

Grants Committee

2022-2026 Pan-London Grants Programme – Recommendations for award of grant

Item 8

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Summary

At the July 2021 meeting, Grants Committee agreed that London Councils should publish its prospectus for a new 2022-2026 Grants Programme and put out a call for proposals for the following priorities:

- Priority 1 Combatting Homelessness
- Priority 2 Tackling Sexual and Domestic Violence

Following scoring, moderation, and discussion with Grants Executive members and other stakeholders, recommendations for award of grant are made to Grants Committee members.

Funding is recommended for the period 1 April 2022 to 31 March 2026. The total values of grant for recommended projects will be a maximum £21,100,000 over the lifetime of the grants (Priority 1 £9,800,000, Priority 2 £11,300,000), subject to pre-award negotiations, annual Leaders' Committee approval of the grants budget and partners fulfilment of terms of grant.

Recommendations

Grants Committee is asked to:

- agree recommendations for grant funding for Priority 1, Combatting Homelessness, and Priority 2, Tackling Domestic and Sexual Violence outlined in Table 1 (further details in Appendix 1)
- note applications that are not recommended for funding set out in Table 2 (further details in Appendix 2)
- note the right to reply submissions from seven applicants (for nine applications) that are not recommended for funding, and officer commentary, set out in Appendix 3.

2022-2026 Grants Programme - Recommendations for award of grant

1 Background

- 1.1 At the July 2021 meeting, Grants Committee agreed that London Councils should publish its prospectus for a new 2022-2026 Grants Programme and put out a call for proposals.
- 1.2 The [London Councils 2022-2026 Grants Programme prospectus](#), published on 19 July, called for project proposals to address two priorities, combatting homelessness, and tackling domestic and sexual abuse.
- 1.3 The total funding available through the prospectus for the life of the programme was £21,100,000; £9,800,000 for combatting homelessness and £11,300,000 for tackling domestic and sexual abuse. Funding was split across nine services areas:

1.3.1 **Priority 1 – Combatting homelessness**

- 1.1 Prevention and targeted intervention - £4million
- 1.2 Prevention and targeted intervention for rough sleepers - £1million
- 1.3 Prevention and targeted intervention for young people - £4million
- 1.4 Improving the response to homelessness in London (working with housing and homelessness organisations and professionals) - £800,000

1.3.2 **Priority 2 – Tackling domestic and sexual abuse**

- 2.1 Prevention (children and young people) - £1million
- 2.2 Specialist advice, counselling and support (for medium risk survivors (including post-IDVA/ISVA) and target groups not accessing general provision) - £7million
- 2.3 Helpline services (advice and support, access to refuge provision) - £1.2million
- 2.5 Improving the response to domestic and sexual abuse in London (working with domestic and sexual abuse organisations and professionals) - £800,000

2.6 Services for people affected by harmful practices - £1.3million

- 1.4 In March 2021, Grants Committee agreed to defer the call for proposals for refuge provision (service are 2.4) to 2022 and roll over the current grant (£840,000) for refuge services in the current programme to 2022-23, to give time to develop longer term arrangements with the boroughs and the GLA following the introduction of the Domestic Abuse Act.
- 1.5 In July 2021, Grants Committee agreed to an award of grant for the period 2022 to 2026 to the Women's Aid Federation for continuation of data services related to refuge domestic abuse services and refuge provision (£25,000 per year, £100,000 total).
- 1.6 The [prospectus and service specifications](#) are available on the London Councils website.
- 1.7 All applications needed to meet the principles for the 2022-2026 programme, which are, services:
 - 1.7.1 deliver effectively and can meet the outcomes specified by London Councils
 - 1.7.2 meet a need for services and support that complements borough and other local statutory and non-statutory services
 - 1.7.3 are more economical and efficiently delivered on a London wide basis (services cannot reasonably be delivered locally, at a borough or sub-regional level), or where mobility is key to delivery of a service to secure personal safety
 - 1.7.4 work with statutory and non-statutory partners and contribute to meeting the objectives of the Equality Act 2010.

2 Applications, scoring, moderation and programme panel

- 2.1 Thirty-three applications were received by the application deadline of 10 September, 12 noon. Applicants were subject to a series of eligibility requirements for the programme. One applicant failed the eligibility requirements.

