

# Grants Committee

## Performance of Grants Programme 2022-2026

April - September 2022

Item: 5

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

**Date** 30 November 2022

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### Summary

At its meeting of 24 November 2021 Grants Committee agreed funding for 13 commissions under the following two priorities:

Priority 1 Combatting Homelessness

Priority 2 Tackling Sexual and Domestic Violence

In addition, the funding awarded under the 2017-22 programme to Ashiana Network to deliver the Specialist Refuge Network under Service Area 2.4 was extended to 31 March 2023 to give time to develop longer term arrangements with the boroughs and the Greater London Authority (GLA) following the introduction of the Domestic Abuse Act.

Funding was agreed for the period 2022 to 2026, subject to delivery, compliance with grant conditions and continued availability of resources.

This report provides members with:

- The first performance report on the two priorities of the 2022-26 Grants Programme, for the period April 2022 to September 2022 (quarters one to two)
- A summary of the impact of the cost of living crisis on the funded groups and their beneficiaries
- The final annual equalities report for the 2017-2022 programme

### Recommendations

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

- a) outcomes at priority level to end of quarter two:
  - i) Priority 1, combatting homelessness, overall is 14 per cent below profile

- ii) Priority 2, tackling sexual and domestic violence, overall is 13 per cent below profile
  - (1) Service Area 2.4 is five per cent above profile
- b) The number of interventions delivered in the relevant period:
  - i) Priority 1, combatting homelessness – 3,866
  - ii) Priority 2, tackling sexual and domestic violence – 22,935
    - (1) Service Area 2.4 – 9,227
- c) Project level performance, using the Red, Amber, Green (RAG) performance management system (explained at Appendix 1):
  - i) Nine projects are rated Green
  - ii) Four projects are rated Amber
  - iii) One project has yet to start reporting (paragraph 3.34)
- d) A summary of the impact of the cost-of-living crisis on the funded groups and their beneficiaries (section 4)
- e) The borough maps (Appendix 2)
- f) The project delivery information and contact details (Appendix 3), with up-to-date contact information, as well as an update on performance
- g) the final annual equalities report for the 2017-22 programme. (Appendix 4)

Appendix 1 RAG Rating Methodology

Appendix 2 Borough Maps

Appendix 3 Project Delivery Information and Contact Details

Appendix 4 The final annual equalities report for the 2017-22 programme

## 1 Background

1.1 The 2022 to 2026 Grants Programme focuses on the following priorities:

**Priority 1** - Combatting Homelessness

**Priority 2** - Tackling Sexual and Domestic Violence

1.2 Grants Committee agreed funding for 13 projects for the period 2022 to 2026, subject to delivery, compliance with grant conditions and continued availability of resources.

1.3 In addition, the Specialist Refuge Network led by Ashiana Network under the 2017-22 programme under strand 2.4<sup>1</sup> was extended by the Grants Committee for a further year to 31 March 2023 to give time to develop longer term arrangements with the boroughs and the GLA, following the introduction of the Domestic Abuse Act.

Grants (including Ashiana's extended year) are summarised in Table 1.

*Table 1: London Councils Grants Programme 2022-26 (Priority 1 and 2)*

Service Area <sup>2</sup>	Organisation	Agreed awarded amount
1.1	Shelter, The National Campaign for Homeless People Ltd	£3,706,718
1.1	St Mungo Community Housing Association	£1,315,749
1.2	St Mungo Community Housing Association	£413,021
1.3	New Horizon Youth Centre	£3,756,866
1.4	Homeless Link	£693,509
<b>Priority 1: Combatting Homelessness</b>		<b>£9,885,863</b>
2.1	Against Violence and Abuse	£944,987
2.2	Galop	£642,295
2.2	Women and Girls Network	£5,533,157

<sup>1</sup> Service area 2.4 - Emergency refuge accommodation and support and alternative housing options to meet the needs of specific groups

<sup>2</sup> See paragraphs 2.1 and 3.1 for a brief description of the service areas

2.2	SignHealth	£1,047,148
2.3	Refuge	£1,139,673
2.3	Women's Aid Federation	£100,000 <sup>3</sup>
2.4	Ashiana Network	£840,000 <sup>4</sup>
2.5	Women's Resource Centre	£758,088
2.6	Asian Women's Resource Centre	£1,234,646
<b>Priority 2: Tackling Domestic and Sexual Violence</b>		<b>£12,239,994</b>
<b>Total</b>		<b>£22,125,857</b>

- 1.4 The London Councils Grants Programme enables boroughs to tackle high-priority social need where this is better done at pan-London level. The programme commissions third sector organisations to work with disadvantaged Londoners to make real improvements in their lives. This is the first report covering the performance of the 2022 to 2026 Grants Programme. Case studies of programme activity are available [here](#) on the London Councils website.

## 2 Priority 1: Homelessness

### Delivery

- 2.1 The Committee has allocated £9.9 million to five projects to Priority 1: Combatting Homelessness for 2022-26. Of these five:
- Two (with a total value of £1.2 million in year one) are delivering against specification 1.1: Prevention and Targeted Intervention
  - One (value of £0.1m in year one) is delivering against Specification 1.2: Prevention and targeted intervention for rough sleepers
  - One (value of £0.9 million in year one) is delivering against specification 1.3 Prevention and targeted intervention for young people

<sup>3</sup> This is the recommended figure, final budget/profile is still being negotiated, project has started at own risk

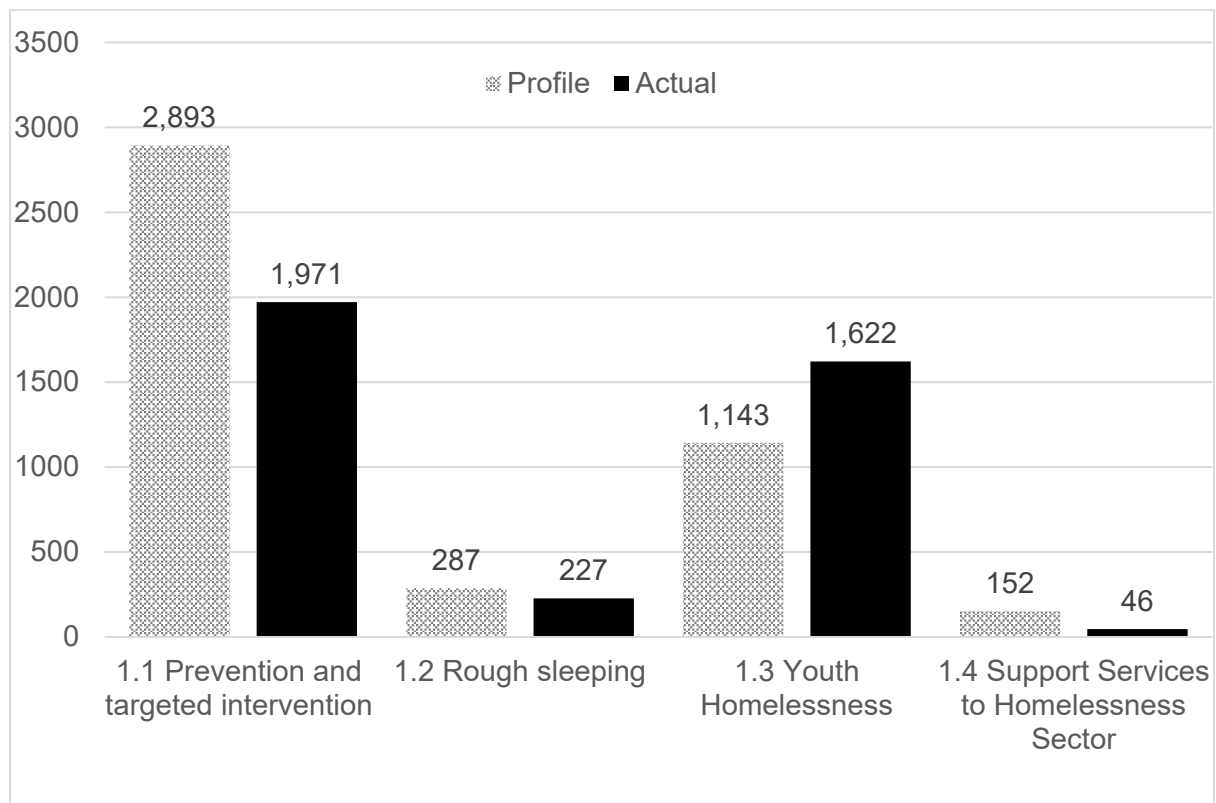
<sup>4</sup> This is for a one year extension (until 31 March 2023) of the Specialist refuge Service funded under the 2017-22 programme, to allow for the development of longer term arrangements across London following the introduction of the Domestic Abuse Act

- One (value of £0.2 million per year) is delivering against specification 1.4: Improving the response to homelessness in London (working with housing and homelessness organisations and professionals)
- 2.2 Over the first two quarters of the programme, performance was 14 per cent below profile. Outcome targets have been met or been surpassed in one out of the four service areas to quarter two. For the three service areas – 1.1, 1.2 and 1.4 that have performed below target, all three, are outside of the -15 per cent performance tolerance. Figure 1 provides further detail across the service areas; specific information on achievement against outcomes at project level is available in Appendix 3 and performance issues from paragraph 2.35.
- 2.3 Service area 1.1, Prevention and Targeted Intervention: The commissions in this strand are Shelter and St Mungo, which are both outside the -15 per cent performance tolerance. Projects have reported that casework, including immigration cases are taking longer to resolve and some accommodation provided by partner project Stonewall Housing has not been accessible. St Mungo project, HARP also report late project start and staffing issues, impacting on outcomes. These issues have now been addressed, with delivery targets set to return to agreed levels, from quarter 3, 4 onwards.
- 2.4 Service area 1.2, Rough Sleeping: The sole commission in this strand, the Streetlink Project, delivered by St Mungo is outside the -15 per cent performance tolerance. The project has reported issues with recruitment which have negatively impacted the project's ability to achieve its outcomes in the first quarter. St Mungo have drawn on underspent resources to recruit locums, to ensure that the level of underachievement is reduced going forward.
- 2.5 Service area 1.4, Support Services to Homelessness Sector: The sole commission in this strand, the Plus Project, led by Homeless Link is well outside the -15 per cent performance tolerance. The project has been impacted by organisations registering for training and webinars and then not attending. The Project has also been heavily reliant on the Winter Transformation Fund being open for application to provide related training opportunities, but these were delayed as the Fund was not available in quarter 1. Officers have confirmed there

will be continued work, including rescheduled webinars, to ensure all outcome targets are met in quarters 3, 4 and onwards.

- 2.6 Service 1.3, Youth Homelessness: The youth homelessness commission is delivered solely through the London Youth Gateway (LYG) Project, led by New Horizon Youth Centre. LYG is delivering well above the 15 per cent tolerance at 42 per cent. LYG has reported that there continues to be increased demand for young people to be assisted with accommodation needs. Referrals of LGBTQ+ young people have also increased, with the introduction of the Stonewall Housing, Galop and AKT (Albert Kennedy Trust) new online chat facility as well as an increase in Nightstop referrals.

**Figure 1:** Priority 1 Delivery against Profile Aggregate Outcomes by service area 2022-26 Q1 to Q2



	<b>1.1 Prevention and targeted Intervention</b>	<b>1.2 Rough Sleeping</b>	<b>1.3 Youth Homelessness</b>	<b>1.4 Support Services to Homelessness Sector</b>
<b>Profile</b>	2,893	287	1,143	152
<b>Actual</b>	1,971	227	1,622	46
<b>Difference</b>	-922	-60	479	-106
<b>Variance</b>	-32 %	-21%	42%	-70%
<b>Year One Grant Value (£m)</b>	£1.22	£0.10	£0.94	£0.17
<b>Number of Providers</b>	2	1	1	1

2.7 As shown in Figure 1, performance is below profile in three service areas at the end of quarter 2.

2.8 Providers continue to support vulnerable and disadvantaged service users within the protected characteristics under the Equality Act 2010. By end of quarter 2<sup>5</sup>:

- 33.7 per cent were female
- 30.7 per cent were under 25
- 6.7 per cent were over 55
- 64.5 per cent were ethnic minorities<sup>6</sup>
- 22.9 per cent declared a disability
- 13.9 per cent were LGBT<sup>7</sup>
- 190 people had no recourse to public funds (8.7 per cent)

2.9 London Councils funds organisations to deliver services across London and our monitoring returns include an assessment of equalities; the Grants team will report annually on the equalities performance of the 2022-26 programme.

