination, which resulted in complex presentation and multifaceted layers of support needs. This included survivors who presented with high level of mental health support needs, as well as activated suicidal ideation.
- 5.47 It was also mentioned that the year on year increasing cost of running the service has not been matched with funding levels that are increasing at the same rate.
- 5.48 The ASCENT Project led by Women's Resource Centre (WRC) report that the biggest challenge was Covid 19 which caused a sudden disruption of service delivery and required that staff had to work from home.
- 5.49 Difficulties regarding getting people to sign up to training and attendance have also been a challenge for the partnership. Low sign ups and high dropout rates are commonplace when free training is offered within a sector that is overstretched. However, the issue intensified with the move to online training. With the partnership learning to expect a large number of dropouts/late cancellations and accepting higher numbers on to the training. Some partners

started introducing a nominal refundable booking fee and penalty in case of no shows in order to discourage non-committal sign ups.

- 5.50 The partnership report that collecting feedback forms for online training has been difficult which made it difficult to record outcomes.
- 5.51 London Councils reporting processes and requirements were thought to be onerous, especially given that the charities managing this commission are small. The high work pressure and staff disruption caused by Covid 19 made this worse.
- 5.52 The Specialist Refuge Network led by Ashiana report that asylum clients often have a lengthy waiting period before their claims are heard which can lead to increased frustration and anxiety.
- 5.53 The partnership has grappled with substantial Home Office delays in particular, delays to clients Biometric Residence Permits (BRP) and Application Registration Card (ARC) cards arriving. Clients are left without any form of ID because of this, especially where their passports have either expired or where they do not have any other form of ID.
- 5.54 Nia, a partner of the Specialist Refuge Network report multiple recruitment attempts before successfully appointing an Outreach & Inclusion worker. It also advises that Covid-19 was costly and required that resources were deployed ways that prioritised the safety of all; which impacted on the services and capacity to meet KPI's.
- 5.55 As with many other projects in priority two Solace, a partner of the Specialist Refuge Network, report that staff turnover did not go well this year. Its Head of Service left in June 2021 and the service manager had a period of long-term leave among several other staffing issues. Other priority two project reported staff wellbeing, burnout, illness and bereavement as a challenge for the partnership and the organisations they support. WRC reported an increase in requests for training on drug and alcohol use, mental ill-health, suicidal ideations and homelessness as the sector attempts to cope with a more challenging environment.

## Performance management

5.56 All Priority 2 projects were rated Green at the end of the programme (see Table 2).

## 6 Evaluation and feedback from funded partners

6.1 The impact of the 2017- 2022 programme is also illustrated below in a selection of findings from external evaluations and feedback from funded partners.

### 6.2 'They saved my life': Evaluation of Ascent Advice and Counselling (A&C) and Ascent Advice Plus Evaluation - Final report 2017-22

- Findings show the value and impact of the pan-London approach to supporting women and girls affected by VAWG. The specialist Ascent A&C partnership is hugely successful in supporting a diverse range of women and girls across the whole of London, irrespective of postcode.
- *The funding... it gives access to black and minority ethnic women, specialist support in particular, and it provides a medium to long-term casework that's required in the majority of cases... because of the intersectionality of the work that we do.*
- *I think it's a huge, huge difference. This is because before Ascent, it was just kind of different organisations in different parts of London. Ascent brings this support to whole pan-London and Greater London together; it will be easier for women to get the support. (**Partners feedback**)*
- *It feels valuable to be part of a group of organisations all pushing in the same direction and seeking the same end for our callers. It is a shame that we are not able to meet the demand, but the project is a valuable way of working together and ensuring women are supported in as many ways as possible (**Staff feedback**)*
- *It complements them by enabling more women who may not access mainstream services to be supported. It means that women are less likely to face the additional barriers they may have with mainstream services, e.g., language or cultural barriers. (**Stakeholder feedback**)*



### 6.3 **An Evaluation of DAHA Accreditation - Final Report October 2021**

- Housing providers reported a sense that their systems for effectively responding to domestic abuse had been enhanced by DAHA Accreditation, there was a greater sense that they knew what to do and that what they were doing was effective
- Risks to life, health and wellbeing can be reduced by DAHA Accreditation enabling someone to keep their home or to move quickly and safely to another settled home when that is necessary
- Many costs can be associated with domestic abuse for housing providers, including rent arrears (linked to economic abuse) and disruption and noise that can be misinterpreted as 'anti-social' or 'nuisance' behaviour. By putting proper monitoring, referral and services in place to understand where domestic abuse was occurring and respond more effectively to it, housing provider operating costs were reduced.

### 6.4 ***Feedback from partners and the Cross-Priority Group (London Councils facilitated)***

- *The biggest achievement was getting partners and stakeholders on board with regard to having a separate Youth Homelessness stream. We had to endeavour to make it clear how necessary a youth specific stream/support was needed and with the success of getting people on board and the support of London Councils, we have been able to help around thirty thousand young people (**New Horizon**)*
- *London Councils funding of the STAR Partnership has helped around 29,000 people. Once we started work with Praxis, their expertise on immigration was a significant help and we are now also working with non-formal partners, lots of community agencies, to the extent of co-locating in offices (Haringey, Ealing, Age Concern) (**Shelter**)*
- *We have seen a massive increase in organisations participating at our events and over the course of the programme have gone from two hundred and fifty to six hundred and fifty members. The pandemic forced everyone to adopt new ways of working which have increased the number of people engaging and these have been positive changes. (**Homeless Link**)*

- *The DAP was the first dedicated 'by and for' LGBT+ Domestic Abuse Partnership in London and the first advocacy service. The continued funding by London Councils has enabled Galop to build an evidence base and hopefully, a solid reputation for a dedicated service for LGBT+ survivors of DVA in London and we continue to support hundreds of Londoners every year who might otherwise not approach services for help and support.*
- *Whilst the increase in remote networking, meetings, campaigns etc. were helpful in raising the profile of our services/experiences of our survivors, the overall demand for information and consultancy from external partners increased significantly and put a lot of pressure on managers and other staff who were tasked with responding – particularly for Galop as Lead Partner. We were grateful to London Councils Team for their more measured support during this period, as we felt they understood the pressure services were under'. **(Galop)***
- *Solace has supported approximately thirty-six thousand women and girls and through their efforts have now embedded their advice service in many partner organisations who see the value of the services. They also received further funding from other partners, such as MOPAC/VAWG and the Ministry of Justice. **(Solace)***
- *It has been a struggle over the past five years but it has been brilliant, helping seven hundred organisations working with women and girls with free support. There has been a good increase in borough officers attending events. They feel they offer something valuable, acting as a net by offering support to help people stay afloat. **(Women's Resource Centre)***
- *This was not a strand when the programme first started and now we work with nine groups, bringing together specialisms, providing counselling and one to one support. Five years on we feel we have really embedded in local authorities by finding the right individuals within these organisations and building relationships. Although a small organisation, London Councils funding has allowed them to hone their skills along with being able to collate and analyse data.*
- *London Councils funding has helped secure other partners funding meaning even more people have been helped. **(Asian Women's Support Centre)***

- *Our work has seen the coming together of four specialist organisations and has had a significant impact working with a whole range of, and meeting, a variety of complex needs. London Councils funded a project for bed spaces for women with NRPF. It has been a huge benefit of funding to deliver specialist services in a co-ordinated way, specifically to those presenting with complex needs (Ashiana).*

## **7 Youth Homelessness Hub**

- 7.1 In March 2021, London Councils, and the Greater London Authority (GLA) agreed to co-fund a pilot project for emergency accommodation designed around the needs of young people (£300,000 per organisation). New Horizon Youth Centre and Depaul UK, working with Cardinal Hume Centre, were commissioned to run the pilot for a 12-month period. Depaul UK provided the accommodation and support at the hotel, New Horizon Youth Centre led on move-on and holistic support and the Cardinal Hume Centre provided immigration advice when needed.
- 7.2 The hub was open to any young person aged 18-24 years of age who was rough sleeping or at immediate risk of doing so. Young people accommodated at the hub had their own en-suite room, providing a Covid-compliant, safe and welcoming environment and where provide with three meals a day. The hub had two floors (16 beds) for young women and three floors (24 beds) for young men.
- 7.3 Twenty of the beds were allocated to the London Youth Gateway partnership with referrals coming through the voluntary sector and council housing option services. The other twenty beds were allocated to referrals from statutory-funded street outreach teams. Many young people were able to access beds the same night as being referred.
- 7.4 Young people were supported to move on into private rented properties, supported accommodation, local authority housing, accommodation projects run by New Horizon, and to return to their families (where appropriate).
- 7.5 By the end of April 2022, 185 young people had stayed as guests at Hotel 1824 with 132 of them having moved on positively. The Department for Levelling up Communities and Housing is considering a grant via the Rough Sleeping Initiative

and if successful this will ensure longer term - three year - security for the provision.

- 7.6 Attached at Appendix 5 is the final report for the project from New Horizon Youth Centre.

