



London Councils

Grants Programme 2017 to 2022

Performance of Commissions

April 2017 – March 2022

(Includes contact details for each project)

Priority 1 – Combatting Homelessness

Shelter	
Project name:	STAR Partnership (Supporting Tenancies, Accommodation and Reconnections)
Priority:	Priority 1: Combatting Homelessness
Specification:	1.1 Homelessness: Early intervention and prevention
Amount (1 year):	£1,003,495
Delivery partners: Thames Reach, Stonewall Housing, St Mungo's	
<p>Shelter is leading the STAR Partnership (Supporting Tenancies, Accommodation and Reconnections), a specialist partnership with Thames Reach, Stonewall Housing, St Mungo's, Praxis. This is a Pan-London housing and homelessness advice and support service for people Londoners over 25 needing help to access safe, secure and affordable housing.</p> <p>Through this partnership we aim to:</p> <ul style="list-style-type: none"> - Help secure short- and long-term accommodation - Help to resolve disputes putting tenancies at risk - Help with financial resilience - Help to improve physical and mental health - Help to access education, training and employment - Help for migrants to access immigration advice and support <p>We do this through:</p> <ul style="list-style-type: none"> - Free housing, welfare benefit, debt and immigration advice - Face to face and telephone advice appointments - Specialist, confidential housing advice and advocacy for LGBTQ+ people - Practical tenancy sustainment support - Assertive and targeted outreach direct to rough sleepers especially in hotspots and encampments - Support for people directly into the private rented sector - Personal resilience and independence planning to secure a long-term, healthy and happy home - Support to access health and other community services - Support to access employment and training - London-wide targeted engagement and promotion to be relevant and accessible to key priority groups in all 33 boroughs. 	

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

Outcome	2017-2022 Q20	
	Profile	Delivered
Number of new service users	25,000	27,365
Number assisted to obtain crisis or intermediate short-term accommodation	1,750	2,024
Number assisted to obtain suitable settled accommodation	1,835	2,403
Number with one/more protected equalities characteristic (Equality Act 2010)	1,906	3,670
Number of rough sleeper hotspot closures	250	188
Number with resolved landlord/accommodation service issues affecting tenancy stability (particularly in outer London) may include harassment, abandonment and behaviour issues	1,800	3,189
Numbers with disrepair resolved and able to maintain tenancy	2,000	1,208
Number supported to successfully sustain tenancies/accommodation for 6 months	504	575
Number supported to successfully sustain tenancies/accommodation for 12 months ¹	576	614
Number with resolved debt, benefits and financial hardship issues	2,875	3,013
Number with improved physical health	1,000	1,586
Number with improved mental health	2,300	2,729
Numbers referred successfully onto an employment project ²	850	675
Number with increased employability skills (including apprenticeships)	425	278
<p>Disrepair resolved and able to maintain tenancy – This outcome remained a challenge as those with disrepair have often wanted assistance not to repair but to find alternative accommodation or claim compensation. Advertising the STAR Partnership helpline has proved successful. Although the five year variance remains below target, 212 service users were supported to resolve disrepair/maintain tenancy, against this quarter's profile of 90 service users.</p> <p>Numbers referred successfully onto an employment project and those with increased employability skills (including apprenticeships) - Although outcome numbers have increased in the past few quarters, there was another 'dip' in the numbers of those referred to employment projects. As highlighted previously, this is due to lower numbers than expected taking up offers of a referral and a high proportion of clients who are not employment ready.</p> <p>Number of rough sleeper hotspot closures - Thames Reach have made attempts over the past quarters to increase referrals by engaging with boroughs and other agencies, but, this has not had an impact on referrals, both in terms of volume and quality. Most referrals are sleep sites of only 1 or 2 individuals when visited, which does not constitute a hotspot, or encampment and therefore cannot be recorded in the outcome figures.</p>		