2.10 A report assessing the 2017-22 programme's performance with reference to the requirements of the Equality Act 2010 is attached in appendix 4 of this report.

<sup>5</sup> Based on self-declaration; users may declare more than one protected characteristic e.g. disability

<sup>6</sup> Includes Asian - all, Black - all, Chinese, Latin American, Middle Eastern, mixed ethnicity, white European, white Irish and white other

<sup>7</sup> Lesbian, gay, bisexual, identify as trans or a person with trans history or declared other

## **Policy and wider environment**

- 2.11 The Department for Levelling Up Housing and Communities has consulted on a new allocation methodology for the Homelessness Prevention Grant. The new methodology would apply to grant funding for 2023/24 onwards, with allocations expected to be calculated and announced in late 2022.
- 2.12 The consultation sets out two options for the new methodology, with indicative allocations showing a significant funding reduction for London local authorities of between 6 per cent and 32 per cent, with outer-London facing higher reductions in grant funding of between 15 per cent and 42 per cent. Figures are indicative at this stage, based on an assumption that funding remains at the same level as 2022/23, with the overall level of grant funding to be announced.
- 2.13 London Councils responded to the consultation strongly opposing the proposed changes and calling on the government to pause the implementation of new methodology to work with boroughs to develop a model that more accurately reflected homelessness pressures in London.
- 2.14 London is in the midst of a severe housing affordability crisis at a time when the financial pressures on low-income Londoners have never been greater. This crisis is driven by wider changes to the Private Rented Sector (PRS) in London, including a sharp reduction in the supply of accommodation alongside rents climbing to higher than pre-pandemic levels, but for low-income households the impact has been compounded by limits on the level of Local Housing Allowance (LHA). Increases in rent across London since April 2020 have resulted in an increasingly smaller pool of properties being affordable to households reliant on benefits to meet their housing costs. This has highly limited London boroughs' ability to prevent and relieve homelessness. Research commissioned by Capital Letters and carried out by Savills (based on analysis of Rightmove listings) has found that London rents have increased by an average of 15.8 per cent over the year to June 2022. In all London boroughs average rents are now higher than their pre-pandemic levels.
- 2.15 Projects have highlighted some concerns about winter provision for rough sleepers as some traditional night shelters in boroughs are not providing this resource due to reduced numbers of volunteers and costs of the shelters. Private



rented accommodation has also become harder to procure across London and there are reports of landlords leaving the property market. Accessing emergency accommodation has been impacted by the closure of several accommodation projects including Stonewall Housing accommodation, The Outside Project and Hotel 1824. However, as part of the GLA's Rough Sleeping Initiative funding recently announced, New Horizon Youth Centre and Depaul UK are working hard to re-open the Youth Hub emergency accommodation early in Quarter three.

2.16 The APPG (All-Party Parliamentary Group) for Ending Homelessness recently launched its Report: [\*Is the Westminster Government on track to meet its manifesto commitment to “end the blight of rough sleeping” in England by the end of this Parliament?\*](#) looking at the Government's progress on tackling rough sleeping, finding that without urgent and impactful action, the Government will not meet its target of ending rough sleeping by 2024.

2.17 The Department for Levelling Up, Housing and Communities' (DLUHC)<sup>8</sup> most recent update on homelessness data for London has been delayed and is unavailable to report for this period.

### **Service Area 1.1**

2.18 Priority one projects have focussed on project promotion and establishing links with boroughs, key agencies and community groups at this early stage in the new commissioning period. They have highlighted challenges due to the lack of supply of accommodation. Obtaining suitable and affordable accommodation is becoming increasingly difficult and there are less opportunities in the private rented sector especially for under 35s and young people. Projects also report continuing barriers to accessing local authority services and will continue to work in partnership to address these and raise awareness.

2.19 STAR Partnership has noted that the demand for the project's Helpline remains extremely high. The project feel that this is due to the continued pressures and unavailability of council housing stock, including the demand for temporary accommodation 'outpacing supply'. The STAR Partnership highlight that this has resulted in more people being accommodated in hotels, and for longer, when they are offered accommodation under homelessness provisions. The project is

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<sup>8</sup> Formerly Ministry for Housing, Communities and Local Government's (MHCLG)

seeing examples of homeless families waiting months in hotels before more suitable accommodation can be offered.

- 2.20 Staff across the STAR Partnership requiring support for clients facing immigration issues and barriers have heavily drawn on the immigration drop-in consultancy sessions offered by partner Praxis, provided by a specialist advisor. Shelter have also made contact with the Ukrainian Welcome Centre, set up for refugees seeking housing and related support. A referral pathway has been established and a housing rights workshop was delivered to Ukrainian Welcome Centre volunteers in Camden and to families4peace
- 2.21 The Partnership reports it is becoming more difficult to find legal aid representation. The number of firms that would normally have been approached to secure representation has changed from 4-8 firms last year, to potentially 20 firms currently.
- 2.22 The STAR Partnership has commenced delivery of their Enabling Assessment Service London (EASL) consultancy sessions, which is a new offer for Shelter. Assessments by an Approved Mental Health Practitioner provide caseworkers with greater depth of understanding, insight, and evidence to ensure clients get the right statutory support.
- 2.23 HARP Connect has highlighted that the probation system has been through a major restructure which has resulted in the dismantling of Community Rehabilitation Companies (CRCs) and the reinstatement of a National Probation Service. Due to these significant changes, the Probation Service is adjusting to the implementation of new services and systems, staff retention and recruitment. This has had a significant impact on the supervision provided to service users and on voluntary sector agencies working within Criminal Justice services. Although a difficult transition, with several challenges, HARP now have access to the probation owned Refer and Monitor system which they believe will improve project referral pathways and access to project services.
- 2.24 HARP are aware that there have been very few referrals for women service users. The project believes this is being impacted by their access to the women's prison estate and HARP does not currently have direct access to Bronzefield women's

prison. HARP have added activity to encourage referrals for female service users to their project plan for the next quarter.

### **Service area 1.2**

- 2.25 Working with the Street Legal team at St Mungo's, Streetlink has formed new pathways into immigration and legal advice services and accommodation. Streetlink will be exploring a referral route into winter night shelters for clients who have unclear or limited entitlements, are not CHAIN<sup>9</sup> verified, and have no care and support needs.
- 2.26 Streetlink has worked to build positive relationships with many Local Authority Housing leads particularly to improve responses to child safeguarding concerns. This has led to an improved understanding of Streetlink's service, challenges faced by those who are vulnerable and seeking accommodation and the development of clear escalation routes. Streetlink is also involved in the Women's Life on the Streets subgroup chaired by London Councils and StreetLink London gave a presentation to the Minister for rough sleeping. Streetlink believe that support is also needed for clients who are outside of the legislative safety net (Housing Act 1996, Homeless Reduction Act 2017, Care Act 2014, Immigration and Asylum act 1999).
- 2.27 Streetlink's London Advice Line are working with the GLA and London Councils to evidence the challenges their clients' experience in acquiring their entitlements from the Department of Work and Pensions (DWP). Recent feedback from frontline staff suggested issues with length of time for decision making, poor decision making, poor/inaccurate advice and at times discriminatory practices. Streetlink has passed this feedback on to the GLA and understand they are going to meet with the DWP to discuss further.
- 2.28 Streetlink contributed to Shelter's mystery shopper project. Findings are presented to local authorities, with the aim of reviewing the support provided to clients approaching Housing Options for support.

### **Service area 1.3**

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<sup>9</sup> CHAIN (Combined Homelessness and Information Network) is a multi-agency database recording information about people sleeping rough and the wider street population in London.

- 2.29 London Youth Gateway (LYG) has highlighted that young people who are clearly in urgent need are not always able to get GP appointments to enable referral to appropriate services, which can also mean they do not receive support from care coordinators. This also has a direct impact on their homelessness as these young people tend to struggle to evidence that they should be considered as having priority need under the Housing Act. Consequently, they tend to spend a long-time rough sleeping or sofa-surfing as they are not considered eligible for the relief duty or emergency accommodation. In addition, supported housing providers will not offer accommodation to these young people because of their higher support needs.
- 2.30 LYG worked with LB Haringey to organise the Tackling Youth Homelessness in London Together event in June (attended by boroughs and Voluntary and Community Services (VCS) providers, the Greater London Authority (GLA) London Councils and DLUHC. This will be followed by a series of communities of practice sessions throughout the year. Partners are also actively contributing to the Life Off the Streets young people's workstream, led by London Councils and the GLA, to prevent and improve outcomes for young people sleeping rough in the capital. LYG partner, Albert Kennedy Trust (akt) launched their Housing Report: ['building inclusive housing support for lgbtq+ communities'](#) on 23rd May at the Houses of Parliament.
- 2.31 LYG's LGBTQ+. Jigsaw partners have launched a new online chat function, particularly to engage young people that may not be in a safe position to make a phone call, fill in a form, or may find it anxiety-provoking to wait for email responses. Work has also focussed on mental health support to young people in housing need, particularly securing mental health assessments or diagnosis.
- 2.32 New Horizon Youth Centre (NHYC) have created strong links with the London Assembly Housing Committee and are also supporting its #StopTheBus campaign youth homelessness campaign to stop the equivalent of a bus load of young people being made homeless every day. New Horizon Youth Centre also met with the London Councils Rough Sleeping Director and the Chair of the Housing Group, to discuss how to better address youth homelessness in the Capital. NHYC also hosted a visit for the youth justice policy lead at the Ministry

of Justice, to learn more about NHYC's work with young people impacted by violence, criminal exploitation and the criminal justice system.

- 2.33 NHYC have also won the Try Something New award at the London Youth Awards for their Youth Hub pilot 'Hotel 1824', which New Horizon Youth Centre ran with Depaul UK. New Horizon Youth Centre highlight that the Award is a real tribute to youth work and thanked London Councils for its support with the Hotel 1824 project. LYG partners have also received external acknowledgement and celebration of their work and innovation: Stonewall Housing were nominated for two awards at the Rainbow Honours and New Horizon Youth Centre (NHYC) was runner up in the Charity Awards for their work supporting young people in the Criminal Justice System.

#### **Service area 1.4**

- 2.34 London Plus contributed to the creation of the Pan-London Homelessness Job Fare. Held at City Hall, 200 potential future employees attended to meet with homelessness organisation who were offering jobs, initial interviews and general information on working in the sector. 120 individuals attended with 14 organisations offering jobs and advice.

#### **Performance management**

- 2.35 2 Priority 1 projects are currently rated Green and 3 are rated Amber (see Table 2).
- 2.36 The STAR Partnership has been RAG rated amber for two quarters and delivery against profile percentage is 58 per cent. Capacity remains an issue for the project. The project is receiving a very high number of enquiries, and casework is taking longer to resolve, in part due to waiting longer for local authorities to respond to enquiries. Lead partner Shelter's helpline is facing high demand, with calls lasting an average of six minutes longer on the present commission, compared to the previous one. This is due to immigration cases taking longer to resolve, in part due to Home Office delays. This is expected to improve as immigration cases are starting to be decided.
- 2.37 The project reports clients are not yet job-ready and issues with recording improvements in skills and health have led to lower outcomes being reported.

Staff have also experienced difficulties with maintaining ongoing contact with clients to confirm tenancy sustainment. The Partnership envisage that outcome levels will increase in further delivery quarters. Officers will continue to monitor this closely.

2.38 St Mungo's HARP has been RAG rated amber for two quarters with the RAG improving in the second quarter, and delivery against profile is 68 per cent. The project report that a late project start and staffing issues have impacted outcomes. There are also fewer housing opportunities in the private rented sector for HARP's clients. Staffing issues have also affected mental health support for clients.