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

- 8.1 Project performance is measured using the programme-wide Red-Amber-Green (RAG) rating system. The RAG rating system forms part of the Commissioning Performance Management Framework agreed by members in February 2017<sup>12</sup>. The methodology for the system is set out in **Appendix 1** of this report. The rating system shows whether a project's performance is going up, going down or is steady across quarters.
- 8.2 The RAG ratings for quarter 20 (January to March 2022) are set out in the table below. The Committee will note that all projects in quarter 20, at the end of the programme, 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**.

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<sup>12</sup> Commissioning Performance Management Framework, Item 5, Grants Committee, meeting on 8 February 2017

**Table 2: RAG Results**

Service area	Organisation (lead)	Project	Partners	RAG Rating Q19	RAG Rating Q20
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 Q19	RAG Rating Q20
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's Rights Organisation, IMECE Women's Centre, Southall Black Sisters Trust, Women and Girls Network, FORWARD, Domestic Violence Intervention Project	Green	Green ↔

## 9 Value for Money

9.1 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)

9.2 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.

9.3 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) were released in early 2022, on satisfactory submission of returns relating to the period October to December 2021. The second payments are being made following receipt of a satisfactory final return after 31 March 2022, including an evaluation report and a report on any anticipated underspend.

9.4 Where there is underspend, the final payment has been 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 have reduced the final payment proportionally in line with the level of under-delivery. Lead partners were notified of these proposed steps in advance and officers informed the commissions at risk of the predicted reduction.

- 9.5 London Councils operated 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.
- 9.6 Most commissions have performed well against targets. Where issues with delivery arose, officers worked closely with the providers to ensure these were addressed and reported to committee throughout the programme. At the end of year three, the programme was particularly affected by the Covid 19 pandemic e.g., due to school closures, suspension of face-to-face delivery; the grants team worked with providers to find alternatives to enable delivery and the providers proved themselves to be extremely flexible and innovative.
- 9.7 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.
- 9.8 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.

## **10 Recommendations**

10.1 The Grants Committee is asked to note:

a) outcomes at priority level:

- i) Priority 1, combatting homelessness, overall is five per cent above profile for quarters one to 20
- ii) Priority 2, tackling sexual and domestic violence, overall is nine per cent below profile for quarters one to 20

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



- i) Priority 1, combatting homelessness – 107,739
- ii) Priority 2, tackling sexual and domestic violence – 623,239
- c) project level performance, using the Red, Amber, Green (RAG) performance management system (explained at Appendix 1):
  - i) all projects are rated Green
- d) A final update on the youth homelessness hub project (section 7)
- e) the update on closure arrangements for the end of the programme (paragraphs 9.3-9.4).
- f) the borough maps (Appendix 2)
- g) 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
- h) the annual borough reports (Appendix 4) (the annual delivery borough spreadsheet is available [here](#))
- i) the annual performance report provided by London Funders (Appendix 5)

The Grants Committee is asked to agree:

- k) that London Councils officers and Grants Committee Members share the London Funders Annual Report with relevant borough officers to ensure they are aware of the activities provided (boroughs pay a reduced subscription to London Funders via London Councils, which is considered in the November budget setting process)

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Appendix 1 RAG Rating Methodology

Appendix 2 Borough Maps

Appendix 3 Project Delivery Information and Contact Details

Appendix 4 Borough Delivery Information

Appendix 5 Hotel 1824 - final report

Appendix 6 London Funders Annual Report

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## **Financial Implications for London Councils**

Funding for commissions was agreed at the meeting of the Grants Committee in February 2017, within the budget envelope agreed at London Councils Leaders' Committee in November 2016. The London Councils Grants Committee considered proposals for expenditure in 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 4, 16 March 2022

*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.

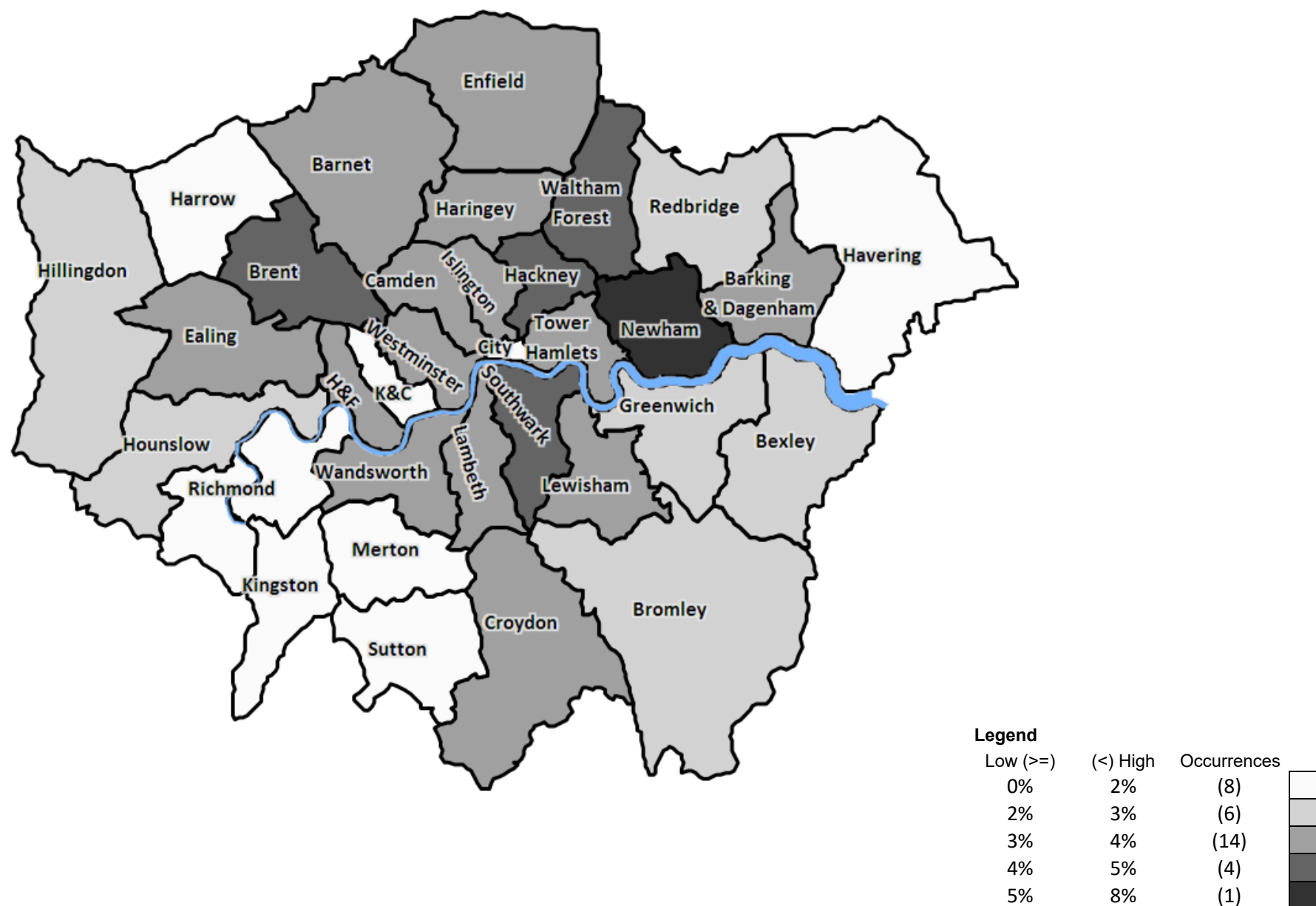
The requirement to meet at least 80 points to achieve a Green rating was agreed at the March 2018 Grants Committee, following a review by officers to ensure that the RAG rating system was appropriately highlighting performance issues.

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.