¹ Reporting started from Q5

² London Councils Priority 3 referrals ended from Q10

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

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

Outcome	2017-2022 Q20	
	Profile	Delivered
Number of new users	6,425	6,431
Number assisted to obtain crisis or intermediate short term accommodation	2,500	2,460
Number of tenancies brokered	250	224
Number assisted to obtain suitable settled accommodation	1,500	1,514
Number with one/more protected equalities characteristic (Equality Act 2010)	750	1,149
Number reconnected with stable family /friends accommodation	1,000	965
Number with resolved landlord/accommodation service issues affecting tenancy stability may include harassment, abandonment behaviour issues	960	907
Number supported to successfully sustain tenancies/accommodation for 6 months	1,728	738
Number supported to successfully sustain tenancies/accommodation for 12 months ³	1,536	664
Number with resolved debt, benefits and financial hardship issues	1,800	1,616
Number with improved physical health	1,920	1,628
Number with improved mental health	1,050	1,054
Number with improved life skills (can include independent living and be measured through distance travelled tool)	1,920	1,683
Numbers referred successfully onto an employment project ⁴	250	129
Number with increased employability skills (including apprenticeships)	960	739
Number successfully obtaining work placements, volunteering opportunities ⁵	140	109
<p>Sustained tenancies/accommodation for 6 and 12 months – This outcome remained a challenge for St Mungo, even after engaging a dedicated staff member for tenancy sustainment ‘tracking’. A significant minority of clients stopped engaging after securing accommodation (especially where their immediate needs had been met). This figure is also low as a result of historic lower quarterly figures and low referral numbers throughout the pandemic (and in the past six months especially, after the closure of the Community Rehabilitation Companies (CRCs).</p> <p>Referrals to an employment project and with increased employability skills (including apprenticeships)– St Mungo have built some very strong relationships with ETE services, both internally and externally, to respond to low employability figures. However, the broader economic environment has produced long waiting lists and significantly reduced employment referrals/ opportunities across the partner agencies.</p> <p>Work placements, volunteering opportunities – As above, there have been very few employment opportunities for the client group in the present economic climate. This continues to be affected by the impact of the pandemic and economic uncertainties.</p>		

³ Reporting to start from Q5

⁴ London Councils Priority 3 referrals ended from Q10

⁵ Number successfully gaining employment included from Q13

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

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

Outcome	2017-2022 Q20	
	Profile	Delivered
Number of users	33,680	29,310
Number assisted to obtain crisis or intermediate short-term accommodation	2,205	3,183
Number supported to obtain suitable safe settled accommodation	3,225	2,585
Number with one/more of the protected characteristics in the 2010 Equality Act (excluding age)	2,830	2,266
Number assisted with family mediation/reconnection leading to safe and settled reconciliation (where appropriate)	2,575	1,361
Number supported to successfully sustain suitable safe accommodation for 6 months	684	913
Number supported to successfully sustain suitable safe accommodation for 1 year or more ⁶	212	417
Number with resolved debt, benefits and financial hardship issues	2,975	4,466
Number with increased knowledge of housing options	24,100	26,861
Number with improved mental health	6,225	6,518
Number completing independent living skills workshops/course (incl. budgeting/money management)	3,455	2,816
Number with improved interpersonal skills (incl. behaviour, conflict and relationships)	3,705	4,720
Number successfully obtained employment for six months (including apprenticeships)*	522	440
Number with increased employability skills	3,395	3,482
Number successfully obtained a training opportunity (accredited)	2,400	1,673
<p>Number supported to obtain suitable safe settled accommodation- LYG have seen improvement this quarter, which reflects the expertise of LYG partners in supporting young people around tenancy sustainment; especially given increasingly challenging external circumstances including universal credit, unemployment and the cost of living crisis.</p> <p>Family mediation/reconnection – In Q20 the Alone in London new family mediation team was able to continue to focus on delivering family reconnection work, as reflected in the ongoing performance improvement against the target this quarter (125 young people reconnected, against a profile of 129). The cumulative variance is therefore historic due to the previous difficulties in tracking young people's final status, following service delivery and the impact of the pandemic.</p> <p>Number completing living skills workshops/courses and obtaining training opportunities (accredited)- As previously reported, despite moving some delivery online, NHYC has had to severely reduce its accredited training programme due the restricted use of its day centre. Outcome achievements have however increased to between 70%-82% of delivery target.</p>		