2.39 HARP also note that clients' primary focus has been housing support, rather than life skills improvement. Next steps will be to work with clients on life skills and employment referrals when clients are job ready. The project's staff team is new and management are supporting staff to ensure the team are knowledgeable, understand the goals and requirements and are delivering a service which offers clients the agreed outcomes. HARP have improved on the delivery figures from the last quarter as the team start to come together and do not anticipate variance for the next quarter. Officers will continue to monitor this closely.

2.40 The London Plus project, has been RAG rated amber for two quarters with similar performance in the second quarter, and delivery against profile percentage of 71 per cent. There have been lower than expected improvements in several outcomes partly due to registered attendees not undertaking training. Some webinars have therefore been rescheduled to quarters three and four. Work has continued to inform organisations of funding opportunities/applications and although these outcomes have not yet been reached, webinars and training, including on the Winter Transformation Fund are due to be delivered. London Plus will also contribute to a pan-London fundraising event in quarter four which should increase delivery against outcomes. Officers will continue to monitor this closely.

2.41 St Mungo's (Streetlink London Advice Line) RAG rating has moved from red in quarter one to green in quarter two. Several rounds of recruitment were required to fill the two Assessment Worker Posts. The delay in recruitment impacted

StreetLink's ability to meet its outcome targets in quarter one; the organisation, however, arranged locum cover to enable it to meet its cumulative targets.

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

#### **Delivery**

3.1 The Committee allocated £12.2 million to nine projects to Priority 2: Tackling Sexual and Domestic Violence for 2022-26<sup>10</sup>.

- One (value of £0.2 million in year one) is delivering against specification 2.1: Prevention (working with children and young people).
- Three (total value of £1.8 million in year one) are delivering against specification 2.2: Advice, counselling and support to access services (for medium risk, post - Independent Domestic/Sexual Violence Advocate (IDVA/ISVA) support and target groups not accessing general provision).
- Two (value of £0.3 million in year one) is delivering against specification 2.3: Helpline services (advice and support, access to refuge provision).
- One (value of £0.84 million until 31 March 2023) 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 £0.19 million in year one) is delivering against specification 2.5: Improving the response to domestic and sexual abuse in London (working with domestic and sexual abuse organisations and professionals).
- One (value of £0.30 million in year one) is delivering against specification 2.6: Services for people affected by harmful practices

3.2 At the end of quarter two, overall performance was 13 per cent below profile. Figures 2 ,3 and 4 provide further information at a service area level. Outcome targets have been met or been surpassed in four of the six service areas. For the two service areas 2.2 and 2.3, that have performed below target only service area 2.2 is outside of the +/-15 per cent performance tolerance.

3.3 Figure 4 shows performance for service area 2.4, which as explained in paragraph 1.3, the Specialist Refuge Network has been extended for a further year to 31 March 2023, this means that their performance is showing delivery for the previous five years from April 2017 to September 2022. Performance for

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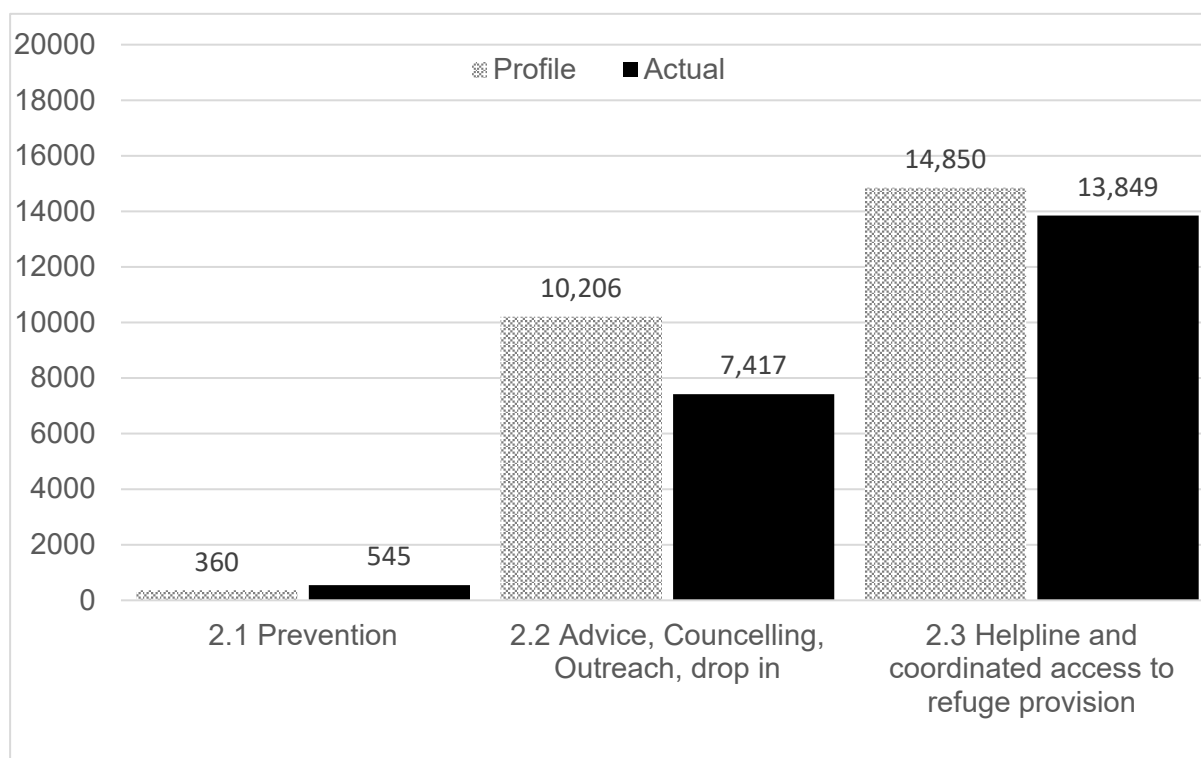
<sup>10</sup> This figure includes service area 2.4 which has been extended for one additional year under the 2017-22 programme to 31<sup>st</sup> March 2023



service area 2.4 is 5 per cent above profile and within the +/-15 per cent performance tolerance.

- 3.4 Service area 2.1 has exceeded the + 15 per cent tolerance level because of training and outreach delivered by delivery partner Jewish Women's Aid (JWA). The group delivered training to a high number of professionals and young people (see para. 3.16) that resulted in overperformance of outcomes for professionals, reporting increased knowledge, awareness and commitment to ensure work is embedded and increased confidence in addressing issues with children and young people.
- 3.5 Service area 2.2 is below 15 per cent delivery tolerance due to difficulties meeting securing safe housing solutions and Women and Girls Network (WGN) having to offer a reduced counselling service, due to reduced capacity. Officers will continue to monitor this closely.
- 3.6 Service Area 2.6 has overdelivered due to the strong relationships forged by Ascent EHP partners with both statutory and third sector providers. Delivering training for frontline practitioners, together with attendance at VAWG Forums and work with MARAC's and social care teams, has resulted in increased referrals - which has in turn increased support work with beneficiaries and thus outcomes being exceeded.

**Figure 2:** Priority 2 Delivery against Profile Aggregate Outcomes by service area (2.1, 2.2, 2.3) 2022-26 Q1 to Q2:

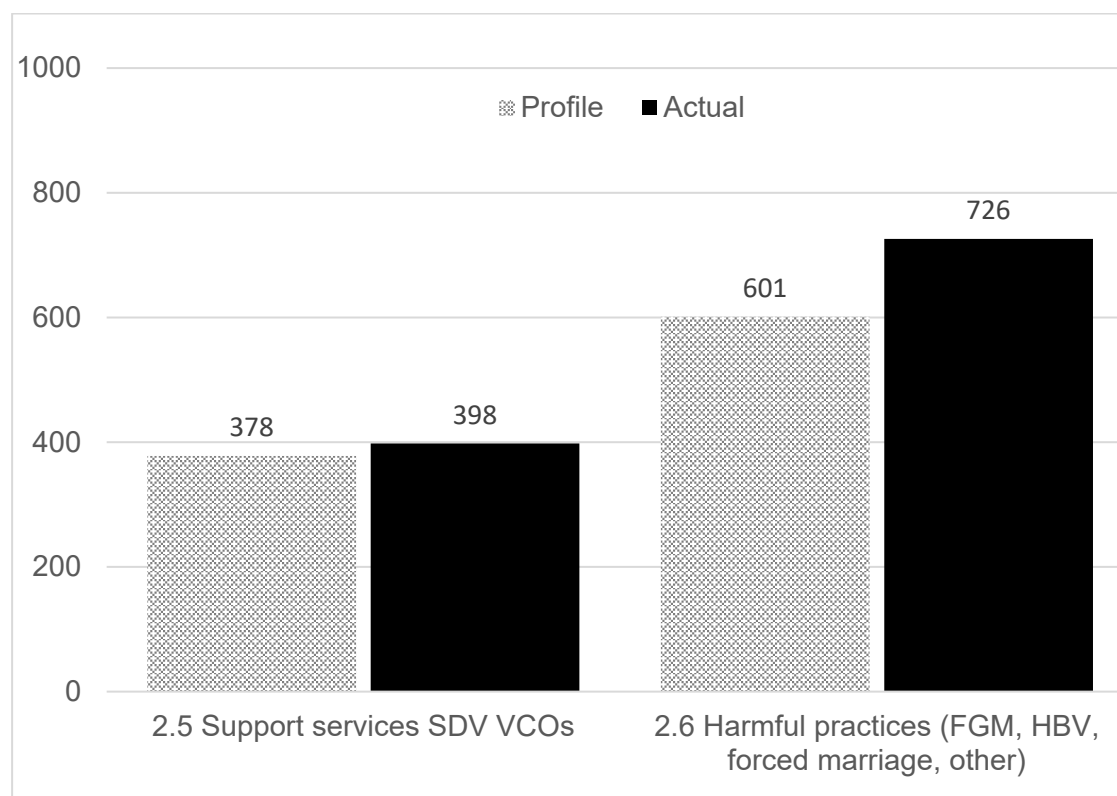


	2.1 Prevention	2.2 Advice, counselling, outreach, drop- in	2.3 Helpline and coordinated access to refuge provision <sup>11</sup>
<b>Profile</b>	360	10,206	14,850 <sup>12</sup>
<b>Actual</b>	545	7,417	13,849
<b>Difference</b>	185	-2,789	-1,001
<b>Variance</b>	51%	-27%	-7%
<b>Year One Grants Value (£m)</b>	£0.24	£1.79	£0.32
<b>Number of Providers</b>	1	3	2

<sup>11</sup> Refuge 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.