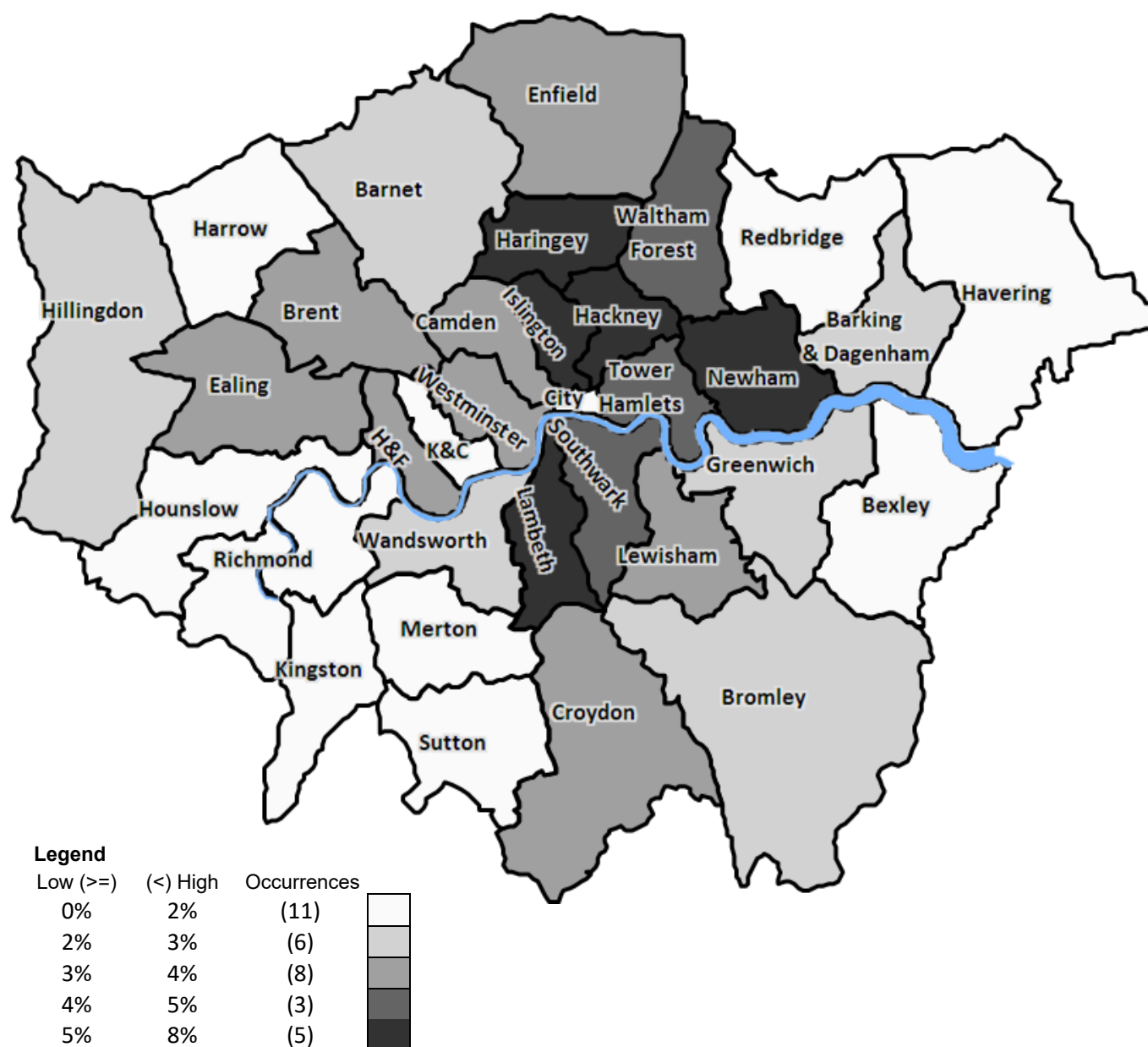
#### **Performance change indicators** (changes from one reporting quarter to the next)