- 2.2 Scoring was undertaken by twenty-seven people – 19 London Councils officers, four borough officers (Barnet, Ealing, Newham, Richmond and Wandsworth), two London Funders colleagues, one elected member (Bexley) and one Greater London Authority colleague.
- 2.3 Each application was independently scored by two assessors. Where assessors scores differed by 25 per cent or more, an additional independent assessment was undertaken (except for service area 2.3, where a single application was received). Scores were then moderated through a formula.
- 2.4 A programme panel, comprising the Grants Executive Committee met on 30 September and reviewed initial recommendations in the broadest context of the programme aims, ensuring that the projects considered for award of grant met the principles for pan-London grants (see paragraph 1.5), offered a cohesive programme within the available budget, could mutually add value, and enhance the services that Londoners and boroughs have available to them. The panel provided a steer to the grants team in respect of preliminary recommendations and next steps.
- 2.5 Moderated scores and a determination of ‘best fit’ for the programme, reflecting on the programme principles, criteria, and service specifications were considered in making recommendations for funding.
- 2.6 Further, the grant funding for this programme has a specific remit, some of which is defined in law (Section 48 of the Local Government Act 1985) and some of which is defined by London’s leaders (London Councils Leaders’ Committee and Grants Committee). The London Councils pan-London Grants Programme is a complex programme that places an emphasis on pan-London delivery. All boroughs contribute to the programme and have a reasonable expectation that as many of their residents as possible (with a relevant need) can benefit from it. These matters were considered when determining recommendations for the programme as a whole.

3 Information to applicants and right to reply

- 3.1 Applications that are recommended for funding are set out in Table 1 below (a summary of the applications is included in Appendix 1).

- 3.2 Due diligence checks were undertaken on applicants that are recommended for funding to ensure organisations are financially viable and have the capacity to deliver services (see the [Funding and Performance Management Framework](#), Appendix 1 for further details).
- 3.3 Applicants that are recommended for funding were advised that the final decision for award of grant rests with Grants Committee, and that dependent on available budgets and pre-award discussions, the award of grant may not be same as the amount of grant requested.
- 3.4 Applicants that are not recommend for funding are set out in Table 2 (further detail is at Appendix 2).
- 3.5 Applicants that are not recommend for funding were advised accordingly and were given the right to reply to the reasons given for not recommending applications for funding. Seven organisations (for eight applications) submitted a right to reply.
- 3.6 Right to reply submissions, along with officer commentary, are set out in Appendix 3. Grants Committee is asked to consider these submissions in making its decisions on recommendations for the grants programme.

Table 1: Applications recommended for funding

Service Area	Organisation	Percentage of total score (147)	Total requested grant	Maximum available grant
1.1	Shelter, The National Campaign for Homeless People Ltd	88%	£3,993,720	
1.1	St Mungo Community Housing Association	84%	£1,455,633	
1.2	St Mungo Community Housing Association	78%	£445,109	
1.3	New Horizon Youth Centre	92%	£3,999,795	
1.4	Homeless Link	63%	£767,910	
Priority 1: Combatting Homelessness			£10,662,167	£9,800,000
2.1	Against Violence and Abuse	86%	£998,375	
2.2	Galop	73%	£643,749	
2.2	Women and Girls Network	68%	£5,820,952	
2.2	SignHealth	58%	£1,171,769	
2.3	Refuge	77%	£1,200,000	
2.5	Women's Resource Centre	87%	£799,996	
2.6	Asian Women's Resource Centre	74%	£1,300,000	
Priority 2: Tackling Domestic and Sexual Violence			£11,934,841	£11,300,000