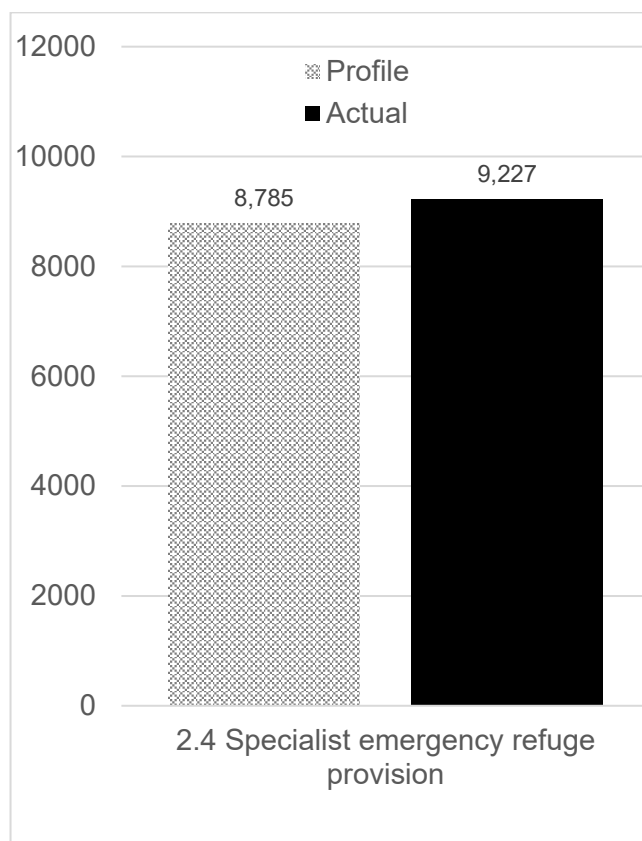
<sup>12</sup> Only one provider data – Refuge - is shown here as Women's Aid Federation is not yet in grant agreement, see paragraph 3.34

**Figure 3:** Priority 2 Delivery against Profile Aggregate Outcomes per service area (2.5, 2.6) 2022-26 Q1 to Q2:



	2.5 Support services SDV VCOs	2.6 Harmful practices (FGM, HBV, forced marriage, other)
Profile	378	601
Actual	398	726
Difference	20	125
Variance	5%	21%
Annual Grants Value (£m)	£0.19	£0.30
Number of Providers	1	1

**Figure 4:** Priority 2 Delivery against Profile Aggregate Outcomes per service area (2.4) 2017-2023, Year 1 to Year 6, Quarter 2:



Profile	8,785
Actual	9,227
Difference	442
Variance	5%
Annual Grants Value (£m)	£0.84
Number of Providers	1

3.7 Providers continue to support vulnerable and disadvantaged service users within the protected characteristics under the Equality Act 2010. By end of quarter two<sup>1314</sup>:

- 75.3 per cent were female
- 11.1 per cent were under 25
- 11.3 per cent were aged over 55

<sup>13</sup> Based on self-declaration; users may declare more than one protected characteristic e.g., disability

<sup>14</sup> These figures also include Quarters 1 and 2 for the Specialist emergency refuge provision which has been extended for an additional year to 31 March 2023

- 69.3 per cent were ethnic minorities<sup>15</sup>
- 28.8 per cent declared a disability
- 22.8 per cent were LGBT<sup>16</sup>
- 473 people had no recourse to public funds (13 per cent)

3.8 London Councils funded organisations to deliver services across London and implemented a monitoring process that incorporated an assessment of equalities. A report assessing the programme's performance with reference to the requirements of the Equality Act 2010 is included in this report in Appendix 4.

### **Policy and wider environment**

3.9 Draft Victims' Bill: The Justice Committee published their pre-legislative scrutiny report on the Draft Victims Bill on 30th September 2022. The Committee found that the draft bill in its current form will not achieve its aims due to the lack of enforcement powers and the need for additional resources. Key findings of the report relevant to violence against women and girls include:

- On the provision in the bill to enshrine the Victims' Code in statutory law, the Justice Committee raised concerns that the key principles of the code in the bill are not strong enough to drive change. The committee made recommendations for additions to the code and recommended that Police and Crime Commissioners (PCCs) should be given power to escalate concerns about agencies' compliance with the code to relevant inspectorates and the Victims Commissioner.
- On the duty to collaborate on the provision of community-based support services for victims of crime (including sexual violence and domestic abuse), the Committee recommended that the duty be strengthened to require statutory agencies to collaborate to commission community-based services, and should be accompanied by an appropriate, multi- year funding package.

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<sup>15</sup> Includes Asian - all, Black - all, Chinese, Latin American, Middle Eastern, mixed ethnicity, white European, white Irish and white other

<sup>16</sup> Lesbian, gay, bisexual, identify as trans or a person with trans history or declared other

- The committee called for additional funding to support Sexual Violence and Domestic Abuse Advocacy services to accompany the proposal to create statutory definitions and guidance for advocates.

3.10 London Councils has contacted the Chair of the Justice Committee to raise concerns about the current wording of the duty to collaborate on the commissioning of support services, which does not currently include boroughs.

3.11 Serious Violence Duty: Under the Police, Crime, Sentencing and Courts Act, specified statutory agencies, including Local Authorities (London Boroughs); the police; and health commissioners have a legal duty to develop and implement a strategy to respond to Serious Violence. A consultation on the statutory guidance for the duty took place over the summer and the results are forthcoming. The duty will commence in early 2023.

3.12 Under current guidance, the duty allows local areas some flexibility in how serious violence is defined, with the inclusion of VAWG being left to local areas. London's Violence Reduction Unit is currently working with London boroughs to develop a consistent approach to the duty across London.

3.13 Domestic Abuse Commissioner - Early Mapping Findings: The Domestic Abuse Commissioner published early findings from their mapping of Domestic Abuse and Sexual Violence Services in England and Wales. The mapping found a disparity in services available across different areas and major gaps in support for victims and survivors. 'By and for' specialist services were found to be 5 times less likely to receive statutory funding than mainstream domestic abuse or violence against women and girl services. Major gaps in support identified for London include access to mental health support and access to support for children affected by domestic abuse.

3.14 Funding for Domestic Abuse Sexual Violence Services: In September 2022, the Home Office and the Ministry of Justice announced a dedicated, two-year funding pot for services to tackle Violence Against Women and Girls, with a focus on specialist and 'by and for' services. This announcement is part of the overall approach to funding services laid out in the Home Office's Tackling Domestic Abuse Plan and the Victims' funding strategy and is in addition to the three-year

funding for sexual abuse and domestic violence services announced in March 2022. The fund contains the following strands:

- 'By and For' Services Fund- £3 million per annum
- Specialist Services fund - £754,500 per annum
- Sexual Violence Support fund £400,000 per annum
- Employers Engagement Fund - £75,000 per annum

3.15 London Councils has commissioned AVA (Against Violence and Abuse) to deliver research mapping funding streams for VAWG services in London. This research will evaluate current funding arrangements in London and their impact on the ability of commissioners and service providers to deliver the right kind of support to victims and survivors and will provide recommendations on how to improve funding arrangements. The results of this research are planned to be published in early 2023.

### **Service Area 2.1**

3.16 Healthy London, Healthy Relationships (HLHR) held a virtual launch in September 2022, helping to increase engagement with and referrals to the HLHR programme. The HLHR Project had increased outcomes, this largely due to Jewish Women's Aid delivering their Healthy Relationships programme to large numbers of year eight students who reported that the Health Relationships programme had resulted in positive changes in attitudes about identifying components of health relationships.

### **Service Area 2.2**

3.17 The Ascent Partnership is working to improve VAWG commissioning. Lead partner Women and Girls Network (WGN) are leading LB Hammersmith and Fulham's consultation on the creation of survivors' participation and activism systems across the borough. The aim is to establish a Lived Experience Advisory Board which will guide and direct the borough's future commissioning and provision of VAWG support.

3.18 The Ascent Partnership has also been very active across the boroughs. For example, Rights of Women (ROW) have delivered a presentation about the legal

advice line and other Ascent services at LB Southwark's Women's Safety event, Jewish Women's Aid attended a specialist Charedi community Meeting: Talking to groups about the barriers to reporting in Hackney, and Ashiana attended a community meeting convened as a result of the murder of Zara Aleena, providing expert knowledge on ways LB Hackney can enhance women's safety.

3.19 The LGBT+ Domestic Abuse Partnership (DAP), led by GALOP reported an increase in image-based sexual abuse (revenge porn) with the threat of posting images being used coercively as well as a lack of empathy from professionals in the criminal justice system towards their clients. GALOP also reported that there is little recognition of the difficulties faced by their clients navigating the police and court system.

3.20 The Deaf Domestic Abuse Service, led by SignHealth, advise that there has been an increase in mental health issues amongst its clientele and that many of them, who may not be aware of the severity of their condition, do not seek support from their GP.

3.21 SignHealth provided the following update on events:

- The Head of Domestic Abuse Services attended the Metropolitan Police Service (MPS) Domestic Abuse Networking Event on 7th July at New Scotland Yard; at which they gave a service presentation.
- It has been invited by the East London NHS Foundation Trust to deliver a talk on Domestic Abuse (DA) in the Deaf Community. It is hoped that attendance will increase awareness of its service in the NHS.

### **Service Area 2.3**

3.22 The Rape and Sexual Abuse Support Centre (RASASC), a partner of the Pan-London Domestic and Sexual Violence Helplines Project, report that the sexual violence helpline will now open 24-hours a day, adding significant value to the partnerships' pan-London helpline.

3.23 Respect advise that the Men's Advice Line has updated its website to include videos; new images representing a diverse group of men; and digital radio adverts. An Information Hub has also been launched to provide greater access



to information and links to enable access to support outside of the Men's Advice Line's opening times.

- 3.24 The Men's Advice Line will be moving away from email support and towards a secure online contact form. The form is specifically structured to gather information that will help Advisors better understand the risks and needs of those seeking support and help improve response times.
- 3.25 In response to the increase in wait time for Rape Crisis therapeutic support, Women and Girls Network (WGN), piloted emotional support care packages for survivors on WGN's counselling waiting list and those approaching the end of their counselling contract. Survivors received up to seven weekly phone-based support sessions. Those accessing the support reported that it was extremely impactful.

#### **Service Area 2.4**

- 3.26 The Specialist Refuge Network led by Ashiana Network report continued delays in the delivery of biometric residents permits (BRP's). Complaints to the Home Office about the delays are not often responded to. Similarly, there are Home Office delays in the issuing of Application Registration Cards (ARC), despite complaints, which leaves their clients in a position where they do not have much evidence of their asylum claim.
- 3.27 Nia report that Covid continues to present challenges; particularly around accessing NHS treatment, mental health support and immigration status support.
- 3.28 The partnership provided the following update on events:
- As part of wider partnership work and successes, the Iranian & Kurdish Women's Rights Organisation (IKWRO) joined a partnership meeting with HOG (Housing Operational Group) and other groups to discuss the wider needs of women's issues in the refuge. The aim of this meeting was to look at preventing and ending all forms of violence against women and girls and support victims/survivors to achieve their full potential in life.
  - BME Health Forum invited IKWRO to attend a meeting in September, for the report launch on loneliness and isolation among BME communities.

- Solace attended the Student Commission on Consent and Sexual Violence Showcase 2022; a project on addressing issues including sexual violence, consent and the promotion of healthy relationships.

## **Service Area 2.5**

3.29 The Ascent Support Services to Organisations Partnership, led by Women's Resource Centre, report an increase in requests for awareness training on domestic abuse. However, the increase in demand for frontline services has made it difficult for professionals to free up time to attend training during working hours.

## **Service Area 2.6**

3.30 The Ascent Ending Harmful Practices Partnership led by Asian Women's Resource Centre (AWRC) advise that it has been a struggle to find multilingual counselling services without long waiting lists for clients.

3.31 A marked rise in domestic abuse for women on spousal visas was reported; the women are being threatened with homelessness and or deportation by their spouse.

3.32 AWRC reported that accessing housing for clients is increasingly difficult; concerns raised in this regard include:

- That there is a lack of local authority emergency accommodation and when offered, it is often unsuitable. It was reported that clients, at times, are advised to accept a housing offer (even if unsuitable) to avoid making themselves "intentionally" homeless. Clients reportedly often end up remaining in unsuitable accommodations until they are offered permanent housing because challenging the situation, via judicial review, is complex and expensive.
- Women with pre-Settled status have reportedly been turned away without their right to reside being properly assessed.

3.33 The following update on events was provided:

- AWRC attended the Morden Community Islamic Centre and participated in the delivery of a presentation given by the Ethnic Minority Ambassador, Sabah Kaiser, about the final report of the Independent Inquiry into Child Sexual Abuse, with the aim of sharing learning and raising awareness.
- AWRC have developed a co-action hub project in partnership with Standing Together (funded by Esme Fairbairn) that aims to provide coordinated community responses to black and minoritized/global majority survivors of domestic abuse and harmful practices. It aims to create a BME led knowledge hub.

### **Performance management**

- 3.34 At the end of quarter two, six Priority 2 projects are rated Green, one is rated Amber (see Table 2). One project has not reported any data due to not being in grant agreement (see paragraph 3.34)
- 3.35 Women's Aid Federation: There is no performance data in this report for the London Refugees Data Collection project led by Women's Aid Federation, as the project is not yet in grant agreement. However, the project has started at their own risk and has continued to collate and distribute the Routes to Support data and provide portal access to boroughs and other stakeholders such as MOPAC. The delay to the grant agreement is due to a number of factors including internal and external pressures on capacity- however work with Women's Aid to agree acceptable outcomes for the project is ongoing, and the team expects the project to be in grant agreement shortly. It is expected that the project will, where necessary, to catch up on the agreed outcomes over the rest of the programme.
- 3.36 For the Healthy Lives, Healthy Relationships (HLHR) project, outcomes have been greatly impacted by ongoing recruitment, resulting in reduced staffing capacity for some partners. Collecting outcomes data has also been challenging across the newly established partnership, with people engaging in the programme but not completing feedback to evidence that the outcome has been achieved. All partners have been assigned Key Performance Indicators (KPI's) to increase outcomes and take up of services by schools.