↑	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

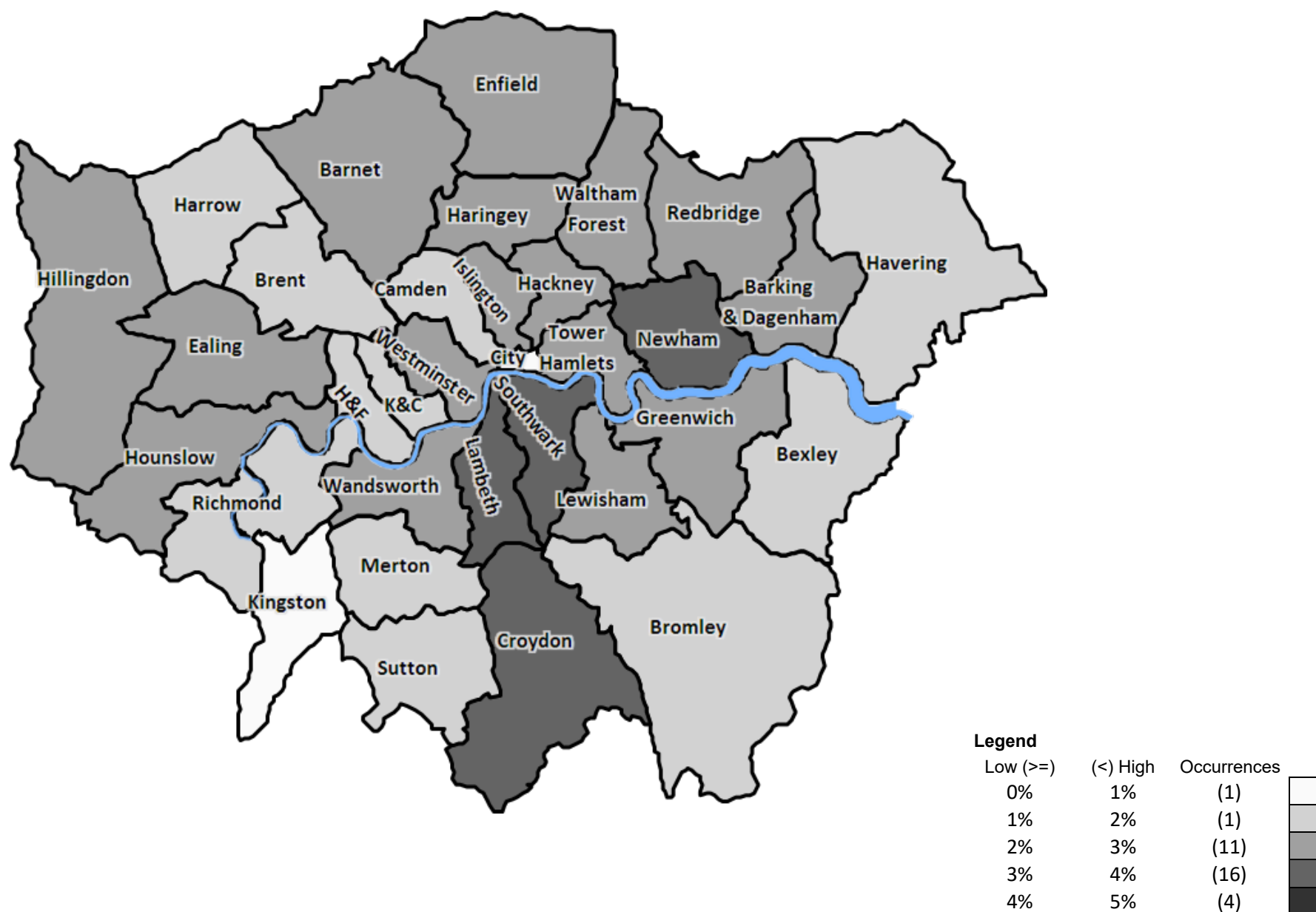


## Priority 1: Combatting Homelessness actual distribution to March 2022

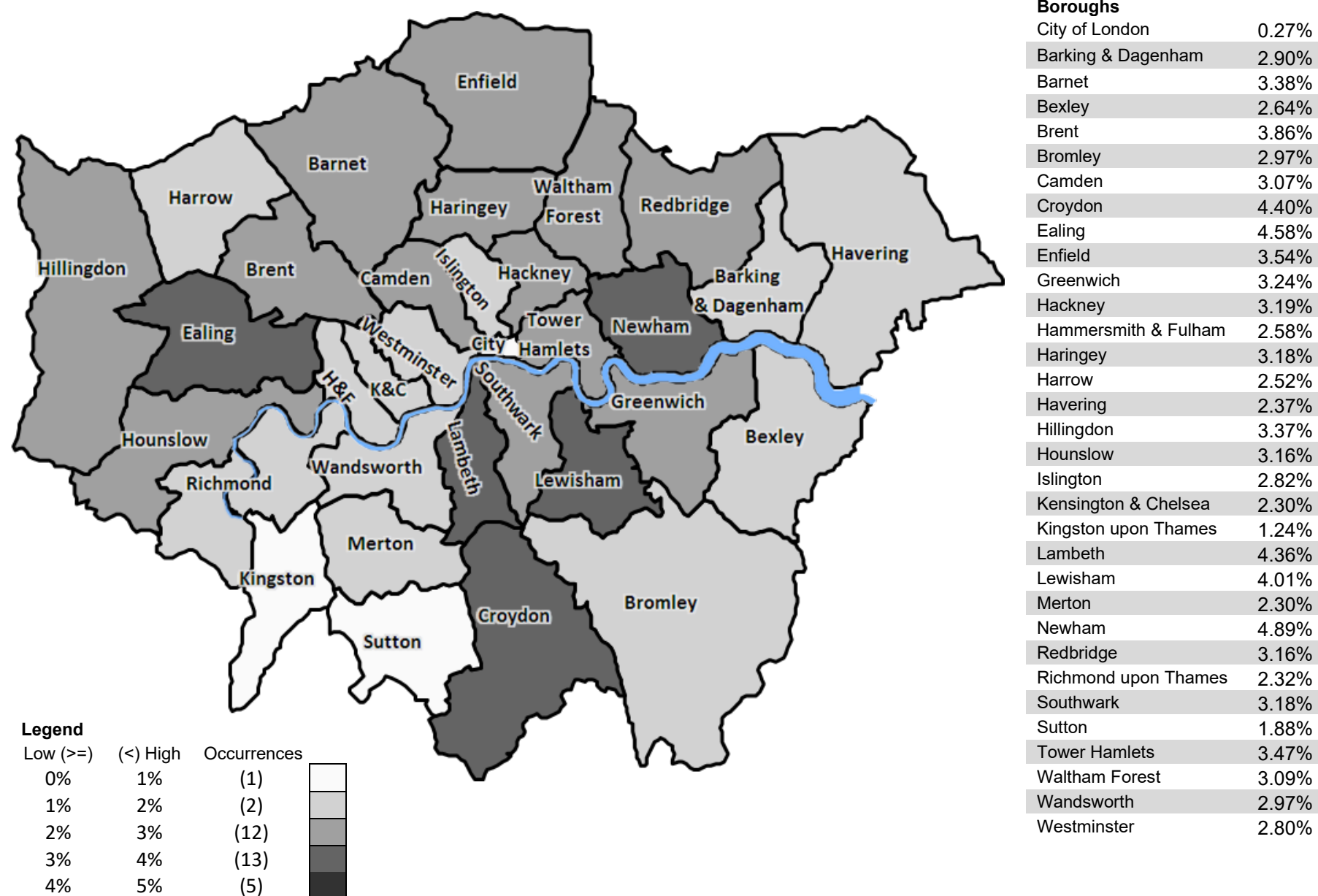
**Boroughs**

City of London	0.25%
Barking & Dagenham	2.69%
Barnet	2.85%
Bexley	1.36%
Brent	3.62%
Bromley	2.14%
Camden	3.84%
Croydon	3.43%
Ealing	3.31%
Enfield	3.19%
Greenwich	2.80%
Hackney	7.23%
Hammersmith & Fulham	3.41%
Haringey	5.05%
Harrow	1.20%
Havering	0.97%
Hillingdon	2.12%
Hounslow	1.77%
Islington	5.49%
Kensington & Chelsea	1.77%
Kingston upon Thames	0.92%
Lambeth	5.91%
Lewisham	3.76%
Merton	1.30%
Newham	6.88%
Redbridge	1.97%
Richmond upon Thames	0.72%
Southwark	4.80%
Sutton	0.68%
Tower Hamlets	4.05%
Waltham Forest	4.60%
Wandsworth	2.69%
Westminster	3.24%

## 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 March 2022



**See separately produced Appendix 3**



**See separately published Appendix 4**

# New Horizon Youth Centre



## Final Hotel 1824 report For the London Councils

May 2022



## Hotel 1824 youth homelessness hub – end of project report

Covid has changed everything, but a central truth remains in the capital. Far too many young people find themselves unhoused, unsupported and unsafe. Last year 13,000 young Londoners approached their council at risk of homelessness and over 1,000 under-25s slept rough in the capital. Worryingly many of these numbers are growing and may continue to grow.

Against this challenging backdrop, New Horizon Youth Centre has been reflecting on how we can best respond to these uncertain and rapidly evolving times. Central to our plans during, and as we emerge from the pandemic, has been Hotel 1824 – London's first and only dedicated hub for young people who finds themselves sleeping rough. As the project reaches the end of its pilot year, we can say without doubt that the project has been transformational for the 185 guests that have stayed there, so many of whom have regained their independence and only two of whom have ended up back on the streets.

Thank you for coming on the journey with us and for believing that our vision could be realised. We know that many challenges lie ahead but we are fortunate to have so many partners to face them with. The last 12 months have not only shown that the model can work, but also that seemingly complex solutions are possible when we all pull together. A year in and with the backing of the, London Councils, the Greater London Authority and private funders, we are now at a turning point with a chance to change the rough sleeping infrastructure of London for good.

### Project Summary

#### Recap of the model:

- The hub was open to any young person aged 18-24 years of age who was rough sleeping or at immediate risk of doing so.
- Young people accommodated at the hub had their own en-suite room, providing a Covid-compliant, safe and welcoming environment.
- Three meals a day were provided free of charge, including a hot evening meal with vegetarian, vegan, gluten free and halal options.
- The hub had two floors (16 beds) for young women and three floors (24 beds) for young men. All young people received a welcome pack on arrival.
- The hotel had support staff on-site 24 hours a day, seven days a week.
- Depaul provided the accommodation and support at the hotel, New Horizon led on move-on and holistic support, and Cardinal Hume Centre provided immigration advice when necessary.
- New Horizon provided advocacy with local authorities for young people who were owed a housing or leaving care duty and supported many to get replacement ID documents.
- Twenty of the beds were allocated to the London Youth Gateway partnership with referrals coming through the voluntary sector and council housing option services. The other twenty beds were allocated to referrals from statutory-funded street outreach teams. Many young people were able to access beds the same night as being referred.
- Young people were supported to move on into private rented properties, supported accommodation, Local Authority housing, accommodation projects run by New Horizon, and to return to their families.
- We have collaborated with several other local and pan-London agencies including local health and wellbeing services.
- Young people also accessed the wide suite of Lifeskills and Independent Living services offered by the project delivery partners.



### Winding down the project

In February 2022, the site owners, LHA contacted us to offer a short extension to the lease due to some delays to their own redevelopment plans for the site. We were very grateful to receive a further donation from the GLA to cover the cost of running the model for an additional six weeks. Once the extension was secured, our attention had to turn virtually immediately to winding down the project and ensuring all young people had sufficient time to develop appropriate and realistic move-on plans. All new referrals were stopped on 18<sup>th</sup> March ahead of the hub finally closing its doors on 22<sup>nd</sup> April.

By the end of April 2022, 185 young people had stayed as guests at Hotel 1824 with 132 of them having moved on positively.

The final quarter of the project continued to see high demand for the service up until referrals closed, with the greatest proportion of new referrals being received from partners across the London Youth Gateway. Unfortunately, the building maintenance issues reported throughout the year continued to impact the total number of rooms available and several had to be put out of use permanently before the project closed.

One of the achievements we are most proud of is that the project consistently reached groups of young people who are often excluded or heavily underrepresented in mainstream, adult homelessness provision. The demographics summary below highlights the success of our dedicated female bed spaces in engaging high numbers of young women, and the impact of our focus on creating an inclusive environment in ensuring young people who identify as LGBTQ+ were made to feel welcome and safe.

#### Demographics, March 2021 – April 2022

- On age distribution, 20-21 year olds made up the highest proportion of guests at 35%, followed by 22-23 year olds at 29%, 18-19 year olds at 26% and over 24s at 10%.
- 61% of guests were male, 35% were female and 2% were non-binary. 8 individual young people identified as being transgender or having a trans history.
- Young people who identified as from Black or Asian backgrounds made up the highest proportion of guests overall at 63%. 20% of young people identified as White.
- 73% of young people identified as heterosexual and 16% as LGBTQ+.
- 61% of young people were UK nationals and a further 16% were EU Nationals with either pre-settled or settled status.
- 25% disclosed having previous experience of the care system, although this figure is likely to be higher due to the disrupted nature of young people's housing histories.
- 19% of young people disclosed having an offending history.
- Young people accessing the project represented every London borough with the exception of the City of London. The highest numbers were from Camden, Lambeth and Wandsworth. A full breakdown is provided below.

## Housing histories

Borough	No. YP	Borough	No. YP	Borough	No. YP
Barking and Dagenham	3	Hammersmith and Fulham	8	Newham	6
Barnet	6	Haringey	1	Redbridge	1
Bexley	5	Harrow	2	Richmond	1
Brent	5	Havering	3	Southwark	5
Bromley	3	Hillingdon	3	Sutton	1
Camden	12	Hounslow	3	Tower Hamlets	9
City of London	0	Islington	4	Waltham Forest	7
Croydon	9	Kensington & Chelsea	1	Wandsworth	10
Ealing	5	Kingston Upon Thames	3	Westminster City Council	6
Enfield	6	Lambeth	13	Outside London	12
Greenwich	3	Lewisham	6	Outside UK	2
Hackney	4	Merton	3	Unknown	17

- 94% of the young people did not have anywhere stable to live when they first arrived at the hub. 44% had experienced rough sleeping and 22% were sofa surfing.
- 52% of young people had already approached their Local Authority about their living situation before accessing Hotel 1824, of whom only 32% were assessed under the Homelessness Reduction Act and only 5% received a personalised housing plan.
- The majority of young people accessing the project had been homeless for less than 3 months (55%) before moving in. The table below provides the breakdown for the full project.

Length of time homeless	% of Young People
Under 1 month	38%
1-3 months	17%
3-6 months	12%
6-12 months	4%
More than 12 months	17%
N/A	12%

## Move on

We are very proud of our final move-on outcomes for the project. Our Advice and Accommodation service teams worked particularly hard over the last 3 months to provide all young people with thorough and tailored assessments and offer a number of appropriate move-on options. They also ensured young people had the practical resources needed for independent living, working to secure funding for photo ID, register young people for benefits, and link young people in with primary health care services. This work all took place during a period of uncertainty on the future of the model and as the closure date for the current site drew ever closer.