⁶ Reporting to start from Q5

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

Contact Details	Referrals
<p>Natalie Allen- Head of National Partnerships Natalie.Allen@homelesslink.org.uk 07958 135804</p> <p>Vicky Album – London Development Manager Vicky.Album@homelesslink.org.uk 020 7840 4458</p> <p>2nd Floor Minorities House, 2-5 Minorities, London EC3N 1BJ</p>	<p>www.homelesslink.org.uk</p>

Outcome	2017-2022 Q20	
	Profile	Delivered
Number of new organisations	557	644
Number with increased knowledge of changes in homelessness policy/ legislation/ benefit reforms	635	642
Number with improved working relationships with local services	585	518
Number with increased knowledge to adapt service delivery as a result of change of need across London/policy and legislative change	450	466
Number of VCS able to demonstrate that they have adapted their services and increased their links (to local authorities, providers under Priority 1, 2 and 3, and other agencies) to deliver holistic solutions for service users	290	589
Number of VCS aware of changing need in inner and outer London and able to adapt services accordingly.	405	576
Number of housing professionals with increased knowledge of changes in homelessness policy/ law/benefit reforms	200	257
Number of housing professionals who feel better informed of funded services and how they assist local delivery	315	342
Number of Landlords with increased knowledge of changes in homelessness policy/ law/benefit reforms	40	43
Number of organisations with more diverse funding streams	50	69
Number with a wider understanding of funding processes and opportunities	625	433
Number of relationships brokered between VCS and social philanthropy/ investment organisations charitable arms of businesses to increase housing opportunities.	50	52
Number with a wider understanding of funding processes and opportunities -There were very few funding opportunities this quarter. Four organisations that have received support/ advice from the PLUS Project were successful in gaining London Councils funding for the 2022-2026 Grants Programme.		

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

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

Outcome	2017-2022 Q20	
	Profile	Delivered
Number of new organisations	320	153
Number of frontline organisations with increased awareness of specialist/equalities needs of clients	400	406
Number of frontline organisations adapting and or introducing services to meet the specialist/equalities needs of clients	200	341
Number of frontline organisations with increased knowledge of changes in homelessness policy/ legislation/ benefit reforms	400	373
Number of frontline organisations with improved working relationships with local services and in particular domestic abuse services	400	396
Number of housing providers acquiring DAHA accreditation	25	15
Number of VCS able to demonstrate that they have adapted their services and increased their links (to local authorities, providers under Priority 1, 2 and 3, and other agencies) to deliver holistic solutions for service users	200	366
Number of housing organisations with increased awareness of specialist /equalities needs of clients	400	405
Number of housing professionals with improved working relationships with frontline services and in particular domestic abuse services and MARAC	200	344
Number of housing professionals who feel better informed of funded services and how they assist local delivery	400	390
Number of housing providers with improved ability to form partnerships/work collaboratively	200	369
Number of housing providers supported to work together on more than one occasion related to domestic abuse provision and best practice	400	406
Number of housing providers with documented evidence that they are progressing in 4 of 8 DAHA National Standards ⁷	48	46
Number of housing providers with increased awareness of tenancy sustainment options for residents affected by domestic abuse ⁸	320	318
<p>New organisations - As there is a finite number of housing providers to engage with in the capital and accreditation can be a lengthy process, it has been agreed that focus should shift to supporting organisations already engaged in the process, as long as project outcomes continue to be met.</p> <p>DAHA Accreditation – Two organisations achieved accreditation this quarter, having evidenced that DAHA standards have been embedded within their services. Section 3 of the main report provides further information on challenges in achieving this outcome.</p>		