- 3.37 The RAG rating for the Women and Girls Network (WGN) led project Ascent Advice and Counselling Project remained rated green, however at the end of quarter two, delivery was under the 85 per cent tolerance. WGN highlighted that it is extremely challenging to secure safe housing solutions for survivors in London and particularly so for survivors with No Recourse to Public Funds (NRPF) where local authority housing departments have no statutory duty to provide support. WGN report that Social Services often decline to act and provide Section.17 support<sup>17</sup>.
- 3.38 There has also been some underdelivery of outcomes related to sustaining new lives; moving to independence; having safety plans and having greater feelings of safety. These outcomes have been affected by reduced counselling capacity. Survivors receiving counselling had also not yet achieved the above outcomes. Counselling capacity issues should be redressed from quarter three onwards. Officers will keep this under review.
- 3.39 Ascent: Support Services to Organisations Partnership, led by Women's Resource Centre (WRC), is RAG rated green; its delivery, however, is under the 85% delivery buffer. WRC has advised that some of its quarter two scheduled events were postponed due to a number of factors such as a high dropout rate, more time being needed to develop course materials, or because the facilitator of the event requested it be postponed. Officers will continue to monitor with a view to ensuring that any postponed events are held in future quarters.

## **4 Impact of the Cost of Living Crisis**

- 4.1 As part of the quarter two monitoring return, the providers were asked to report how the increase in the cost of living has affected both their clients and their organisations.
- 4.2 Across both priorities, organisations reported that the crisis has merely exacerbated already existing problems such increased demand for services; steep increases in referrals to specialist benefit services; debt agencies and

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<sup>17</sup> The local authority's responsibility to provide accommodation and financial assistance to families with NRPF set out in the Children Act 1989. Such assistance can only be provided to a family where there is a child in need and the local authority determines that it must use its power under this act to provide accommodation and/or financial support to meet the child's assessed needs.

foodbanks; and issues of recruitment and staff retention. The increase in utility bills also includes WIFI and phone costs which are essential for people facing abuse, violence and/or homelessness, to access support and assistance and are often needed to apply for benefits.

- 4.3 Shelter and HARP reported that with rents increasing, they are seeing more people seeking support for food and energy costs and that universal credit payments are being stretched even further. HARP predicted this will begin to affect clients in accommodation with a service charge attached, as inability to pay the service charges could lead to arrears and ultimately eviction. Streetlink reported an increase of clients being made homeless as a result of their homes being repossessed which they attribute to a direct result of the cost of living crisis.
- 4.4 Another theme which came through strongly was the impact on young people. New Horizon Youth Centre's London Youth Gateway (LYG) reported that the increased cost of living was having a disproportionate impact on young people, particularly those who are already vulnerable or structurally disadvantaged due to the lower national living wage and lower universal credit monthly allowance. The [Resolution Foundation](#) reported that the number of universal credit claims aged 16-24 rose by one-third in July. The [Centrepoin's Food Insecurity report](#), published recently, highlighted that 1 in 4 homeless young people live on only 65 pence a day; 30 per cent go without food for a whole day, and 33 per cent cannot get the right food needed for a healthy lifestyle, impacting health.
- 4.5 With increasing costs, young people are becoming concerned about meeting housing costs and losing their home or being pushed back into homelessness. Accessing accommodation is also becoming increasingly difficult as they are required to pay large deposits to secure accommodation. [Student homelessness](#) is also on the rise due to the rise in living costs. Once young people have secured housing, they are often unable to furnish and equip their home due to lack of funds, this was also reported by GALOP.
- 4.6 LYG partners have reported that as young people struggle more financially there is heightened pressure for them to engage online sex work which can lead to exploitation, including modern slavery. This risk of exploitation was also reported by GALOP.

- 4.7 In response to the increasing cost of living, New Horizon Youth Centre (NHYC) have raised £25,000 in partnership with Greater Change, LandAid and The Progress Foundation. The scheme is open to the wider LYG Partnership, offering cash grants of up to £300 to young people to meet their increased cost of living and to ensure they are not pushed back into homelessness. However the group state that they feel this is a “sticking plaster”.
- 4.8 Our priority two groups echo the majority of the points made above, and in addition report that the cost of living crisis has made it even harder for survivors to leave perpetrators and they are increasingly concerned about financial hardship being used as a tool for coercive control. Many women have found access to money harder and are resorting to food and baby banks. Lack of funds to afford activities outside the home has also caused women to stay at home, increasing isolation, which in turn impacts on mental health. Women and Girls’ Network (WGN) have noticed a shift in the focus of therapeutic work from VAWG related trauma to survivors with rising anxiety about paying bills, keeping their children warm and the ability to afford essential items. They report this is beginning to impact on survivor’s wellbeing and their ability to move on from their experiences of trauma.
- 4.9 WGN also reported that fewer women have enough disposable cash to pay for legal services, but as the means test for Legal Aid does not take into account the rise in the cost of living, even greater numbers of women will be unable to access legal representation and this will likely increase demand on their services.
- 4.10 The cost-of-living crisis is also impacting on the ability of all funded services to meet the needs of beneficiaries, or even to manage to continue operating their service in a “business-as-usual” way. This is both due to increased demand for services and the higher costs to run services: For example, NHYC’s London Youth Gateway project (LYG) is concerned that it may be facing increased demand from young people who are finding it more difficult to access statutory services as local authorities increasingly restrict services by refusing support to homeless young people and domestic abuse survivors.
- 4.11 Many organisations commented that contracts and grants, both new and ongoing, have not taken the cost of living crisis into account which affects their

ability to cope with rising rent and utility costs and increase staff pay in line with inflation. Homeless Link report that supported accommodation and day centres are reporting being affected by the increase in utility costs. Contracts, which were in some cases, commissioned two years ago, do not reflect the rise in costs, but where possible individual agreements are being made. WGN are seeing a recent surge in staff wanting to be office based five days a week and no longer wishing to work on a hybrid basis: This has meant securing additional office space and incurring more rent and energy costs.

- 4.12 Ashiana is concerned about its refuges, which set budgets late last year which did not factor in the huge increase in fuel costs. They do not think that the price cap will make much difference to them. Long term stability is a concern and one of the refuges in the Specialist Refuge Network partnership is currently running at a deficit. The support from London Councils for women with No Recourse to Public Funds (NRPF) does not cover the increase in demand, which they are now meeting from elsewhere. Ashiana is also concerned that their welfare fund for clients will deplete quite quickly.
- 4.13 Inability to pay inflationary increases to staff has created challenges for recruitment and retention. Most projects across the programme reported concern about staff retention: This includes reports of staff leaving for higher paid jobs in other sectors (e.g. NHS, where the pay is significantly higher; staff moving out of London due to the cost of living, or additional anxiety for workers on short term project-based contracts. WGN voiced concern that the talent pool in the women's sector is constantly shrinking as they are training women who then leave. AVA reported funding sustainability as a concern across their partnership. Refuge report some volunteers can no longer afford to volunteer during the day due to the need to take up paid work. Women's Aid were concerned that staff shortages mean that data collection is sometimes not prioritised or is wrongly inputted due to lack of staff training.
- 4.14 Women's Aid and AVA have awarded pay increases to help mitigate cost of living increases, but report that this has not been reciprocated by the majority of their funders. Signhealth are supporting their staff by increasing travel mileage

allowance and introducing two wellbeing days to all staff, on top of their annual leave, to help support their mental health and wellbeing.

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

- 5.1 Project performance is measured using the programme-wide Red-Amber-Green (RAG) rating system. The RAG rating system forms part of the Funding and Performance Management Framework agreed in July 2021<sup>18</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.
- 5.2 The RAG ratings to the end of quarter two (April to September 2022) are set out in the table below. The Committee will note that nine projects are rated Green, four are rated Amber and one has not submitted data due to not being in grant agreement. A number of groups had a slow start due to mobilisation or delays getting into grant agreement but most have been able to increase or stabilise their delivery and where they have not, officers are ensuring they have plans in place to show improvement by end of quarter three. Detailed information on the RAG scoring methodology is provided in **Appendix 1**.

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<sup>18</sup> Grants Programme 2022-26: Prospectus for the new programme, Item 14, 14 July 2021



**Table 2: RAG Results**

Service area	Organisation (lead)	Project	Partners	RAG Rating Q1	RAG Rating Q2
1.1	Shelter	STAR Partnership (Supporting Tenancies, Accommodation and Reconnections)	Thames Reach, Stonewall Housing, Praxis	Amber	Amber ↗
1.1	St Mungo Community Housing Association	HARP Connect (Housing Advice, Resettlement and Prevention Connect)	n/a	Amber	Amber ↑
1.2	St Mungo Community Housing Association	Streetlink London Advice Line	n/a	Red	Green ↑
1.3	New Horizon Youth Centre	London Youth Gateway	Depaul UK, Stonewall Housing, Galop, Albert Kennedy Trust, Shelter, Praxis	Green	Green ↗
1.4	Homeless Link	London PLUS	Shelter	Amber	Amber ↔
2.1	Against Violence and Abuse (AVA)	Healthy London, Healthy Relationships (HLHR)	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	Amber	Amber ↘
2.2	Women and Girls' Network	Ascent: Advice and Counselling	Ashiana Network, Asian Women's Resource Centre (AWRC), Chinese Information and Advice Centre, EACH (counselling and support), IMECE Women's Centre, Iranian and Kurdish Women's Rights Organisation (IKWRO), Jewish Women's Aid, Kurdish and Middle Eastern Women's Organisation, Latin American Women's Rights Service (LAWRS), Nia, Rape and Sexual Abuse Support Centre (RASASC), Rights of Women, Solace Women's Aid, Southall Black Sisters, Women's Trust	Green	Green ↓

Service area	Organisation (lead)	Project	Partners	RAG Rating Q1	RAG Rating Q2
2.2	Galop	The LGBT+ Domestic Abuse Partnership (DAP)	Stonewall Housing, London Friend,	Green	Green ↗
2.2	SignHealth	Deaf Domestic Abuse Service	N/A	Green	Green ↔
2.3	Refuge	Pan-London Domestic and Sexual Violence Helplines Project	Women and Girls' Network, Rape and Sexual Abuse Support Centre (RASASC), Respect	Green	Green ↘
2.3	Women's Aid	London Refugees Data Collection Project	N/A	Not reported	Not reported <sup>19</sup>
2.4	Ashiana Network	Specialist Refugee Network	Ashiana Network, Solace Women's Aid, The Nia Project, Iranian and Kurdish Women's Rights Organisation (IKWRO)	Green	Green ↔
2.5	Women's Resource Centre	Ascent: Support Services to Organisations	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 Partnership	Al-Aman (division of Richmond Fellowship), Ashiana Network, FORWARD, IMECE Women's Centre, Iranian and Kurdish Women's Rights Organisation (IKWRO), Latin American Women's Rights Service (LAWRS), Southall Black Sisters, Women and Girls Network	Green	Green ↔

<sup>19</sup> See paragraph 3.34

## 6 Value for Money

6.1 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)

6.2 The *Funding and Performance Management Framework* (agreed by members in July 2021) sets out the controls used to ensure value for money for the programme. This includes checks on audited accounts and a review of annual budgets. As agreed by Committee, a full-cost-recovery-approach is being used for the 2022-26 programme. This will require a new approach to annual budgeting, with projects adjusting budgets annually to match changes in costs, within the four year budget envelope.

6.3 London Councils operates a robust monitoring system to ensure figures reported are verifiable; the work funded projects undertake has a far wider benefit and impact than is often shown through the figures. For example, a frontline organisation may support a person through multiple interventions across the whole partnership. A second-tier project 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.