Table 2: Applications not recommended for funding

Service Area	Organisation	Percentage of total score (147)	Total requested grant
1.1	Release Legal Emergency and Drug Service	80%	£3,828,355
	Prisoners Abroad*	75%	£411,243
	Royal Association for Deaf People	64%	£241,534
	East European Resource Centre*	59%	£1,138,348
	Fat Macy's*	52%	£938,392
	Generate	0%	£288,303
1.2	Veterans Aid*	53%	£1,030,654
1.3	MyBnk	67%	£1,248,387
2.1	SignHealth*	76%	£915,504
	Tender Education and Arts*	68%	£999,882
	RISE Mutual CIC	51%	£999,794
	Volunteering Matters	37%	£969,092
2.2	East European Resource Centre*	57%	£1,285,814
	Manor Gardens Welfare Trust	56%	£722,702
	SurvivorsUK*	48%	£975,131
	The Survivors Trust	48%	£1,729,728
	The Mary Dolly Foundation	29%	£99,360
	Legal Advice Centre (University House)	22%	£962,185
2.5	SignHealth*	56%	£228,791
2.6	Kanlungan Filipino Consortium	37%	£320,351

*Submitted a right to reply - see Appendix 3

4 Next steps

- 4.1 Following decisions from Grants Committee, the grants team will work with those organisations that are to be awarded grant funding. Negotiations and checks will be undertaken during the pre-award period, including detailed scrutiny of budgets and profiles. In the unusual event that an applicant fails to satisfy pre-award checks, Grants Committee will be advised, and an alternative applicant may be recommended.
- 4.2 Applicants project budgets will be finalised and will not exceed the total budget agreed by Grants Committee (see paragraph 1.3).
- 4.3 On completion of pre-award negotiations, a funding agreement setting out the terms of grant will be issued. Funding will not be released until the grant agreement is signed. Projects will start delivery from 1 April 2022.

Table 3: Schedule

	Start	End
Award approval	24 November 2021 (Grants Committee)	
Award notification	25 November 2021	26 November 2021
Pre-agreement workshop	6 December 2021 (am and pm)	
Pre-agreement meetings	From 7 December 2021	
Pre-agreement actions	To be completed by end February 2022	
Funding agreements signed	On completion of pre-agreement actions	
Advance payments	On receipt of signed agreement	
Programme delivery commences	1 April 2022	

5 Recommendations

- 5.1 Grants Committee is asked to:
- 5.1.1 agree recommendations for grant funding for Priority 1, Combatting Homelessness, and Priority 2, Tackling Domestic and Sexual Violence outlined in Table 1 (further details in Appendix 1)
- 5.1.2 note applications that are not recommended for funding set out in Table 2 (further details in Appendix 2)

5.1.3 note the right to reply submissions from seven applicants (for nine applications) that are not recommended for funding, and officer commentary, set out in Appendix 3.

Financial Implications for London Councils

A decision on the annual funding for the programme will need to be agreed by Leaders' Committee.

Legal Implications for London Councils

London Councils manages the London Councils Grants Programme on behalf of all the boroughs and the City of London. The Programme makes grants to voluntary organisations to deliver improved outcomes for Londoners.

The Programme operates within a scheme made under Section 48 of the Local Government Act 1985. It is a collective scheme i.e. all the boroughs fund the Programme, through a levy contribution based on the boroughs proportion of the capital's population. Boroughs must exercise their functions in respect of the scheme 'with due regard to the needs of the whole of Greater London'.

Leaders' Committee determines the principles and priorities of the Programme and the overall budget of the Programme. The Grants Committee commissions services, makes awards of funding, manages projects' performance and may advise Leaders' Committee on the Programme.

The legal requirements of good decision-making by public authorities, in summary, require the following:

1. **Declaration of interests:** The principle being, a decision maker should not be a "judge in his own cause". Where a decision-maker has an interest in the subject of a decision he is making it is likely to preclude his participation in the decision where – the decision will affect a friend or relation, the decision-maker has a financial interest in its outcome, the decision-maker is a director of an organisation affected by the outcome of the decision, the decision-maker is a member of group campaigning for one outcome or another, the decision maker's spouse, civil partner or other close family member has an interest in the outcome. Although a close connection with the subject of the decision will automatically disqualify a person

from making a decision, declaration of a less direct interest before a decision is made may permit them to take part. In the latter circumstances the person concerned and any colleagues participating in the decision-making process must decide whether the connection would lead a fair-minded and informed observer to conclude that there was a real possibility that the decision-maker would be biased if they took part. London Councils has policies and procedures to assist in managing these matters, with Members being required to comply with their own authority's Code of Conduct.