A key challenge noted by the move-on team was around managing young people's expectations. A trend we have noted both at Hotel 1824 and within our broader New Horizon services is the anxiety

many feel around moving into shared accommodation due to previous negative experiences. Self-contained accommodation in London is of course, scarce and well out of financial reach for many. We also found it particularly difficult to match young people with more complex support needs with appropriate accommodation, particularly those with a history of mental health issues. An additional and growing challenge was securing accommodation for some European Nationals. For example, one young person who moved into the hub during the final quarter was yet to gain full EU settled status and therefore, not entitled to receive benefits or to access work. This made them ineligible for both supported and privately rented accommodation. There are currently long processing delays for EU settled status applications, leaving several young people in limbo and significantly increasing overall length of stay.

Looking back at the full year, we have seen the highest numbers of young people moving into supported accommodation such as YMCAs. We were able to develop a number of new referral partnerships at the end of 2021, including Lotus Sanctuary and Kickstart Homes, enabling many more young people to access accommodation that offered vital wraparound support. We continued to see young people who were already in employment accessing private rented accommodation, supported with this transition via our rent deposit scheme. Several young people returned to family and one young person was supported through a reconnection scheme to return to the Caribbean.

Of the 185 young people who stayed at Hotel 1824:

- 132 achieved a positive move on
  - 10 moved into short-term accommodation
  - 113 secured long-term accommodation
  - 9 returning to live with family
- 7 returned to staying with friends/sofa surfing
- 30 young people abandoned the project and 16 were asked to leave

Regarding the pace of move-on

- 16% moved on within 28 days
- 33% moved on within 56 days
- 24% moved on within 90 days
- 27% moved on in more than 90 days

Rates of abandonment and being asked to leave were fairly reasonable given the length of the project, the nature of the environment and the proportionately low number of new referrals that were declined. Situations where young people were asked to leave were primarily due to a lack of engagement with the team, declining move-on options, or challenging behaviour. A small number of young people were admitted to hospital for their mental health and it was not deemed safe for them to return. On abandonment, some young people decided the hotel environment was not for them, struggled with the location, or found alternative temporary arrangements with friends.

As previously reported, the rates of move-on were slower than the expectations we set before the project began. Rates slowed down particularly during the final quarter of the project, with many young people staying until the final week of opening whilst they waited for long-term options to come through. This was to avoid young people having to move into alternative emergency



accommodation as a stop-gap, which would have caused unnecessary stress given we would not be reopening their bed spaces to any new referrals.

We now have a much more accurate picture of young people's typical journeys through projects of this nature and are confident that if rolled out with a similar level of staffing capacity, an average stay of 8 weeks is more realistic. The pace of move-on was even slower during the final six weeks of the project as so many of the young people had newly moved in when referrals were reopened after a short pause.

### Safeguarding

Many of the safeguarding concerns shared in the last report continued into the final quarter of the project. Primarily, those resulting from gaps in mental health provision. Our new partnership with the Enabling Assessment Service, London (EASL) was invaluable, ensuring efficient mental health assessments for any young people who directly disclosed symptoms or existing diagnoses, and for those exhibiting concerning behaviour. Young people could then be quickly linked into specialist services and in some cases, provided with further evidence needed for their Local Authority to accept a housing or adult social care duty.

We had two particular individuals who were identified as having high risk around their mental health that could not be safely managed in the hotel environment. The team worked throughout the final quarter to advocate to their respective Local Authorities and try to secure engagement from other professionals. One required an urgent homelessness assessment and priority need referral due to the complexity of their mental health and their unwillingness to continue taking required medication. The other was a pregnant young woman, also with significant mental health problems and risk in the community from previous abusive relationships. The first young person has since been placed in temporary Local Authority accommodation and the other has been placed under a mental health section in order for vital treatment to be offered before the birth of their child. Examples such as these are more extreme, but certainly demonstrate the need for any ongoing model to be run alongside specialist mental health provision.

### Other delivery updates

During the final quarter of the project, we really stepped up delivery of lifeskills and independent living sessions at the hub. New Horizon's Youth Work team attended on a weekly basis to deliver sessions around physical health, sexual health, employability and money management. Young people were also able to participate in various trips and activities led by the team across London, including visits to the theatre and art galleries. A celebration event was held for International Women's day at the main New Horizon day centre, with young women from the hub attending to access mindfulness sessions, record interviews for a podcast, listen to inspirational talks from some of our corporate partners and access supplies of new clothing and toiletries. During the final few weeks of the project, young people who were observing Ramadan (and others who were interested) were invited to break their fast at group Iftar sessions hosted both in the community and day centre.

The sense of community and belonging that these various activities created should not be underestimated as a means of contributing to young people's positive experiences at Hotel and

their progression towards independent living. Given the constraints on physical space at the site in Hounslow, the team did a fantastic job to find creative ways to deliver sessions. We are hopeful that in the next phase of the project, we are able to secure a site that can offer greater communal spaces for delivering workshops, eating together and allowing for informal learning.

*I have actively participated in workshops which have enabled me to understand more things about myself, how to move forward in life, and how to keep informed. I now understand the importance of talking things through and not keeping things to myself. Understanding about loss is a good thing. I have met many people from different backgrounds that can understand where you are coming from. I feel more able to ask for help when I need to.*

*I have been helped by having an emergency accommodation place at Hotel 1824, and have now moved into a volunteer placement with included accommodation. NHYC also helped by being understanding and not being harsh as I was not feeling like I could do anything at the time I came to the organisation. I felt supported with help to find accommodation for the longer term.*

*I am volunteering at LHA as a kitchen porter, mainly because I am interested in, and need to learn how to cook much better. I have been applying for jobs and have been successful finding work – I have been offered a job as a barista in a well-known high street coffee shop on their shift leader programme.*

**– Ivo, young person**

## External Evaluation

The external evaluation of the project being conducted by Homeless Link is now almost complete. During the final quarter, the evaluation team held further interviews with street outreach teams, Local Authority representatives and wider London Youth Gateway partners. They also held a number of focus groups with young people at the hub. Thanks to further support from Progress Foundation, we were also able to commission an additional cost-benefit analysis study. The team held extensive interviews with and analysed data from six homelessness services in order to compare outcomes and impact to Hotel 1824. We will be meeting with Homeless Link on 18<sup>th</sup> May and look forward to sharing all final evaluation reports with you following this.

## Future plans

For the last four months we have been proactively searching for a new venue in which to host Hotel 1824. The current site, which was given to us as meanwhile use, being up for redevelopment from April 2022. This search has taken us across London, viewing ex care homes, newly developed supported accommodation, international student flats and hotels. Finding a site has proved to be especially challenging for a number of reasons. The pandemic easing has coincided with a war in Ukraine and growth in tourism and the hotels that are available are in high demand from Councils and the Home Office, pushing prices up on the limited options that are available.

Our search has led back and forth amongst a number of sites. Initially we were considering two adjoining hotels in Camden with capacity for 27 guests on a much-increased room charge of £37 per person per night and we have been modelling our costs and service on this basis. The Camden



site has felt like a downgrade to the current Hounslow hotel but benefited from an excellent location, with New Horizon's drop-in just a 10-minute walk away. While exploring this, it became apparent that the Hounslow site may become available for an extended period, with an additional one or even two-year lease possible. LHA Ltd who own the building have currently paused their redevelopment plans given rising costs and difficulty of sourcing materials. However when proposing the extension to the council, Hounslow Council were very clear that they no longer want to host. We do not believe this is a reflection of our service or impact on the borough, but rather the extraordinary external pressures they are under from an influx of refugees and asylum seekers in the area and the strain on their public purse. Hounslow now have the highest per capita population of refugees and are the first council to ever have refugees make up more than 1% of their population.

The picture is however fast moving and as of two weeks ago, another site in Islington is fast becoming a firm favourite. Originally run as a care home, the 28 bed site ticks many of the boxes in terms of location, set up and size. We believe we have now agreed a workable price and assuming we can operate under current planning terms, we should have the political backing to move to the area.

At present, the Department for Levelling up Communities and Housing are considering a grant via the Rough Sleeping Initiative and if successful this will ensure longer term –three year - security for the provision. As this will initially be passed on via a grant in year one and then through a formal commission thereafter (where other providers will also tender to lead the work), we will have to make medium terms plans before some much longer term ones, where the vision is still very much to find a permanent site. In headline terms, the model will stay largely unchanged. We will continue to host guests in their own private rooms, with ensuite bathrooms and three meals a day with support being provided by Depaul and New Horizon as before. We will just be better at working together, have further developed working practices and in turn be able to provide better support to any young person who finds themselves sleeping rough.

We look forward to updating you – and thanking you again – when we next meet.