⁷ New outcomes from Q5

⁸ As above

Priority 2 – Tackling Sexual and Domestic Violence

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

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

Outcome	2017-2022 Q20	
	Profile	Delivered
Number of new users	102,405	83,446
Healthy Relationship Project participants can identify at least one warning sign of sexual and domestic violence	5,873	5,468
Healthy Relationship Project participants in secondary schools and out of school settings can memorise key statistics pertaining to abuse	3,720	3,346
Healthy Relationship Project participants state sexual and domestic violence is unacceptable	6,219	4,945
Children and young people report feeling confident to support a friend following school assembly	65,128	57,834
Children and young people feel more confident to deal with abuse and understand it is based on power inequality following school assembly	69,780	52,939
Children and young people can now make positive relationship choices following school assembly	74,432	51,989
Healthy Relationship Project participants can identify appropriate support channels and services	6,219	5,294
Healthy Relationship Project participants in secondary schools and out of school settings report an improvement in their peer relationships	2,089	2,361
Professionals report positive changes in the behaviour and/or attitudes of participants following Healthy Relationships Project	215	209
Professionals in Champion Schools report increased confidence to use training in professional practice (staff training)	3,840	3,120
Professionals in Champion Schools report increased knowledge about the complex nature of the issue (staff training)	3,360	2,884
Healthy Relationships Project participants in secondary schools and out of school settings can recall criminal statistics for different forms of sexual and domestic violence against protected groups	3,968	2,983
Participants in Champion Schools (targeted group) are able to identify controlling behaviours in relationships	840	747
Participants in Champion Schools (targeted group) report feeling more confident to seek support	840	756
<p>The project's delivery was strong prior to the covid-19 pandemic however as its core work is mainly delivered via face to face activities in schools and youth settings, it was significantly adversely affected by the pandemic both during the lockdown and once schools reopened, as access to schools was restricted in order to prevent the spread of the virus. The impact of the pandemic on schools also meant that teachers, who play an important part in the delivery/ assessment of the project were unable to offer the same level of commitment. Section 5 of the main report provides further information on challenges in achieving this outcome.</p>		

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

Contact Details	
Rebecca Goshawk, Head of Public Affairs and Partnerships r.goshawk@solacewomensaid.org ascenta&c@solacewomensaid.org 07854 968970 Solace Women's Aid, 2 Angel Square, Torrens Street, London, EC1V 1NY www.solacewomensaid.org	East London (Solace Women's Aid): 0808 802 5565; advice@solacewomensaid.org West London (Women and Girls Network): 0808 801 0660; advice@wgn.org.uk London Legal Advice (Rights of Women): 0207 608 1137

Outcome	2017-2022 Q20	
	Profile	Delivered
Number of new users	31,150	36,803
Number of service users reporting reduced fear/ greater feelings of safety	21,805	21,013
Number of service users reporting reduced risk, reduced repeat victimisation, prevention of escalation	17,140	16,731
Service users have improved self-esteem, motivation, confidence and are able to rebuild their lives, moving to independence	12,020	13,315
Service users have improved emotional health and wellbeing and physical health and are able to rebuild their lives, moving to independence	8,900	9,873
Number of service users with continuing support to sustain new lives	10,680	10,992
Number of service users with safety plan	13,250	12,915
Number of tenancies secured	5,340	3,857
Number of service users accessing legal advice and/or with increased understanding of the law	9,345	10,271
Number of service users supported to access other services including Health and Children's services.	19,075	18,816
Service users with increased knowledge of options to exit prostitution	150	195
People from the protected characteristics report increased safety/knowledge of their rights	12,460	13,070
People from the protected characteristics report satisfaction with services	15,575	16,057
Number of service users successfully referred from Local Authority and local IDVAs	4,680	4,540
Service providers are better informed of beneficiaries' needs and service users are enabled to communicate their needs and views to service providers/decision makers	2,221	2,314
Service providers are better equipped to support SUs with VAWG and/ or legal issues	1,100	1,124
Tenancies secured - The commission continues to highlight the challenges faced by survivors in accessing safe and stable housing, including due to the unavailability of housing stock and issues with housing allocation, and what the project state to be 'gatekeeping' by local authorities. There are particular difficulties faced by women with No Resource to Public Funds (NRPF).		