2. **Following correct procedure:** A decision-maker will often be required to follow a set procedure for making its decisions, whether set out in statute or set by the decision-maker itself. Any such procedures are usually drafted with the purposes of both ensuring the decision-maker takes into account all relevant considerations as well as ensuring procedural fairness for those affected by the decision. In taking decisions which engage consideration of specific duties, such as the equalities duties, any process must ensure that those duties are also met. In your case, this will ensure that you turn your mind to, and can evidence that you have had due regard to the public sector equality duty in taking the decision. As you know this does not necessarily require a formal public consultation or EIA (but see below). Examples of prescribed procedures for decision-makers include express duties to: consult, give reasons for decisions, be informed of a right to appeal (if there is one), etc. NB: Whilst it is necessary for a public body making decisions to follow a set procedure that will not of itself render the procedure fair, and in certain circumstances it may also be appropriate/fair to depart from the published procedure.
3. **Consultation:** Public bodies are required by law to consult before making decisions, particularly in the context of making policies or issuing guidance. In some cases, there is an express duty to consult and a statutory process which must be followed. There is no express statutory requirement to consult under the Grants Scheme, although in having due regard to the needs of the whole of Greater London in making the scheme and exercising the relevant functions under section 48 of the Local Government Act 1985, and specifically in meeting the duty under subs 48(10) to keep the needs of the whole of Greater London under review, one must have regard to the general public law principles and requirements relating to

consultation. There is published government guidance (<https://www.gov.uk/government/publications/consultation-principles-guidance>) and London Councils should have regard to this guidance

In summary: a public authority has a wide discretion in choosing the options upon which to consult; consultation may be an iterative process; consultation must be lawful (and therefore fair), and such consultation must also be adequate; consultation should be proportionate to the potential impact of the proposal or decision being taken; it should be undertaken at a formative stage in developing the proposals; the timeframe for any consultation should be proportionate and realistic to allow stakeholders an adequate time to consider and respond; the information provided as part of the consultation should be useful and accessible, the objectives of the consultation clear, and the public authority must give sufficient reasons for any proposals being consulted upon to allow for intelligent consideration and response; those consulted should be aware of the criteria that will be applied by the public authority when considering proposals and which factors will be considered decisive or of substantial importance at the end of the process of consultation, such as in evaluating the consultation responses or in taking the decisions informed by the consultation; consultation need not be formal and in writing, and there are a number of ways of engaging with stakeholders which may be appropriate e.g. by email or web-based forums, public meetings, working groups, focus groups and surveys; etc.

If a public authority has promised it will engage in consultation before making a decision it would normally be unfair not to do so. Public bodies should be mindful of any public statements/guidance that may have issued promising consultation e.g. where decisions engage equalities issues. Past practice may imply a promise to consult again on the same type of decision - fairness generally requiring that the practice of consultation is continued. Even if there is no promise or past practice of consultation, the nature and impact of the decision may mean that fairness requires it.

Measures of the severity of a decision's impact include - the extent to which it unexpectedly alters the existing position or legitimate expectations of the affected individuals/groups; or the severity of consequences of the decision on the affected

individuals/groups; etc . The product of the consultation must be conscientiously taken into account in finalising proposals.

4. **Rational and evidence-based:** A public body must take rational decisions. An irrational or unreasonable decision is one that was not objectively rational and reasonably open to the decision-maker. Evidence-based decisions help to ensure that decisions are objectively reasonable.
5. **All relevant considerations:** A decision maker must ensure that it takes into account all relevant considerations in reaching a rational and evidence-based decision. The subject matter of the decision will inform what is relevant. EG: the proposal, response to consultation, guidance on parameters for decision, costs of decision, effects of the decision on others (including, for example, having due regard to the decision-makers' public sector equality duty), advice from officers, etc.
6. **Proper purpose:** A public body must act for a proper purpose and in taking their decisions decision-makers must apply their minds to the correct statutory objective. A public body must act in good faith.
7. **Proportionate:** Public decision-makers should act in a way that is proportionate. Proportionate decisions are also likely to be rational, evidence-based and reasonable.
8. **Properly reasoned:** Procedural requirements on public decision-makers require that reasons must be given for their decisions. Reasons do not need to be excessively detailed but do need to be adequate. Adequate decisions – deal with all the substantial points that have been raised; are sufficient for the parties to know whether the decision-maker has made an error of law; set out and explain key aspects of the decision-maker's reasoning in coming to its conclusion; include all aspects of reasoning that were material to the decision; but do not need to set out in detail all the evidence and arguments referred to by the decision-maker. The reasons for decisions should be recorded at the time the decisions are made.
9. With reference to the above, the standard grounds for judicial review are on the basis that a decision: was unlawful/ultra vires; was irrational; or was procedurally unfair - in that the decision-maker has not properly observed the relevant procedures (whether set by statute or by itself) e.g. it has failed to consult or give