#### Case Studies

*Maz originally came to the UK from Egypt as a minor, aged 14. He was placed in foster care, but ran away after a couple of weeks. He was found rough sleeping by an older man who went onto exploit him by making him do unpaid work in return for a space sleeping on the floors of work sites and food. Maz was then dumped back onto the street when the pandemic hit. He was eventually picked up by New Horizon's street outreach team and referred to Hotel 1824. Upon assessment, it was evident that Maz should be entitled to National Asylum Support Service (NASS) accommodation and had been a victim of Modern Slavery. Maz's level of English was very basic and he disclosed being unable to read or write in any language. Maz had no ID and had no recourse to public funds.*

*His New Horizon caseworker did a lot of joint working with the Red Cross to pick up with solicitors on Maz's pending immigration case. Maz engaged with the New Horizon Jobs, Education and Training team for ESOL support, was supported to register with a GP and access vaccinations, and referred to specialist counselling services for suspected PTSD. Maz was successfully accommodated with a host family via Refugees at Home on the same date as the hotel closing on 22<sup>nd</sup> April and is continuing to be supported by the Red Cross on his ongoing legal case.*

*JD lived in the UK between the ages of 5 and 15. They were then recalled by their parents and left for a period of a few years. Feeling isolated and lacking a sense of connection, they were keen to return as an adult and did so on an emergency travel document. They were able to self-fund short-term accommodation for a period, but their money soon ran out and with no real support network, no valid ID and no National Insurance Number, they became street homeless with no means to work. JD was found by Streetlink outreach service and referred to Hotel 1824.*

*Both Depaul and New Horizon supported JD to fund replacement ID, top-up their mobile phone in order to be able to engage with relevant agencies, and to register with a GP. JD was then referred to a vacant place at New Horizon's accommodation project – Youth Community Home. Now in settled accommodation, JD is building on their self-confidence and engaging with ongoing support towards securing employment.*



## London Funders Grant Report to London Councils – July 2022

### London Councils Grant April 2021 to March 2022

The London Councils Grants Committee pays £60,000 in subscriptions on behalf of all London boroughs. As well as providing a 50% saving to local government in London (compared to the cost of each individual borough arranging membership separately), the subscriptions pay for a range of services open to local authority members and staff.

Furthermore, having all 33 London local authorities and London Councils within the membership of London Funders enables us to leverage additional funding to undertake pan-London initiatives. In 2020-21 this included the final grants of the covid-19 London Community Response funding programmes (totally £57.7m of grants to groups across every London borough), and £5.5m through London's Giving schemes (harnessing the power of cross-sector collaboration at a borough level).

### About London Funders

We bring funders together from across the public, private and philanthropic sectors to build a better London by taking action on what matters to our city and our communities.

London Funders is the only cross-sector membership network for funders and investors in London's civil society. With 174 members London Funders is unique in bringing together public sector funders and commissioners, with independent trusts and foundations, social and corporate Investors, Lottery funders and others. Since April 2021 we have had seven new members join us: Barnardo's Foundation, Smallwood Trust, Lightbulb Trust, The Albert Hunt Trust, AB Charitable Trust, The National Lottery Heritage Fund and Lewisham Local.

Our organisational aims are, that:

- We **convene**, creating the space for productive conversations and collaborations. Our aim is to use the space we create for cross-sector dialogue as a vehicle for: sharing information, approaches and ideas; developing a shared understanding of need; collaboration; and trust-building.
- We **connect**, bringing people and organisations together with the ideas and tools they need to be effective. Our aim is to develop and showcase practical ways for doing things differently and in such a way as to strengthen civil society and create a better London.
- We **contribute**, shaping policies that affect Londoners through our informed voice. Our aim is to play a constructive role in policy development and to ensure that the combined intelligence, experience and views of our members are represented to strengthen civil society in London.

- We **cooperate**, enabling funders to commit to working together to tackle the issues facing London. Our aim is to strengthen practice, increase the impact of assets and resources through aligning these effectively across funders, and create the mechanisms that enable collaboration to work.

We do all this whilst aiming to be an exemplar organisation ourselves – with a focus on ensuring our own ways of working are effective and efficient, and that we celebrate the diversity of the funding community and of the city we love in all that we do. London Funders has tangible examples of how we have convened (through our wide-ranging events programme), connected (bringing together funders with equity partners to ensure fairness in fund distribution), contributed (sharing best practice with the funding sector and beyond), and cooperated (through funder collaborations) with colleagues.

### The last year at a glance

Here are some of the headline achievements from London Funders over the last year:

- [174 member organisations](#) from across public, independent, housing and corporate sectors coming together through London Funders to look at the most effective use of funding in the capital.
- 118 events held on topics varying from refugee response to how funders can support communities through and beyond covid-19
- Three curated meetings exclusively for local authority colleagues working in grants and commissioning to share, discuss and collaborate together
- 50+ policy briefings covering latest government legislation, important data sets and London specific news to inform the more strategic and effective use of funding for communities
- Work with colleagues across the breadth of our membership to shape our new strategy for 2022 onwards, to ensure we remain responsive to the needs of funders from across sectors
- Holding our first [Festival of Learning](#) – focusing on five key themes of collaboration, community, equity, leadership and process – we hosted over 40 sessions with over 900 attendees to share their learning from the pandemic, including Councillors reflecting on the leadership challenges of the pandemic. (We're hosting another Festival this year, exclusively for members, more on this later...)
- We produced [four Learning Reports](#) from the London Community Response (our collaborative cross-sector funding programme responding to the covid-19 pandemic). These reports looked at [equity-centred grantmaking](#), [scenarios for London's communities in 2023](#), [improving the process of funder collaboration](#), and [how civil society delivered differently](#).
- [Our Strategy for Funding Immigration Advice in London](#) brought together evidence of the need for further investment in immigration advice, the opportunities and priorities for funders, and what good funder practice looks like in this area.
- In our second [Camference](#) we hosted three online panel sessions, and relaunched our network group meetings in person. Speakers covered collaboration, participation and recovery as we looked forward to how we can come together and what we need to build back better. Over 100 London Funders members attended each session, and the Camference was well-received by [sector press](#).

- Following the crisis in Afghanistan we convened funders to share intelligence and explore collaborative responses to support our communities (our learnings can be found [here](#)). During this time, we also developed a [Refugee Resource Hub](#) for funders on our website. We also supported the GLA and London Community Foundation to develop and launch the [London Refugee Response](#) appeal.
- We published our report on '[What's Next for Place-Based Funding in London?](#)' showcasing many examples from the London Funders membership of cutting-edge approaches to place-based change at local authority level.
- And last month we launched our own interactive [Data Dashboard](#) in partnership with DataKindUK to show you where the 3,000+ grants worth over £57m from the London Community Response went, what the ask was from communities and who the grants went to.

### Summary of Outputs

Activity	Total	Boroughs	Individuals
Events – Networks, Funder Forums & Roundtables  Secretariat to Borough Grants Officer Forum	<ul style="list-style-type: none"> <li>• 118 events overall. Including: Festival of Learning, Funder Forums, Roundtables and Camference 2.0</li> <li>• 3 Borough Grants Officers Forum Meetings (fortnightly from April to May then moved back to regular schedule)</li> </ul>	All London boroughs + London Councils	61 borough attendees
Meetings – Bespoke support for London Councils and borough members*	<ul style="list-style-type: none"> <li>• 3 Camden Funders Meetings (chaired by London Funders, secretariat provided by Camden Council)</li> <li>• 2 Lambeth Funder Forums (chaired by London Funders, secretariat provided by Lambeth Council)</li> <li>• 3 Southwark Funder Forums (London Funders took over Chairing and secretariat of this in November 2021)</li> <li>• 4 Tower Hamlets Funder Forums (Set up Spring 2021 and chaired by London funders)</li> <li>• 2 Newham Funder Forums (Set up autumn 2021 and chaired by London funders)</li> </ul>	9 & London Councils	32 borough attendees

	<ul style="list-style-type: none"> <li>• 1 Hackney Funder Forum (First meeting chaired by London Funders)</li> <li>• 1 Hounslow Funder Forum and a cold spot workshop (chaired by London Funders)</li> <li>• 3 RBK&amp;C Funder Forums (chaired by London Funders)</li> <li>• Funding London's Civil Society: what have we learnt, and what's next?</li> <li>• Immigration Advice Strategy: Launch</li> <li>• 6 meetings on funding support for London's Afghan community and refugees</li> <li>• We hosted a learning session with Southwark and Lambeth funders around racial equity, highlighting approaches taken by Black Thrive and Guys and St Thomas' Charity to supporting community-led funding among black and minoritised ethnic groups within the boroughs</li> </ul>		
Email briefings	<ul style="list-style-type: none"> <li>• 55 newsletters</li> <li>• 3 London's Giving newsletters to promote the benefits of borough-based giving.</li> </ul>	33 & London Councils	600+
Publications	<ul style="list-style-type: none"> <li>• Meeting notes, research pieces, policy submissions and blogs</li> </ul>	33 & London Councils	600+

### London Funders – key links to the boroughs

Borough involvement in London Funders:

- 31 Boroughs participated in one or more of London Funders' Networks, Funder Forums or Roundtables during the year;
- 212 individuals from local authorities participated in one or more London Funders Networks, Funder Forums or Roundtables during the year;
- Over 600 borough Members and Officers receive our weekly email;
- A co-opted Officer from London Councils and Officers from four boroughs (Hounslow, Islington, Redbridge and Southwark) were members of the Board of London Funders during the year.