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

Contact Details	Referrals
<p>Peter Kelley, Head of Domestic Abuse Services & Deputy CEO peter@galop.org.uk 020 7697 4081 (office)</p>	<p>Survivors and professionals can refer through the DAP website using the electronic referral form: www.lgbtdap.org.uk</p> <p>Referrals can also be made via www.galop.org.uk and via email: referrals@galop.org.uk</p> <p>Clients and professionals can also self-refer or make referrals through Galop's helpline: 0207 704 2040 Or the National LGBT DV Helpline: 0800 999 5428</p>

Outcome	2017-2022 Q20	
	Profile	Delivered
Number of new users	2,710	3,045
Number of service users reporting reduced fear/ greater feelings of safety	500	601
Number of service users reporting reduced risk, reduced repeat victimisation, prevention of escalation	335	371
Service users have improved self-esteem, motivation, confidence and are able to rebuild their lives, moving to independence	285	323
Service users have improved emotional health and wellbeing and physical health and are able to rebuild their lives, moving to independence	290	205
Number of service users with continuing support to sustain new lives	300	310
Number of service users with safety plan	240	299
Number of tenancies secured	200	220
Number of service users accessing appropriate health services or other services including children's services	400	438
Number of service users accessing legal advice	270	286
People from the protected characteristics report increased safety/knowledge of their rights	785	829
People from the protected characteristics report satisfaction with services	400	438
Number of service users successfully referred from Local Authority and local IDVAs	100	113
Service providers are better informed of beneficiaries' needs and service users are enabled to communicate their needs and views to service providers/decision makers	60	81
Service users have improved emotional health and wellbeing and physical health and are able to rebuild their lives, moving to independence – In quarter 20, the outcome figures have been impacted by a small number of clients who disengaged from counselling and slightly fewer group attendees, despite three groups being held.		

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

Contact Details	Referrals
<p>Marie Vickers – Service Manager mvickers@signhealth.org.uk da@signhealth.org.uk (regularly monitored) 020 3947 2600 (voice) 07800 003421 (text) Can Mezzanine Ltd, 7-14 Great Dover Street, London, United Kingdom, SE1 4YR https://signhealth.org.uk/with-deaf-people/domestic-abuse/</p>	<p>Deaf people can self-refer through our email da@signhealth.org.uk or our SMS number 07800 003421</p> <p>Professionals can either contact or email da@signhealth.org.uk to make a referral</p>

Outcome	2017-2022 Q20	
	Profile	Delivered
Number of new users	750	1200
Number of service users reporting reduced fear/ greater feelings of safety	500	361
Number of service users reporting reduced risk, reduced repeat victimisation, prevention of escalation	500	263
Service users have improved self-esteem, motivation, confidence and are able to rebuild their lives, moving to independence	500	310
Service users have improved emotional health and wellbeing and physical health and are able to rebuild their lives, moving to independence	500	294
Number of service users with continuing support to sustain new lives	450	256
Number of service users with safety plan	450	280
Number of tenancies secured	75	81
Number of service users accessing appropriate health services or other services including children's services	450	189
Number of service users accessing legal advice	121	113
People from the protected characteristics report increased safety/knowledge of their rights	750	1147
People from the protected characteristics report satisfaction with services	750	1146
Number of service users successfully referred from Local Authority and local IDVAs	128	132
Service providers are better informed of beneficiaries' needs and service users are enabled to communicate their needs and views to service providers/decision makers	1350	1209
<p>The reprofiling of three lifetime targets to better reflect mode of delivery was agreed at the July 2020 Grants Committee meeting:</p> <ul style="list-style-type: none"> - Number of tenancies secured - from 360 to 61 - Number of service users accessing legal advice - from 360 to 94 - Number of service users successfully referred from local authority and local IDVAs from - 252 to 102 <p>Outcomes for SignHealth's client group also typically take longer to achieve. Casework support may extend to years, rather than three to six months, due to the specific and complex needs of Deaf service users, regarding issues of sexual and domestic violence prevention, advice and support.</p> <p>Following profiling issues earlier in the programme, SignHealth made improvements in delivery, however they, as all commissions, have encountered reductions in service activity due to Covid-19 restrictions. Service issues affecting this particular equalities group have been reported previously to this committee, and in Section 5 of the main report. Achievement of outcomes were also impacted by the lack of accessible support, including access to interpreters and inaccessibility of digital platforms, increasingly required to deliver online support/advice.</p>		