reasons for its decision, or there has been a failure to observe the principles of natural justice in the decision-making process e.g. evidence of bias.

Further, a public authority should also be careful not to raise a further ground of challenge if, through their own conduct or statements, they have established a legitimate expectation as to how the public body will act. A legitimate expectation may arise exceptionally in three cases – where the decision-maker has made a clear and unambiguous representation that it will adopt a particular form of procedure above and beyond that which it would otherwise been required to adopt; where the claimant has an interest in some ultimate benefit that it hopes to attain or retain fairness may require the claimant to be given an opportunity to make representations; and where the decision-maker has a substantive right on which it was reasonable for the claimant to rely. Public bodies may change their policies or depart from them (and so not fetter their discretion), and so a legitimate expectation will only arise if departure from the existing policies was an abuse of power.

Equalities Implications for London Councils

In reaching decisions for the implementation of any future grants programme, the Committee is required to have due regard to its obligations under the Equalities Act 2010, particularly the Public Sector Equalities Duty.

London Councils' funded services provide support to people within all the protected characteristics (Equality Act 2010), and 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 data annually.

Background Documents

Grants Committee, 13 November 2019, Item 9 - Grants Programme 2021-25

Grants Committee, 8 July 2020, Item 6 - A grants programme to support London's transition and recovery

Grants Committee (AGM), 11 November 2020, Item 13 - Extension to the current Grants Programme; Item 14 New grants programme 2022-2026: Planning and implementation

Grants Committee, 17 March 2021, Item 6, Grants Programme 2022-26: Planning and implementation

Grants Committee, 14 July 2021, Item 14, Grants Programme 2022-26: New programme prospectus

Organisation	Shelter, The National Campaign for Homeless People Ltd	Service Area	1.1
Lifetime Grant	£3,993,720	Partnership	Yes
Recommended			
<p>Shelter, 88 per cent - the application (a partnership proposal) focuses on preventing Londoners from becoming homeless, through early and targeted intervention, helping people to sustain suitable accommodation, whilst addressing underlying issues and barriers that put target groups at risk of homelessness. The application clearly sets out need and strategies for working with/supporting boroughs.</p> <p>Target groups: People with multiple and complex needs; people with mental health support needs and/or disabilities; LGBTQ+ people; people with no recourse to public funds (NRPF) and/or precarious or insecure immigration status; EEA migrants; people who are Black or Asian or from minority ethnic communities; people who are hidden from homelessness statistics.</p> <p>Partners: Praxis, Stonewall Housing, Thames Reach</p> <p>For follow up in pre-award: Addressing low take-up.</p>			
SUMMARY aim, activities, intended impact			
<p>Shelter will lead the specialist STAR (Supporting Tenancies, Accommodation and Resettlement) Partnership, working with Thames Reach, Stonewall Housing and Praxis. Our aim is to prevent Londoners from becoming homeless, through early and targeted intervention. We will help them find and sustain suitable accommodation, whilst addressing underlying issues and barriers that put target groups at risk of homelessness.</p> <p>We will work closely with London Councils and with all boroughs on our integrated approach to tackling homelessness. Through regular engagement with boroughs and local services, we will tailor our approach to local need, complementing rather than duplicating existing provision, and share our insight and knowledge.</p> <p>Through the STAR Partnership we will help 16,280 people over the project's life, delivering the following activities:</p> <ul style="list-style-type: none"> • Referral into the service through multiple points of access, enabling pan-London reach. • London-wide targeted engagement and promotion, which is relevant and accessible to priority groups in all 33 boroughs. • Support to directly access accommodation, including crisis accommodation, social housing and the private rented sector. • Intensive support, including skills training, money management and practical help to enable families and individuals to maintain tenancies. • Personal resilience and independence planning to secure a long-term, healthy and happy home. • Specialist provision for key target groups who face additional barriers to accessing housing, such as those with NRPF status, LGBTQ+ and minority ethnic communities. 			