6.4 The team continues to work with IT contractor, Superhighways, to develop a more efficient reporting tool for the programme. The reporting portal went live in July 2022 and the funded projects have now submitted two quarterly reports via this medium. The team has undertaken significant work with Superhighways to design the platform and will continue to do so for the rest of the year.

- 6.5 Despite a number of challenges for some of the projects such as late starts due to delays in staff recruitment or grant agreements being finalised, most commissions have performed well against targets and by the end of quarter two, the majority have made progress against any performance deficits which occurred in quarter one. Where underdelivery remains, projects have plans in place to address this and officers will continue to work closely with the providers to ensure these are addressed and reported to committee throughout the programme.
- 6.6 The team will continue to improve partnership and cross priority working as it led to better outcomes for service users on the previous programme. Where relevant, funded projects work towards appropriate quality standards, and involve project participants in the design and adaptation of the projects.
- 6.7 Information and data provided through the programme has been used by the policy team at London Councils, and by other stakeholders, to inform the strategic response to these priority areas.

## **7 Recommendations**

### **7.1 The Grants Committee is asked to **note**:**

#### **a) outcomes at priority level:**

- i) Priority 1, combatting homelessness, overall is 14 per cent below profile to quarter two
- ii) Priority 2, tackling sexual and domestic violence, overall is 13 per cent below profile to quarter two

(1) Service Area 2.4 is five per cent above profile

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

- i) Priority 1, combatting homelessness – 3,866
- ii) Priority 2, tackling sexual and domestic violence – 22,935

(1) Service Area 2.4 – 9,227

- c) project level performance, using the Red, Amber, Green (RAG) performance management system (explained at Appendix 1):
  - i) nine projects are rated Green, four are Amber
  - ii) One project has yet to start reporting
- d) A summary on the impact of the cost of living crisis on the funded groups and their beneficiaries (Section 4)
- e) the borough maps (Appendix 2)
- f) 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
- g) the final annual equalities report for the 2017-22 programme. (Appendix 4)

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Appendix 1 RAG Rating Methodology

Appendix 2 Borough Maps

Appendix 3 Project Delivery Information and Contact Details

Appendix 4 The final equalities report for the 2017-22 programme

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### **Financial Implications for London Councils**

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 13, 13 July 2022*

*2022-2026 Pan-London Grants Programme - Implementation update, Item 14, 13 July 2022*

*2022-2026 Pan-London Grants Programme – Recommendations for award of grant, Item 8, 24 November 2021*

*Grants Programme 2022-26: Prospectus for the new programme, Item 14, 14 July 2021*

London Councils officers report quarterly to the Grants Committee on the performance of the grants programme, based on the Funding and Performance Management Framework agreed by Grants Committee in July 2021.

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 and new users - 70 percent
- Quality - beneficiary satisfaction<sup>20</sup>, 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.

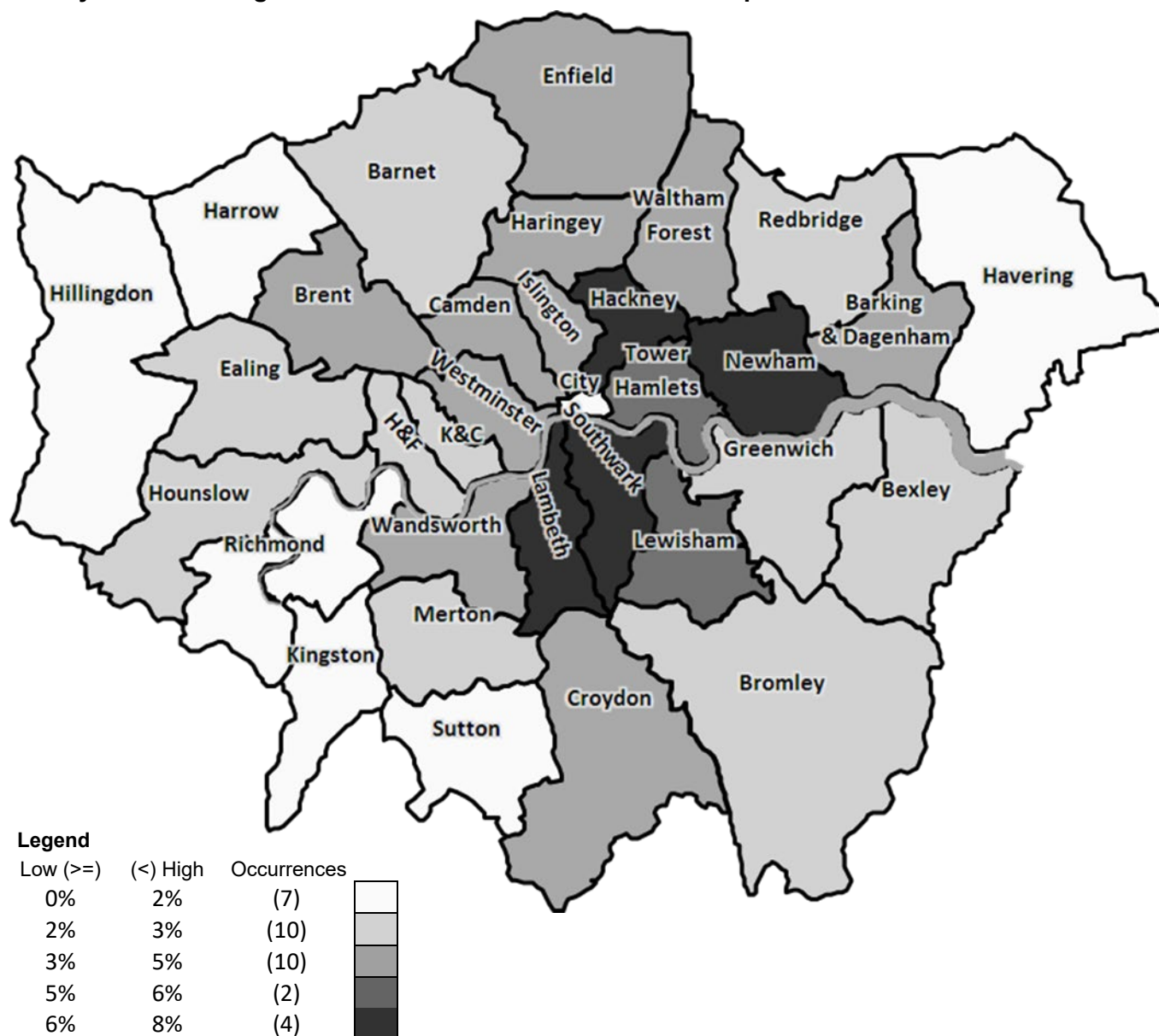
The framework also sets out a risk-based approach to monitoring in which levels of monitoring are varied dependent on the RAG score of the project.

**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

<sup>20</sup> This previously included a self-assessment but will now integrated into a monitoring visit.

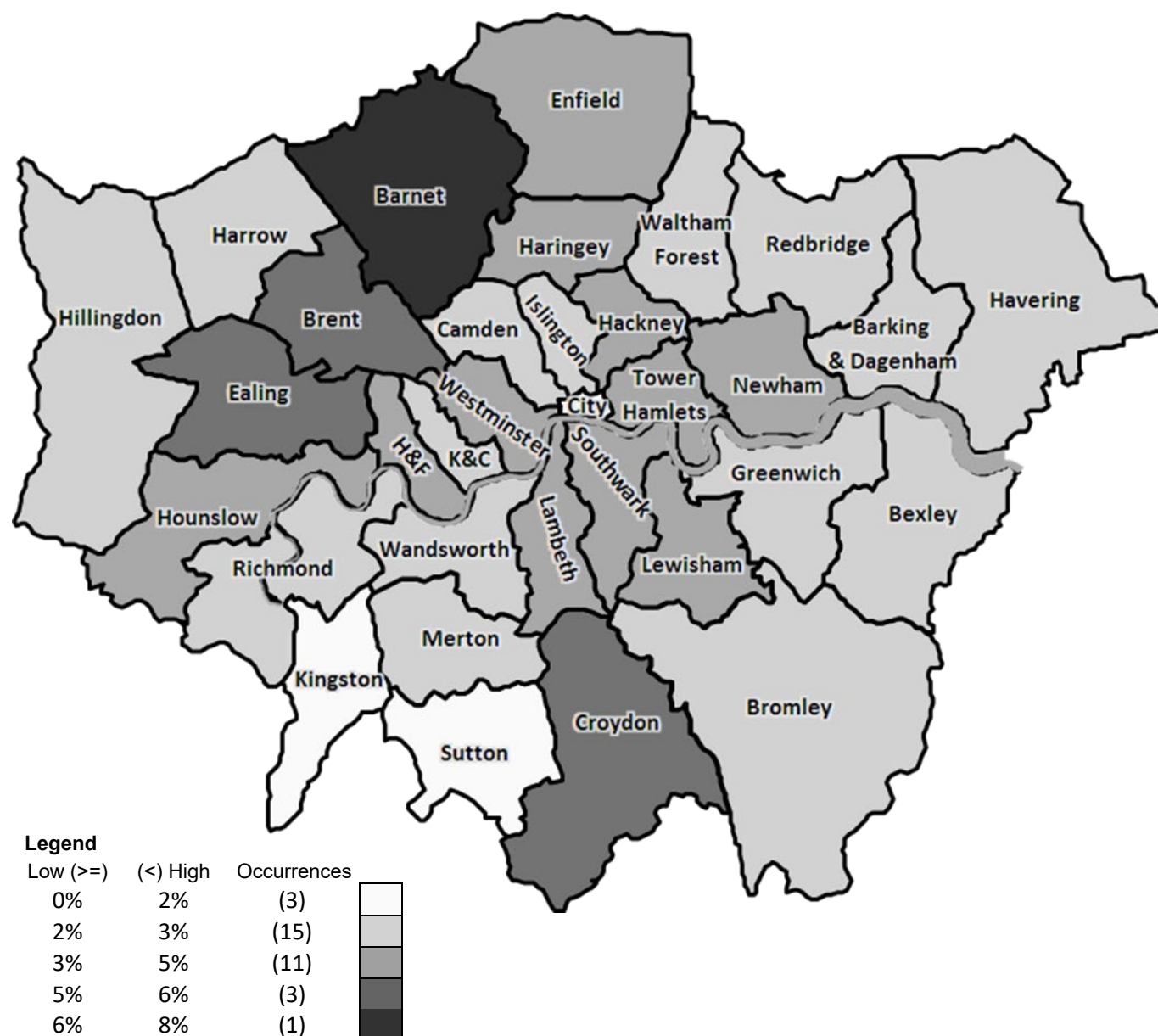
## Priority 1: Combatting Homelessness actual distribution to September 2022

**Boroughs**

City of London	0.71%
Barking & Dagenham	3.04%
Barnet	2.49%
Bexley	1.59%
Brent	3.83%
Bromley	2.08%
Camden	3.99%
Croydon	4.48%
Ealing	2.95%
Enfield	3.17%
Greenwich	2.00%
Hackney	6.43%
Hammersmith & Fulham	2.54%
Haringey	3.61%
Harrow	0.98%
Havering	0.98%
Hillingdon	1.15%
Hounslow	1.67%
Islington	3.99%
Kensington & Chelsea	2.13%
Kingston upon Thames	0.96%
Lambeth	7.08%
Lewisham	4.51%
Merton	2.27%
Newham	6.95%
Redbridge	1.70%
Richmond upon Thames	0.55%
Southwark	6.26%
Sutton	0.68%
Tower Hamlets	4.57%
Waltham Forest	4.29%
Wandsworth	3.01%
Westminster	3.36%