Women's Aid	
Project name:	Pan-London Domestic and Sexual Violence Helplines and Data Collection Project
Priority:	Priority 2: Tackling Sexual and Domestic Violence
Specification:	2.3 Helpline and coordinated access to refuge provision
Amount (1 year):	£314,922
Delivery partners: Refuge, Women and Girls Network (WGN), Rape and Sexual Abuse Support Centre (RASASC) and Respect	
<p>This project will work to ensure that people affected by all forms of domestic and sexual violence receive the non-judgmental, confidential support that they need, and access to emergency refuge provision when they need it, and to assist commissioners and strategic stakeholders to effectively coordinate refuge provision based on robust data:</p> <ul style="list-style-type: none"> - Expert Pan-London telephone, email and online support to victims of domestic and/or sexual violence and those supporting them - Comprehensive data on London services facilitating immediate refuge referrals - Collection, analysis and dissemination of data on the nature and usage of refuge and other provision and needs in London. <p>The project will assist London boroughs directly through a dedicated refuge referral mechanism, plus informative data for improving services and better understanding needs, including provision of a 'heat map'.</p> <p>Routes to Support (formerly known as UK Refuges Online (UKROL)) is an integral part of this project, and the project will work with London Councils,</p> <p>MOPAC⁹ and borough stakeholders to ensure the maximum benefit is achieved from the range of data collected through the improved data analysis tools and resources that the project will implement going forward.</p> <p>The project will be committed to impactful liaison with London boroughs and promoting its services to all those who might benefit</p>	

Contact Details	Referrals
Phillipa Thomas, Interim Director of Services p.thomas@womensaid.org.uk www.womensaid.org.uk	The Freephone 24 Hour National Domestic Violence Helpline: 0808 2000 247 helpline@womensaid.org.uk www.nationaldomesticviolencehelpline.org.uk Rape and Sexual Abuse Support Centre Helpline: 0808 802 9999 Women and Girls Network Dedicated Sexual Violence Helpline: 0808 801 0770 Respect Men's Advice Line: 0808 801 0327

⁹ MOPAC – Mayor's Office for Policing and Crime

Outcome	2017-2022 Q20	
	Profile	Delivered
Number of new users	102,510	127,938
Number of service users with reduced level of risk	87,500	70,581
Number of service users referred to a refuge	10,000	9,479
Survivors of rape and sexual abuse accessing Helpline	22,500	18,288
Quarterly report on refuge referrals (successful and non-successful) by London borough, with particular categories including equalities sent to all borough officers and other key stakeholders ¹⁰	20	20
New data on housing status of service users on entry and exit is included in quarterly reports	19	18
Reports and heat maps used by borough officers and other key stakeholders (including MOPAC) to coordinate refuge provision; plan strategically and improve responses to domestic and sexual violence	160	224
Number of successful referrals into counselling or other specialist service provision	7,500	8,281
People with the protected characteristics (Equalities Act 2010) are able to access support that meets their needs	800	872
Service users reporting their needs were adequately addressed when utilising the Helpline service (according to age, disability, gender reassignment, marriage & civil partnership, pregnancy & maternity, race, religion or belief, sex, sexual orientation).	2,000	2,090
Service providers (including boroughs and refuges) report being able to respond to service users' needs	400	409
Professionals report having the relevant and required information they need to support service users affected by sexual and domestic violence	400	408
Number of logins to Routes to Support ([RTS] formerly UKROL [UK Refugees online]) from services in London	110,000	119,359
Referrals to ISVA and sexual violence-specific support services	400	436
<p>As part of the reprofiling exercise agreed at the July 2020 Grants Committee Women's Aid included mental health related outputs/activities to the provision undertaken under outcome 3.1.</p> <p>Number of new users – During the pandemic the helplines reported a significant increase in calls and an increase in survivors seeking support once they were able to.</p> <p>Number of service users with reduced level of risk -. The pandemic resulted in reduced referral services/ closed waiting lists which impacted the reduction in risk level.</p> <p>Survivors of rape and sexual abuse accessing Helpline – Staff and volunteer shortages have had an impact. Some callers remain anonymous and their details can't be utilised for monitoring purposes.</p> <p>Reports and heat maps used by borough officers /stakeholders – A reporting error for several quarters meant an over achievement was reported. The heatmaps are used via RTS reporting and are in fact, on target.</p>		