Our intended impact is to:

1. Prevent homelessness; through immediate housing advice, support to access crisis accommodation, advice, advocacy and casework to prevent eviction.
2. Help people find the right accommodation for them; through accommodation searches, accessing funds and tenancy brokerage, advice and advocacy to resolve any issues with accommodation, and resettlement support.
3. Help people to maintain accommodation long-term; building financial resilience and providing advice and guidance to identify and resolve any issues arising in tenancy.
4. Address underlying issues that increase personal resilience and contribute to homelessness; through immigration advice and casework for people with NRPF, support to access the right local services to improve mental and physical health, and improve confidence and ability to self-help.

Each partner has been carefully selected to bring their own expertise:

Shelter provides specialist housing advice and casework both face-to-face through community outreach across London and remotely by telephone, and targeted resilience support for people who are facing additional barriers, e.g. mental health issues, disabilities.

Thames Reach offers personalised, intensive face-to-face support to help people find and sustain accommodation and develop the necessary skills to facilitate long-term independence, particularly those with high complex needs. Their women's lead worker can provide a gender-specific service to women who face multiple exclusions.

Stonewall Housing provides tailored, specialist housing advice and support for LGBTQ+ people overrepresented in homelessness statistics and experiencing significant discrimination.

Praxis provides specialist, accredited immigration advice and casework for people who have NRPF and/or insecure immigration status and are at risk of homelessness.

By sharing expertise and allowing for cross-referral within the partnership, we will ensure that Londoners receive the right support at the right time to address their housing issues and prevent homelessness.

Organisation	St Mungo Community Housing Association	Service Area	1.1
Lifetime Grant	£1,455,663	Partnership	No
Recommended			
<p>St Mungo's, 84 per cent - the application focuses on reducing the number of people returning to London from prison with nowhere to live, increasing access to sustainable accommodation and reducing failed tenancies. The application is clear about need and referral pathways.</p> <p>Target groups: People serving sentences of 1 year or less, licence recalls or those held on Remand within London estate Prisons, who are at risk of Homelessness and returning to London with a Local connection, and people on Probation in the London community who are homeless, including people with mental health support needs; people who are disabled or who have a learning disability; people with multiple/complex needs (including drug and alcohol dependency/recovery needs); people who are EEA migrants; people who are LGBTQ+; people who are Black or Asian; people from minority ethnic communities; people who are unemployed or who are on low incomes. The service will be offered to men and women aged 25+.</p> <p>For follow up in pre-award: Further detail on specialist services, addressing low take up and avoiding duplication.</p>			
SUMMARY aim, activities, intended impact			
<p>Project Aims: Prison leavers typically have very high support needs, putting them at risk of becoming trapped in a cycle of homelessness and re-offending. We will utilise our 52 years' experience in homelessness services to provide specialist, intensive support, rooted in St Mungo's' belief that everyone deserves a home and the opportunity to fulfil their hopes and ambitions.</p> <p>The core project aims are to:</p> <ol style="list-style-type: none"> 1) Reduce the number of people returning to London from prison with nowhere to live; 2) Increase access to sustainable accommodation and reduce failed tenancies; 3) Improve life skills and ability to maintain a tenancy, increasing likelihood of sustained outcomes. <p>Project Activities: HARP Connect will support prison leavers at all stages of their journey through the criminal justice system, in prison, day of release and in the community, providing expert housing advice and trauma informed targeted interventions to prevent homelessness. This will not be a standalone service, but benefits from the added value of St Mungo's specialist homelessness services and organisational expertise, increasing its potential for long-term impact.</p> <p>We will:</p> <ul style="list-style-type: none"> • Promote the service through existing relationships with prisons, probation teams, LA teams and voluntary sector organisations; 			