And London Funders' involvement with boroughs:

- During the pandemic and through recovery we have sat on several London wide boards with representatives from London Councils and boroughs, including: the London Recovery Board and mission groups, Borough Food Groups fortnightly calls, Funders Community and Voluntary Sector Group weekly calls, London's Communities Strategy Group Meetings, Homelessness and DA Cross Priority monthly meetings.
- Borough and location-specific recovery conversations e.g. Hounslow Culture Recovery Taskforce and the East London Recovery Board.
- Key stakeholder in the Violence Reduction Unit Advisory Board.

*NB A borough by borough list of engagement is attached as an appendix.*

### **Purpose of the Grant**

The London Councils grant provides Borough members and staff with access to the following activities and services.

#### ***Annual programme of events for all local authority members and officers***

We have convened, hosted and run 118 events in 2021-22. These range from specific programme of events such as our work on violence affecting young people, our first ever Festival of Learning, and our second annual conference – 'The Camference' – which combined were attended by over 1,000+ colleagues from across the London Funders membership.

Our events provide a space for members to be briefed on significant issues facing the capital, and to contribute to long-term thinking on the sustainability of civil society in London. Meetings in 2020-21 have covered:

#### **Increasing cross-sector working to better resource the sector**

- 1 London Funders Camference – a two week event looking at the 'collaboration, power & recovery and bringing back our networking groups from Healthy London to Violence Affecting Young People
- 8 London's Giving Development Leads meetings, with representatives from 15 schemes across London looking at strengthening place-based giving in boroughs
- 1 London's Giving place based giving networking day to support the governance of place-based giving schemes, in addition to masterclass series for place based giving schemes to support their development
- 8 Local funder forums, with initial discussions underway with two more boroughs to establish forums, where funders can focus attention on increasing the impact of their investments in place
- 4 London Funders board meetings to look at the strategic development of funding in London

- Multiple meetings and learning events to begin planning a long-term collaborative initiative to build on the London Community Response to better channel funding to groups across London.

#### Regular Networks and Forums

- 1 Advice Funders Network on the broader theme of recovery
- 1 Children and Young People network meeting focused on enabling and empowering youth voice. and what is needed to empower young people to engage with the democratic process.
- 2 Housing & Homelessness Network meeting on current issues in funding this sector
- 1 Research and Evaluation Network on funders reporting of Equity, Diversity & Inclusion (EDI) data
- 3 Borough Grants Officers Forums to share intelligence and ideas between boroughs.

#### Specialist services to meet the needs of London's diverse communities

- 6 meetings and 1 roundtable on the Afghan crisis response
- 3 one-off events on topics including the cost of living crisis, climate and healthy London

#### Ensuring London is a resilient city

- 2 masterclasses for schemes in the London's Giving network about how to develop stronger communications about place-based giving and their role within the community
- Participation in workshops on the development of longer-term community resilience infrastructure for London, supported by funders alongside public bodies and the voluntary/community sector

#### ***Reports, research and publications***

We have published:

- 50+ 'Funder Fives' – our weekly email to members filled with policy updates, intelligence and data analysis to help inform their funding decisions. Occasionally these were sent more than weekly to reflect the immediacy of pandemic-related news.
- 52 meeting reports, submissions, research pieces and blogs including:
  - A strategy for funding immigration advice in London
  - Reflecting on our Festival of Learning - a booklet bringing together all the learning from a one-week virtual festival with members
  - 4 learning reports from the London Community Response, focused on learning from taking an equity-centred approach, recommendations for improving processes behind funder collaboration, how civil society delivered differently during the pandemic and scenarios for London



- 13 blogs from funders and key voices in the sector contributing to our 'Reports Reloaded' series looking back at London Funders' archive of publications and examining what remains relevant
- 7 learning blogs capturing key lessons from the London Funders team and our members on everything from making funding more equitable to lessons from coordinating a funder response for Afghan refugees
- What next for place-based funding in London – we commissioned Renaisi to examine the role of place-based funding in the capital
- 4 learning blogs published during our Festival of Learning from different stakeholders including Southwark Council and Barking & Dagenham Giving on what they've learnt on community participation and supporting Black and ethnic minority groups

### ***Secretariat to the Borough Grants Officers Forum***

We provide the secretariat to the group that brings together the officers from all boroughs and London Councils which has met three times during the year. These meetings are open to all 33 of London's local authorities and regularly attract over half of London boroughs, with a spread of representatives from both inner and outer London. In addition to servicing the actual meetings, preparing the agenda and papers, London Funders also maintains the database of Borough Grants Officers, and works between meetings in supporting boroughs with information, sharing innovation, good practice and connecting borough officers with colleagues in different authorities who are working on similar issues and challenges.

When the first lockdown began in March 2020 we moved to virtual meetings with Borough Grants Officers, we have stayed online since as borough colleagues found it easier to attend on a more consistent basis. As well as providing a space for boroughs to discuss how they are engaging with the local voluntary sector, these meetings provide staff with the opportunity to share resources, wider strategic thinking and to identify opportunities for collaboration.

We know that boroughs are data-driven, and how important it is that decision making in local authorities is evidence-based. To support our local authorities to know 'what' and 'where' our members from across all sectors fund, we publish an annual member audit. The audit identifies themes of funding and boroughs supported by our members, and our ambition is through sharing this data, collaborations will happen organically. This year we have used the data collected from the London Community Response to share with boroughs where the 'hot and cold' spots are in the city. We also commissioned an [interactive data dashboard](#) so boroughs are able to look closer at the landscape of funding in their local area.

### **Key outputs in 2021-22**

#### ***London Community Response***

Launched four days after the start of lockdown one in 2020, the London Community Response grew through to 2021-22 to bring in 67 funders who delivered £57.7m of funding to over 3,000 community groups in every part of London.

The final wave of funding, which was delivered in the 2021-22 year, saw one year grants linked to the London Recovery Board missions being made available, to support civil society groups across every borough in London to re-launch services, refine their approaches based on what worked during the pandemic, and begin to develop the strategies and plans that will ensure their longer-term recovery and resilience through and beyond covid-19.

During the year the work we did with local authorities and funders across London was recognised through being shortlisted for the Third Sector Awards, winning at the Charity Awards, and being selected by Charity Times magazine as one of the 20 “Pandemic Pioneer” initiatives that achieved the greatest impact.

To ensure this work acts as a catalyst for longer-term strengthening of our collective work to support London’s civil society, we commissioned independent learning reports (referenced earlier in this report), and also published open data dashboards (also linked to earlier) which enable an analysis of the funding distribution by borough, by sub-region of London, by theme, by size of grant, with further functionality to compare similar areas and issues where this would be helpful to funders and commissioners.

We are building from this work in our plans for 2022-23, where we are aiming to build a longer-term collaborative funding vehicle for London that enables funders from across sectors to share intelligence, ideas and investments into civil society over a longer time period, so that London’s recovery and renewal over the decade ahead can be strengthened and sustained, and so that we can collectively tackle some of the more challenging issues our communities face.

### ***Open and trusting grantmakers***

Building on the success of the “We Stand With The Sector” statement we launched during the pandemic, where over 400 funders (including many of London’s local authorities and London Councils) committed to offer greater flexibility through covid-19, we co-commissioned IVAR (the Institute of Voluntary Action Research) to look at how the learning from these pledges could translate into longer-term grantmaking reform to ensure funding better serves the needs of communities.

This has led to the “open and trusting” grantmakers movement, which now has over 100 funders working to strengthen their work through more flexible approaches, driven by feedback from the voluntary and community sector groups we engaged with in London who wanted greater access to unrestricted/core funding, greater dialogue and engagement through the process of obtaining and managing funding, and greater transparency about how funding programmes were being designed and delivered. We have worked to engage our members in this initiative, including through delivering updates on the work through the Borough Grants Officers Forum, and will continue to do so as the movement grows.

### ***Emergency Planning and Preparedness***

We have been involved since the beginning of the pandemic in the resilience, response and recovery structures put in place to support cross-sector working across London. This has

included through the Strategic Coordinating Group, the Civil Society workstream, and the London Recovery Board. We have been able to share data and analysis of needs emerging in communities in real time through these networks, and also gather intelligence about the public sector response so that the funding sector through the London Community Response can best target resources to maximise impact. On a practical level this enabled urgent funding to support food projects at the start of the pandemic, and has enabled more recent funding to be linked to the ambitions of the recovery missions set by the GLA and London Councils, so that civil society is actively engaged alongside other sectors in both emergency response and recovery work.

We've also been using our experiences as the holding organisation for the London Emergencies Trust (which distributed funding following the Grenfell Tower Fire, and the London Bridge, Westminster and Finsbury Park attacks) to inform national developments with the Charity Commission and others over the past year, including working closely with the new National Emergencies Trust (NET). Furthermore, NET funds have flowed through to London's civil society through the London Community Response programme we have coordinated, to ensure individual giving was aligned with institutional support. London Funders has taken a leadership role to influence that the sector's funding and fundraising initiatives are 'joined up', so that both charities and funders were able to use resources quickly and effectively.