¹⁰ The Routes to Support (RTS) reports (formerly UKROL) are quarterly reports on refuge data across London provided to boroughs and the Mayor's Office for Policing and Crime. The categories of the data gathered are monitored by a steering group of relevant stakeholders (boroughs, MOPAC/GLA and providers)

Ashiana Network	
Project name:	Specialist Refugee Network
Priority:	Priority 2: Tackling Sexual and Domestic Violence
Specification:	2.4 Emergency refuge accommodation that offers services to meet the needs of specific groups
Amount (1 year):	£840,000
Delivery partners: Ashiana Network, Solace Women's Aid, Nia project, Iranian & Kurdish Women's Rights Organisation (IKWRO)	
<p>London Specialist Refugee Network seeks to continue to provide a unique and innovative Pan-London service through specialist refuge accommodation and targeted support to high-risk women/children affected by domestic and sexual violence (DSV) with complex needs. The Network will provide specialist refuge, targeted support and outreach and second stage accommodation. The project works intensively with women to assess/address needs, improve safety/health/wellbeing enabling women to exit violent/abusive relationships/situations. The services comprise:</p> <ul style="list-style-type: none"> - Programme of group-work/workshops to enhance health/wellbeing/living-skills/resilience - Resettlement programme to support independence/longer lasting outcomes - Outreach service supporting/enabling women to access alternative refuge accommodation/be supported in independent living - Training/awareness raising workshops for professionals to remove barriers/widen access - Housing advocacy securing/maintaining referral pathways with housing providers to secure alternative accommodation for women at risk and unable to access refuge - 38 specialist 24-hour refuge and second-stage accommodation bed spaces and package of intensive targeted support to enhance safety and remove barriers: - 6 (24-hour) bed spaces: Problematic substance use - 5 (24-hour) bed spaces: Sexually exploited women (including prostitution and trafficking) - 8 (24-hour) bed spaces: Women with mental health/problematic substance use - 7 second-stage bed spaces: Trafficked women - 6 bed spaces: Middle Eastern and North African women fleeing harmful practices - 6 bed spaces: South Asian, Turkish and Iranian women with NRPF experiencing DV/SV and harmful practices <p>Within the existing 38 bed spaces, the project will allocate an additional 3 bed spaces for women with NRPF¹¹, particularly for trafficked women and 2 bed spaces for women with mobility related disabilities.</p>	