## Priority 2: Tackling Sexual and Domestic Violence - actual distribution of delivery to September 2022

**Boroughs**

City of London	0.30%
Barking & Dagenham	2.59%
Barnet	7.64%
Bexley	1.88%
Brent	5.36%
Bromley	2.14%
Camden	2.87%
Croydon	4.62%
Ealing	4.69%
Enfield	3.43%
Greenwich	2.23%
Hackney	3.47%
Hammersmith & Fulham	3.21%
Haringey	3.50%
Harrow	2.84%
Havering	1.89%
Hillingdon	2.84%
Hounslow	3.43%
Islington	3.00%
Kensington & Chelsea	2.11%
Kingston upon Thames	1.15%
Lambeth	4.32%
Lewisham	4.23%
Merton	1.96%
Newham	3.52%
Redbridge	2.64%
Richmond upon Thames	1.66%
Southwark	4.00%
Sutton	1.13%
Tower Hamlets	3.15%
Waltham Forest	2.97%
Wandsworth	2.23%
Westminster	3.02%

**See separately produced Appendix 3**

## 1 Background

- 1.1 The London Councils Pan London Grants Programme enables boroughs to tackle high-priority social need where this is better done at pan-London level. The principles of the Grants Programme were agreed in 2012 and re-affirmed in 2016. Of the five programme principals, one is focused on contributing to the objectives of the 2010 Equality Act. Service specifications highlighted particular equalities groups to target, based on evidence of disproportionate impact, or because they are groups that do not typically go through the local authority route (or need support to do so).
- 1.2 This equalities report provides cumulative protected equalities figures (for new users surveyed) as provided by the funded projects in the 2017-22 programme; the examples of activities undertaken are taken from the fifth and final year of the programme, which ended delivery on 31 March 2022.
- 1.3 The Equality Act 2010 includes a public sector Equality Duty requiring public bodies and those carrying out public functions on behalf of public authorities, such as the London Councils Grants Programme, to have due regard to the need to:
  - Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
  - Advance equality of opportunity between people who share a protected characteristic and those who do not.
  - Foster good relations between people who share a protected characteristic and those who do not.
- 1.4 The Act explains that having due regard for advancing equality involves:
  - Removing or minimising disadvantages suffered by people due to their protected characteristics.
  - Taking steps to meet the needs of people from protected groups where these are different from the needs of other people.
  - Encouraging people from protected groups to participate in public life or in other activities where their participation is disproportionately low.
- 1.5 The Act specifies nine protected characteristics; these are age, disability, gender reassignment, pregnancy and maternity, marriage or civil partnership, race, religion or belief, sex and sexual orientation.
- 1.6 London Councils, in aiming to meet its requirements under the act, completed an equality impact assessment as part of the 2015 review of the Grants Programme. The

outcomes of the impact assessment and review suggested that London Councils Grants Programme was and should continue to be an effective vehicle by which the boroughs come together to tackle high-priority, pan-London complex social needs, including the needs of those with the protected characteristics, which can often be difficult to address effectively as an individual borough.

- 1.7 In pursuance of its aims London Councils has funded organisations to deliver services across London and implemented a monitoring process, which incorporates an assessment of equalities. This report outlines, for Priorities one and two, two sections of the equality monitoring data received from funded organisations in order to consider the progress of the programme in adhering to the requirements of the Act.

## 2 Equalities Outcome Targets

- 2.1 Specific equalities outcomes form part of each funded organisation's targets to ensure that the core activity of each service has due regard to the requirements of the Act and to enable London Councils to meet the needs of vulnerable groups. Tables one and two below outline the equalities outcomes achieved over the period 2017-22.

*Table One: Equalities Outcomes achieved under Priority 1 for the period 2017-22*

Service Area & ID		Lead Partner	Outcome	Profile 2017-22	Actual 2017-22
1.1	825 2	Shelter – London Advice Services	Number with one/more protected equalities characteristic	1,906	3,670
			Number with improved physical health	1,000	1,586
			Number with improved mental health	2,300	2,729
	825 4	St Mungo Community Housing Association	Number with one/more protected equalities characteristic	750	1,149
			Number with improved physical health	1,920	1,628
			Number with improved mental health	1,050	1,054

Service Area & ID		Lead Partner	Outcome	Profile 2017-22	Actual 2017-22
1.2	8259	New Horizon Youth Centre	Number with one/more of the protected characteristics (excluding age)	2,830	2,266
			Number with improved mental health	6,225	6,518
1.3	8257	Homeless Link	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
	8258	Standing Together Against Domestic Violence	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 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	400	405

Service Area & ID		Lead Partner	Outcome	Profile 2017-22	Actual 2017-22
			specialist /equalities needs of clients		

Table Two: Equalities Outcomes achieved under Priority 2 for the period 2017-22

Service Area & ID		Lead Partner	Outcome	Profile 2017-22	Actual 2017-22
2.1	8262	Tender Education and Arts	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
2.2	8269	Solace Women's Aid	People from protected characteristics report increased safety/knowledge of rights	12,460	13,070
			People from the protected characteristics report satisfaction with services	15,575	16,057
	8266	Galop	People from protected characteristics report increased safety/knowledge of rights	785	829
			People from the protected characteristics report satisfaction with services	400	438
	8268	SignHealth	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

Service Area & ID		Lead Partner	Outcome	Profile 2017-22	Actual 2017-22
2.3	8275	Women's Aid Federation of England (Women's Aid)	Quarterly report on refuge referrals (successful/non-successful) by London borough, with categories including equalities sent to all borough officers and other key stakeholders <sup>21</sup>	20	20
			People with the protected characteristics (Equalities Act 2010) 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
2.4	8245	Ashiana Network	Removal of barriers in accessing services for people with the protected characteristics of the 2010 Equalities Act	425	741
			Number of users with disabilities accessing the service	365	411
2.5	8271	Women's Resource Centre	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
2.6	8276	Asian Women's Resource	Service users have an increased ability to communicate their needs and views to service providers	945	1362

<sup>21</sup> The Routes to Support reports are quarterly reports on refuge data across London provided to boroughs and the Mayor's Office for Policing and Crime.

Service Area & ID		Lead Partner	Outcome	Profile 2017-22	Actual 2017-22
		Centre (AWRC)	Number of professionals with improved understanding of harmful practices and the barriers faced by BAMER women in accessing services	650	1734

2.2 Providers have made good progress delivering against equalities targets. Officers continue to work with organisations to monitor and support activity.

### 3 Data for number of service users with the protected characteristic

3.1 Priority 1 and 2 funded organisations collect data on the numbers of service users accessing services by protected characteristic, which can be considered according to the target groups outlined for the service. Tables three to ten below, aggregate data on the protected characteristics of service users supported by the grants programme's funded organisations.

*Table Three: Service Users according to Ethnic Background (Priority 1 and 2) and Target Groups*

Protected Characteristic - Race		
Ethnic Background	Priority 1 Percentage of service users by ethnicity 2017-2022 <sup>i</sup>	Priority 2 Percentage of service users by ethnicity 2017-2022 <sup>i</sup>
Asian – Bangladeshi	2.1%	2.1%
Asian – British	1.8%	1.7%
Asian – Indian	1.5%	2.8%
Asian – Pakistani	1.4%	2.3%
Asian – Other	2.2%	2.5%
Total Asian	9.1%	11.3%
Black – African	10.8%	4.8%
Black – British	8.4%	3.5%
Black – Caribbean	6.0%	2.5%



Black – Other	2.0%	1.7%
Total Black	27.3%	12.5%
Chinese	0.3%	0.6%
Latin American	0.5%	1.2%
Middle Eastern	1.7%	2.1%
White – British	17.5%	13.4%
White – Irish	1.7%	1.7%
White – European	6.1%	4.1%
White – Other	5.1%	2.6%
Total White	30.4%	21.8%
Mixed Ethnicity	5.5%	3.6%
Prefer not to say	25.1%	46.9%
Priority 1 Target Groups	The target groups outlined in the service specification were EEA <sup>22</sup> nationals (particularly CEE <sup>23</sup> ), BAMER <sup>24</sup> , Roma and Latin American. The service specifications noted that BAMER people are over- represented among London's homeless with over half of rough sleepers being non-UK nationals. They are more likely to face complex problems and additional barriers to accessing services compared to other homeless people.	
Priority 2 Target Groups	Target groups with low levels of access to generalist provision such as BAMER (including traveller). The service specifications for Priority 2 highlight the need for culturally specific BAMER services. Research indicates that BME survivors of domestic violence are more likely to access BME specialist services and are often a women's first point of contact with any formal support provider <sup>25</sup> . Findings suggest that women from	

<sup>22</sup> Member countries of the European Economic Area

<sup>23</sup> Central and Eastern European (CEE) – represent high levels of rough sleepers in London (Bulgaria, Poland, Hungary, Latvia, Estonia, Lithuania, Czech Republic, Romania, Slovenia and Slovakia)

<sup>24</sup> Black Minority Ethnic and Refugee

<sup>25</sup> State of the Sector: Contextualising the current experiences of BME ending violence against women & girls organisations. Nov 2015.

	Black, Indian, Pakistani and other BAMER communities were likely to stay in abusive situations for longer <sup>26</sup> . Data from Women's Aid found that 51.4% of referrals to refuges for BAMER women were unsuccessful.
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*Table Four: Service Users according to Disability including Deaf and Hearing Impairment (Priority 1 and 2) and Target Groups*

Protected Characteristic - Disability		
Disability	Priority 1 Percentage of service users by disability 2017-2022 <sup>i</sup>	Priority 2 Percentage of service users by disability 2017-2022 <sup>i</sup>
Blind or Visual Impairment	0.2%	0.2%
Learning Difficulty	2.0%	0.9%
Mental health	8.5%	9.5%
Mobility	2.4%	1.8%
Other disability	4.8%	1.6%
Not disabled	55.7%	36.5%
Prefer not to say	26.3%	49.5%
<b>Deaf</b>		
Deaf or Hearing Impairment	0.3%	1.0%
Prefer not to say	17.0%	27.5%
Not Deaf	82.7%	71.5%
Total Deaf and Disabled	18.3%	15.0%
Priority 1 Target Groups	Disabled people, including people with mental health concerns and people with learning	

<sup>26</sup> Vital Statistics: The experiences of Black, Asian, Minority Ethnic & Refugee women & children facing violence & abuse 2010.

	<p>disabilities, were amongst the target groups for Priority 1.</p> <p>The service specification advised that the poverty, inequality, discrimination and exclusion experienced by London's Deaf and disabled population mean they are more reliant on welfare benefits, legal aid etc.</p>
Priority 2 Target Groups	<p>All forms of disability including those with complex mental health needs.</p> <p>The report "Making the Links" found that disabled women often experience greater hurt and damage at the hands of abusers<sup>27</sup>. And that that across the country domestic violence services for disabled women were patchy and sometimes minimal<sup>28</sup></p> <p>Women with complex needs such as mental health are less likely to be successfully referred into a refuge.</p> <p>In 2015 12% of victims seen by the forced marriage unit had either a physical or learning disability.</p>

*Table Five: Service Users according to Sex and Gender Reassignment (Priority 1 and 2) and Target Groups*

Protected Characteristic - Sex and Gender Reassignment		
Gender/Identity	Priority 1: Percentage of service users by gender/ reassignment 2017-2022 <sup>i</sup>	Priority 2: Percentage of service users by gender/ reassignment 2017-2022 <sup>i</sup>
Female	43.1%	71.5%
Male	43.8%	8.9%

<sup>27</sup> Making the Links, Disabled women and domestic violence, Gill Hauge, Ravi K Thiara, Pauline Magowan and Audrey Mullender pp18

<sup>28</sup> Making the Links, Disabled women and domestic violence, Gill Hauge, Ravi K Thiara, Pauline Magowan and Audrey Mullender pp26

Intersex	0.0%	0.0%
Non-binary	0.4%	0.1%
Unsure / questioning	0.8%	0.0%
Other	0.4%	0.3%
Prefer not to say	9.7%	18.2%
Identify as trans or a person with trans history	1.5%	0.3%
Prefer not to say	0.3%	0.7%
Priority 1 Target Groups	<p>Target groups included women affected by domestic violence, trafficked women, young 'hidden homeless' women and transgender people.</p> <p>Young women are more likely to be amongst the hidden homeless seeking out of the way places to sleep rather than sleeping rough on the streets.</p> <p>Transgender people may not form part of local service priorities because they may not exist in large enough numbers locally and may need to flee to other boroughs to avoid harassment or abuse. Transgender people have higher incidents of suicide, homelessness and poverty than many other communities.</p>	
Priority 2 Target Groups	<p>Women will be the main beneficiary of service as they are more likely to be affected by domestic violence, repeat victimisation and homicide statistics.</p> <p>Providers should also consider men and ensure there is, at the least, referral mechanisms to appropriate services.</p> <p>London Councils consultation responses highlighted transgender people as vulnerable to domestic abuse.</p>	