Looking ahead, we have taken part in resilience reviews conducted through groups convened by Kim Smith (LB Hammersmith & Fulham) and John Barradell (City of London), and are continuing to engage with work underway alongside London Plus and the London Emergencies Partnership to ensure that funders play their part in supporting work that promotes the long-term resilience of London's communities so that our city can respond effectively when challenged, and recover longer-term.

### ***London's Giving***

London's Giving is a project of London Funders, inspired by the work of Islington Giving and funded by the City Bridge Trust, established in 2014 to provide practical support to borough-based place based giving schemes ("PBGS"). There are now 15 active borough schemes in London, and several in development. In 2020/21, schemes collectively distributed £7.9m to nearly 900 local groups in their communities. In addition, they brokered volunteering and in-kind support totaling over £425k.

Place based giving is more than grant making: it is also about leveraging the many other assets within a local place and working collaboratively on the best way to use these. It is about being a platform for local voice and working inclusively to find solutions for local issues. This might be through brokering volunteering between local businesses and grass roots groups; providing capacity building support to local charities; or bringing stakeholders together to improve local knowledge about what communities need. We are seeing a shift within the PBGS movement towards more participatory ways of working, with organisations involving local residents in deciding how money should be spent, as well as in the design of funding and wider strategic programmes. Barking and Dagenham Giving and Camden Giving are two examples of schemes working in this way.

We have supported the growth and development of schemes this year, including in outer London boroughs which historically have had less activity. Of particular note is the launch of a new strategic development fund from City Bridge Trust which will bring up to £5m additional investment into the place based giving movement in London. In addition, we have launched regular toolkits and resources, a newsletter, and publications. We have led specific programmes of support around corporate engagement, and launched a new action learning set to support senior staff develop their strategic thinking for the future.

Representatives from London's local authorities continue to be strong advocates for place based giving, and in many boroughs the relationships between the PBGS and councils have become stronger. We are linking the work of London's Giving across to our other work with local funders via our borough Funder Networks. We've also focussed on developing and sharing learning about the strategic partnerships formed between PBGS and councils as part of our learning programme

### ***Supporting Infrastructure***

London Funders has taken an active role in supporting London's civil society infrastructure building on The Way Ahead project we initiated – a cross sector collaboration on civil society support which proposed a system that puts London's communities at the heart of the way we all work.

One of the key legacies from the Way Ahead project, [the Cornerstone Fund](#) is a pooled and aligned fund led by City Bridge Trust with National Lottery Community Fund, Trust for London, John Lyon's Charity and the GLA. London Councils and London Funders support the collaboration on decision making as advisors, and participate in a learning partnership delivered by Collaborate. Following a successful first round of funding, a second tranche of funds was co-designed through a series of workshops with current and new funders and grantees, and launched in February 2021. The focus is on supporting civil society infrastructure organisations to lead collaborations working on systems change initiatives, with an additional priority in Round 2 for collaborations that are led by those with lived experience. The GLA's Civil Society Infrastructure Incubator acts as a 'feeder' to the Cornerstone with applications to one shared with the other. Twelve collaborations were awarded a development grant in 2021 and are working up full bids.

Over the past year, we have worked with London's civil society infrastructure in a variety of different ways to support Londoners. Following on from our partnership with equity-led infrastructure organisations on the London Community Response (Ubele, LGBT+ Consortium, Inclusion London, Womens' Resource Centre), we have continued to engage with these partners and our members during 2021-22 to reflect on the learning generated by the LCR, and to co-design future collaborative funder initiatives which have equity at the centre. We have launched a joint statement with funders from across sectors (which included consultation with local authorities, the City of London, and London Councils), and will be working through 2022/23 to turn these commitments to longer-term collaboration into new funding programmes linked to London's recovery and the years ahead.

Moreover, we have been encouraging collaborations between infrastructure organisations and place-based funders through our local funder forums, have been working with the Greater London Authority and others to develop a Civic Strength Index, are part of the 'Engagement Collaborative' (which includes many local authorities) that considers how to mainstream the engagement of Londoners in policy development, and have been having weekly calls with national and local infrastructure organisations to share intelligence since March 2020 so that this informs our work with the funding community in London.

### ***Other Cross-Sector Initiatives***

Alongside our core work, we aim to respond effectively to meet the needs of London's funders from all sectors, and London's civil society. Over the last year this has included work on:

- **Covid-19 Resource Hub** – Available to all of London's charities, London Funders has created a Resource Hub to help organisations think through their response to big issues intersecting with the pandemic such as mental health, debt and food shortages.
- **Immigration advice strategy** – Written and launched to provide a clear plan for how funders from across sectors can invest in immigration advice services to support London's communities.
- **Resilience in community facing organisations** - Recognising that the pandemic is leading to extreme pressure on frontline staff and community-facing organisations, we continue to work with and offer support to funders who are interested in how they can support the resilience of the people delivering the work that they fund. We're currently meeting regularly with City Bridge Trust and London Councils about effective approaches to piloting and developing support. London Funders has also used the opportunity provided by the London Community Response to collect data on how organisations are supporting the resilience of their staff and volunteers, how this links to budget requests, and what costs funders are willing to include in a grant. This will provide a rich data set to underpin future funder action.
- **Violence affecting young people** - London Funders has continued to sit on the steering group of the London Violence Reduction Unit, and has worked with members to encourage taking up the recommendations of 'To Begin at the Beginning' and work collaboratively through a public health approach to reducing violence.
- **London refugee response** – Following the crisis in Afghanistan we convened funders to share intelligence and explore collaborative responses to support our communities (our learning can be found [here](#)). During this time, we also developed a [Refugee Resource Hub](#) for funders on our website. We also supported the GLA and London Community Foundation to develop and launch the [London Refugee Response](#) appeal.
- **Learning reports** - A year and half after the first lockdown, we produced [four Learning Reports](#) from the London Community Response. These reports looked at [equity-centred grantmaking](#), [scenarios for London's communities in 2023](#), [improving the process of funder collaboration](#), and [how civil society delivered differently](#).
- **Advisory group on place** – Recognising the increased importance of place to London's communities, we have convened an advisory group of funders from across sectors, think tanks, policy-makers, corporates, and community groups to explore the future of place-based working so that money invested in place can be effectively used to address local

needs and enhance local opportunity. Work emerging from this group can be [found on our website](#), and has been integrated into our wider learning programme, including through our Festival of Learning.

### Plans for 2022-23

We will:

- Convene, host and run events, being a combination of Funder Forums and Roundtables in response to the needs and interests of borough representatives;
- Publish 50+ editions of our e-bulletin; a weekly member-exclusive email and reports from all of our meetings (and a monthly newsletter for the wider sector);
- Continue to convene conversations to take forward the learning about collaboration at scale generated by the London Community Response, and to consider how these lessons can be applied to long-term and systemic collaboration;
- Take forward the work on equity in funding started during the London Community Response, seeking to shift funder practice and knowledge across sectors;
- Provide the Secretariat to the Borough Grants Officers Forum;
- Continue to deliver the London's Giving project working with boroughs;
- Work alongside London Councils and other stakeholders to create and launch our new strategy; and
- Work closely with London Councils and the GLA to support the needs of Londoners.

### More information

All of London Funders' publications, including data on funding in London, research on needs and solutions, and plans and ideas for the years ahead, can be found at [www.londonfunders.org.uk](http://www.londonfunders.org.uk)

All Members and officers of London's local authorities can sign up for the weekly email with links to the five key reports, datasets or ideas we think funders need to be aware of that week by emailing [jessica.herbert@londonfunders.org.uk](mailto:jessica.herbert@londonfunders.org.uk)

For all the latest blogs, insights and funding news you can also follow us on LinkedIn and Twitter @LondonFunders

## Appendix – individual borough representation at events organised by London Funders

Authority	Number of events attended	Number of Attendees
City of London Corporation	8	8
City of Westminster	0	0
London Borough of Barking & Dagenham	7	5
London Borough of Barnet	2	2
London Borough of Bexley	2	2
London Borough of Brent	1	1
London Borough of Bromley	0	0
London Borough of Camden	9	11
London Borough of Croydon	3	3
London Borough of Ealing	2	2
London Borough of Enfield	2	2
London Borough of Hackney	8	12
London Borough of Hammersmith and Fulham	4	5
London Borough of Haringey	75	4
London Borough of Harrow	1	1
London Borough of Havering	86	8
London Borough of Hillingdon	0	0
London Borough of Hounslow	5	6
London Borough of Islington	13	13
London Borough of Lambeth	7	8
London Borough of Lewisham	12	14
London Borough of Merton	3	3
London Borough of Newham	9	13
London Borough of Redbridge	18	123
London Boroughs of Richmond Upon Thames and Wandsworth	6	8
London Borough of Southwark	17	24
London Borough of Sutton	4	5
London Borough of Tower Hamlets	9	11
London Borough of Waltham Forest	1	1
London Councils	22	29
Royal Borough of Greenwich	1	1
Royal Borough of Kensington & Chelsea	8	12
Royal Borough of Kingston upon Thames	4	4
<b>Total</b>	<b>183</b>	<b>212</b>

\*The London Borough of Wandsworth shares grantmaking staff with the London Borough of Richmond