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

¹¹ No recourse to public funds

Outcome	2017-2022 Q20	
	Profile	Delivered
Number of new users	3,777	4,073
Numbers not returning to a perpetrator	175	200
Numbers with increased awareness of safety planning	926	748
Engagement with in-house and external specialist support and culturally specific provision, (such as drug and alcohol support, support with mental health, support to exit prostitution, harmful practices, immigration and NRPF	736	676
Numbers supported to successfully apply for indefinite leave to remain under the Destitution Domestic Violence (DDV) concession or refugee status under an asylum application	152	204
Numbers of women that demonstrate reduced harmful substance use	237	178
Number of women involved in prostitution and trafficking reporting increased awareness of options to exit prostitution and with personalised action plans	175	118
Numbers demonstrating an increased understanding of sexual and domestic violence/prostitution/trafficking as a form of violence against women	665	715
Number of users demonstrating an increased understanding and stabilisation in their mental health	346	321
Number of users with increased understanding of impact of mental health and substance misuse on their children	80	74
Service users moved on in a planned way	137	187
Service users with increased living skills	318	301
Service users with more stabilised immigration status	213	294
No of people prevented (where appropriate) from unnecessary refuge admission through support to alternative housing options that enable them to stay safe. Support provided to service users for whom specific refuge provision does not exist / scarce / do not wish to access (LGBT)	237	176
Number of referral pathways agreed with registered social landlords and other housing providers	28	27
Number of service users gaining/maintaining tenancies	156	165
Number of professionals with increased knowledge of sexual and domestic violence aimed at increasing clients' access to services	2,256	2,155
Removal of barriers in accessing services for people with the protected characteristics of the 2010 Equalities Act	403	685
Number of users with disabilities accessing the service	346	389
<p>The number of women supported was lower than profiled. Some outcomes may be underachieved in one quarter and met in another. This partnership has been affected by asylum clients waiting for long periods for their claims to be heard and also recruitment issues and with posts having to be advertised a number of times before being filled.</p> <p>For some outcomes, the project supported more service users than was profiled. The pandemic has led to an increase in callers.</p>		

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

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

Outcome	2017-2022 Q20	
	Profile	Delivered
Number of new organisations	309	675
Frontline services/organisations have an increased level of knowledge and ability to run services/organisations effectively and efficiently	440	580
Frontline services/organisations reporting increased ability to be more financially sound and efficient	195	142
Frontline services/organisations with an increased level of knowledge in areas such as financial management, governance, recruitment/workforce; ICT, premises management and income diversification	205	212
Frontline services/organisations report greater ability to work in partnership	500	533
Frontline services/organisations express interest in forming partnerships with other services/providers including LGBT and homelessness services	500	470
Frontline services/organisations able to collaborate with other services such as local authorities, health services, housing providers and homelessness services	200	303
Frontline organisations able to deliver improved services to meet their clients' needs and in line with relevant quality standards (deliver, monitor, evaluate and adapt)	750	697
Frontline services/organisations better able to monitor and evaluate impact of services	300	340
Frontline organisations/services with increased ability to meet their service users' needs	750	822
Borough officers, health professionals, social housing landlords, housing officers, homelessness/hostel staff and other key professionals more aware of key issues, services available and referral pathways.	100	124
Frontline services/organisations with increased ability to meet the three aims of the Equality Act 2010	600	495
Frontline organisations with increased diversification of boards of trustees	100	82
High levels of over-delivery in earlier quarters caused overachievement of targets in the later quarters. Some outcomes targets have not been achieved because of the difficulty getting participants to return feedback forms for online activities. One special event had 77 participants but only 43 feedback forms were returned.		

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

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

Outcome	2017-2022 Q20	
	Profile	Delivered
Number of new users	3115	3062
Service users have improved self-esteem, confidence and emotional health and well being	2360	2476
Service users have improved mental health	398	584
Service users have a better understanding of the support options available to them and are more aware of their rights and entitlements	2240	2718
Service users have an increased ability to communicate their needs and views to service providers	945	1362
Number of professionals with improved understanding of harmful practices and the barriers faced by BAMER women in accessing services	650	1734
Service users report increased feelings of safety	2360	2493
Service users have an increased level of understanding regarding options available to help their decision making	2360	2498
Service users have enhanced coping strategies	1455	1674
Service users make changes to their living situations and exit violence	1535	1677
Service users have improved life skills to help them rebuild their lives and move to independence: service users attending ESOL classes	330	441
Service users have improved life skills to help them rebuild their lives and move to independence: service users attending ICT classes	330	375
Service users have improved life skills to help them rebuild their lives and move to independence: service users attending other employment skills workshops	330	421
Local authority officers are able to access support to wrap around existing support or make referrals into the service.	300	463
Referrals from IDVAs and sexual health clinics	200	273
Service users accessing other support	200	446
AWRC are the sole commission in Service Area 2.6. In the final quarter and at the end of the five year commission, 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 a sector wide 'footprint' in pioneering innovation in Harmful practices interventions and partnership work.		