	8.2% of women and 4% of men were estimated to have experienced domestic abuse in 2014/14. <sup>29</sup>
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*Table Six: Service Users according to Sexual Orientation (Priority 1 and 2) and Target Groups*

Protected Characteristic - Sexual Orientation		
Sexual Orientation	Priority 1: Percentage of service users by sexual orientation 2017-2022 <sup>i</sup>	Priority 2: Percentage of service users by sexual orientation 2017-2022 <sup>i</sup>
Bisexual	2.2%	1.3%
Gay Man	5.6%	1.1%
Heterosexual	51.0%	28.7%
Lesbian	1.9%	1.3%
Other	2.2%	1.0%
Prefer not to say	37.1%	66.6%
Priority 1 Target Groups	<p>Target groups included LGBT.</p> <p>LGBT people may not form part of local service priorities because they may not exist in large enough numbers locally. LGBT people may not approach mainstream advice services for fear that they may face discrimination.</p> <p>The Albert Kennedy Trust's 2015 report notes that LGBT young people are more likely to find themselves homeless than their non-LGBT peers and comprise up to 42% of the youth homeless population.</p>	
Priority 2 Target Groups	<p>Target groups included LGBT.</p> <p>More than a third of gay and bisexual men experienced at least one incident of domestic abuse in a relationship with a man. And, four in five gay and</p>	

<sup>29</sup> Domestic Violence in England and Wales, May 2016

	<p>bisexual men who have experienced domestic abuse have never reported incidents to the police.<sup>30</sup></p> <p>One in four lesbian and bisexual women experienced domestic violence. UK research into same sex relationships showed over 40% reported experiencing physical abuse, a similar proportion sexual abuse and three-quarters emotional abuse.</p>
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*Table Seven: Service Users according to Religion or Belief (Priority 1 and 2) and Target Groups*

Protected Characteristic - Religion or Belief,		
Religion or Belief	Priority 1: Percentage of Service Users by religion or belief 2017-2022 <sup>i</sup>	Priority 2: Percentage of service users by religion or belief 2017-2022 <sup>i</sup>
Agnostic	1.0%	0.5%
Atheist	2.0%	1.0%
Baha'i	0.0%	0.0%
Buddhist	0.6%	0.4%
Christian	24.7%	9.8%
Hindu	0.6%	1.3%
Humanist	0.1%	0.0%
Jain	0.0%	0.0%
Jewish	0.4%	0.5%
Muslim	10.5%	7.6%
Rastafarian	0.2%	0.0%
Sikh	0.4%	0.5%
Zoroastrian	0.0%	0.0%

<sup>30</sup> Gay and Bisexual's Men's Health Survey, April Guasp, Stonewall, 2013

None	17.3%	10.2%
Other	2.0%	1.1%
Prefer not to say	40.3%	67.0%
Priority 1 Target Groups	No specific targets outlined. Provision should be sensitive to the needs of service users and their religious requirements.	
Priority 2 Target Groups	No specific targets outlined. Provision should be sensitive to the needs of service users and their religious requirements.	

Table Eight: Service Users according to Age (Priority 1 and 2) and Target Groups

Protected Characteristic - Age		
Age	Priority 1 Percentage of service users by age 2017-2022 <sup>i</sup>	Priority 2 Percentage of service users by age 2017-2022 <sup>i</sup>
Under 16	0.5%	8.2%
16-17	16.9%	1.1%
18-24	28.8%	7.0%
25-34	19.0%	14.3%
35-44	14.6%	11.6%
45-54	9.8%	7.0%
55-64	4.8%	2.6%
65+	2.2%	1.5%
Prefer not to say	3.3%	46.7%
Priority 1 Target Groups	<p>Targets groups include young people aged 18-24, the under 35's and 65+</p> <p>Research found that 50% of older people did not seek advice when threatened with homelessness. A combination of events such as bereavement, ill health, debts and problems with landlords can</p>	

	<p>lead to increased housing instability for this group.<sup>31</sup></p> <p>Older LGBT people face inequality of access to social care and wider provision.</p> <p>Young homeless people were adversely affected by the recession and social welfare reforms. The minimum wage is lower for young people under 21.</p> <p>Homeless Link advised that nearly half of temporary accommodation residents are young people aged 16-24.<sup>32</sup></p>
Priority 2 Target Groups	<p>Children and young people, younger women with vulnerabilities due to child sexual exploitation and gang affiliations. Older people.</p> <p>Older women are less likely to take up services in relation to their needs. Older survivors are said to be under-represented in the take-up of refuge places.<sup>33</sup></p>

*Table Nine: Service Users according to Pregnancy and Maternity (Priority 1 and 2) and Target Groups*

Protected Characteristic - Pregnancy and Maternity		
Pregnancy and Maternity	Priority 1: Percentage of service users by pregnancy and maternity 2017-2022 <sup>i</sup>	Priority 2: Percentage of service users by pregnancy and maternity 2017-2022 <sup>i</sup>
Pregnancy/maternity	0.4%	1.9%
Priority 1 Target Groups	No specific targets outlined. Providers consider and respond accordingly to all protected characteristics.	

<sup>31</sup> Causes of homelessness among older people, Sheffield Institute of Studies on Ageing (SISA) 2004

<sup>32</sup> Homeless Link, Evidencing and changing need of homelessness in London, 2016

<sup>33</sup> Help the Aged Older Women and Domestic Violence, March 2004



Priority 2 Target Groups	<p>No specific targets outlined. Providers consider and respond accordingly to all protected characteristics.</p> <p>The British Journal of Obstetrics and Gynaecology reports that one in six pregnant women will experience domestic violence.</p>
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*Table Ten: Service Users according to Marriage or Civil Partnership (Priority 1 and 2) and Target Groups*

Protected Characteristic - Marriage or Civil Partnership		
Marriage/Civil Partnership	Priority 1: Percentage of service users by Marriage/Civil Partnership 2017-2022 <sup>i</sup>	Priority 2: Percentage of service users by Marriage/Civil Partnership 2018-2022 <sup>i</sup>
Marriage/Civil Partnership	6.0%	6.3%
Priority 1 Target Groups	No specific targets outlined. Providers will need to consider and respond according to all protected characteristics.	
Priority 2 Target Groups	No specific targets outlined. Providers will need to consider and respond according to all protected characteristics.	

#### 4 Equalities Progress Report

- 4.1 Funded organisations provide a written progress report on the work they undertake to ensure their services are accessible and meet the requirements of people with protected characteristics.
- 4.2 Activities employed by funded organisations to increase the take up of services by those with protected characteristics include delivering services in settings that are appropriate/accessible to users and employing targeted methods to advertise the service/ connect with service users. Examples of activities utilised by organisations funded via the Grants Programme are detailed as follows:
  - SignHealth report that it has a close relationship with other Deaf organisations such as Royal Association for Deaf People (RAD) and DeafPlus, to which they refer their clients for assistance with paperwork and phone calls regarding bills, benefits etc.

These organisations are preferred because they use sign language and have access to sign language interpreters.

- The Ascent: Advice and Counselling partnership attended a roundtable with Hourglass, the elder abuse helpline, to discuss how to better reach out to and support older women from BME communities. One of the key learnings from this event was that older women may not necessarily identify as older women and therefore, it is often more effective to produce publicity materials that can be shared in places that older women may visit, such as libraries or community centres. Consequently, mapping will be undertaken to better understand how and where partners promote the project to ensure that women and girls of all ages and backgrounds are able to access information about the project.
- Solace has been working with Wavemaker to begin offering a chatbot service that will enable initial advice and support to be offered to a wider range of survivors, particularly younger women. The chatbot can easily be upgraded to a webchat service.
- Solace advise that the hub has continued working closely with Solace's Irish Traveller Outreach Project and NRPF Project. The hub has also worked closely with the Silver Project, which supports women aged 55+, but the project is often at capacity and there is a lack of specialist service provision for older women experiencing VAWG.
- Solace's counselling service has recently created a process to capture the languages spoken by counsellors, as well as their understanding of cultural and religious backgrounds, gender, and other issues so counsellors can be allocated according to clients' needs. Solace has also been liaising with other agencies to create guidelines around using interpreters in therapeutic settings to enable service users to access counselling in their home language.
- The Ascent: Advice and Counselling partnership continue to access training to enhance the support it offers. For example, the advice team at Solace has accessed additional training to support disabled service users and service users experiencing multiple disadvantage.
- AWRC has successfully established links with Refugee & Migrant Forum of Essex and London (RAMFEL).
- Iranian and Kurdish Women's Rights Organisation (IKWRO) has reached out to the Service Manager at Transform Sutton to develop support in the borough for women from the Middle East and North Africa (MENA) and BAMER communities.
- The Ascent partnership continue to discuss how best to support Black and Minority Ethnic members of staff and are conducting their own work to embed anti-racist practice in all areas of their organisations.

4.3 Activities undertaken to shape services so that they meet the needs of those with protected characteristics include offering translation services, signposting to other providers to ensure holistic support is given, recruiting appropriately trained staff and

delivering training, etc. Examples where services were shaped to meet need have been detailed in monitoring returns as follows:

- The Helplines Partnership report that:
  - o Respect set up a Black Lives Matters working group that is reviewing diversity and inclusion throughout the organisation.
  - o Women's Aid launched Helpline web content in three additional languages: It introduced a language selector on the website so women can read vital information about their rights and options in Bengali, Polish and Spanish and transition smoothly between languages. Moreover, it offers translation services provided through Language Line/Big Word.
- Women's Aid callers with hearing difficulties are provided with a Type Talk service. Data is collected on the number of callers requesting these services, and whether these requests have been met. Callers with hearing difficulties are provided with Text Relay service. It also launched, in consultation with SignHealth, a BSL interpretation strand so Deaf women can receive support from Helpline Advisors via trained interpreters at the click of a button.
- SignHealth advise that it meets clients at their preferred safe venue or undertakes joint visits with social workers or police. Additionally, it updated its website to make sure that the information is presented in BSL first, it attends deaf clubs to deliver workshops where all information is in BSL, uses a dedicated mobile number and email so deaf people can text or email for advice and they are able to video call service users so they can use their preferred language.

4.4 Activities undertaken to ensure that services are flexible and responsive to the changing needs of London and those with the protected characteristics include developing/updating training, receiving and utilising feedback from service users, as well as forging partnerships. Examples of work undertaken by funded organisations were detailed in monitoring returns as follows:

- Galop advise that it has continued to liaise and refer to specialist groups for Black/minority LGBT+ people, for example, if beneficiaries prefer counselling in their home language or from another person of colour, it will seek advice/signpost to other specialist groups.
- SignHealth reports that all its workers use British Sign Language, some form of International Sign Language and other communication modes. It ensures communication matches the needs of the clients', using interpreters where necessary (including interpreters who are fluent in different spoken languages).
- Women's Aid report that all partners adhere to an Equal Opportunities Policy and collect monitoring information on the protected characteristics. The helplines try to ensure that they employ a cross representation of staff that reflects the cultural diversity within the local community and draws upon the different experiences and

backgrounds of all callers. It also monitors and evaluates the composition of its service user population to enhance service provision.

4.5 Activities undertaken by service providers that encourage those with the protected characteristics to take part in public life or activities where their participation is low include the following:

- Solace report that it has four new inclusion networks which cover: women of colour; LGBTQ+; diverse abilities; and allies. It has undertaken an ethnicity pay gap analysis and begun developing actions to address any disparities. Solace has also undertaken a co-production workshop with staff for its new tailored 'Courageous Conversations' which will support staff in challenging microaggressions and unacceptable prejudiced behaviour.
- SignHealth advise that on International Women's Day it offered a workshop on forced marriage, FGM and HBA.

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<sup>i</sup> Note: Data is derived from total number of users that responded to the question