- Identify prison leavers aged 25+, who are serving short-term sentences (less than one year), on licence recalls or on remand, and who are at risk of homelessness;
- Undertake thorough housing/need and risk assessments and provide compressive action plans to address them;
- Provide interventions to save existing tenancies at risk;
- Support access to temporary and long-term accommodation, including viewings and applications;
- Meet SUs at the gate on day of release;
- Support with benefits, bills, furnishings and other essentials;
- Work with housing providers, LA's and private Landlords to provide ongoing tenancy support.
- Help SUs gain personal resilience through referrals to other appropriate community services and wider St Mungo's services (including our specialist mental health, drug and alcohol rehabilitation, financial advice, ETE through our Recovery College and Employment team).

The new HARP model will incorporate the following delivery innovations to add further value, and enhance outcomes for a newly identified and underserved cohort:

- Targeting prison leavers on license recalls or remand. We have identified that there is no current provision for these groups, despite their shared susceptibility to homelessness.
- Supported accommodation through Training Tenancies. St Mungo's will provide a minimum of 10 bed spaces (max. 20) offering six month tenancies where SUs receive one-to-one and group training for independent living skills (including budgeting; housing rights and responsibilities; managing relationships with landlords and housemates).
- Provision of service user move on Fund In order to enhance settled accommodation outcomes among an often financially disadvantaged target group, we will allocate £100-1000 for up to 70 service users per annum, to be used towards one-off essential accommodation expenses, including rental deposits.

Intended Project Impact: 5,140 people leaving prison and returning to London boroughs will have reduced risk of homelessness and re-offending.

Organisation	St Mungo Community Housing Association	Service Area	1.2
Lifetime Grant	£445,109	Partnership	No
Recommended			
<p>St Mungo's, 78 per cent - the application focuses on the needs of people who are sleeping rough, or at immediate risk of doing so, in London. The application provided a clear description of need and support.</p> <p>Target groups: People at high risk of rough sleeping or who are rough sleeping</p> <p>For follow up in pre-award: Further detail on attracting people to the service and improving referral pathways.</p>			
SUMMARY aim, activities, intended impact			
<p>Aim</p> <p>The StreetLink London Advice line is a telephone advice service for people who are sleeping rough, or at immediate risk of doing so, in London. The service aims to support people to resolve their homelessness rapidly through advice and advocacy work, and by connecting people with services that can help. This includes referring them into accommodation.</p> <p>Activities</p> <ul style="list-style-type: none"> • A phone helpline staffed by St Mungo's Assessment & Reconnection (A&R) Workers, who have access to CHAIN (Combined Homelessness and Information Network) and St Mungo's Opal case management system, to record all actions related to support of service users; • People sleeping rough, or at imminent risk of doing so, will call the national StreetLink service for support. They will be directed through to the StreetLink London Advice Line to access immediate support from St Mungo's A&R Workers; • A&R Workers will provide early intervention to help people exit the streets rapidly. They will: conduct thorough assessments of callers over the phone, checking their details against the CHAIN database to establish any existing or previous interactions with homelessness services. They will establish the caller's needs and eligibility for support, based on their location, local connections, and the most appropriate support option for their individual circumstance; • While on the line, A&R Workers will broker support from the relevant service or accommodation option, or provide advice, signposting and advocacy to enable the caller to resolve their own rough sleeping; • They will arrange transport to get the caller to the service if needed, or for street outreach to go to the caller, ensuring location is not a barrier to receiving immediate support; • This will result in people exiting the street rapidly. <p>Intended impact</p> <p>In line with the specification, the service will reduce rough sleeping by:</p>			

- providing advice to service users about routes out of rough sleeping
- providing housing options advice
- supporting reconnection with family and friends
- facilitating access to accommodation
- facilitating access to support services including mental and physical health, domestic and sexual abuse
- facilitating access to specialist advice around debt and finance (incl. benefits), legal and immigration issues

With funding from London Councils, we will appoint two additional A&R Workers to increase capacity in the team. Each A&R Worker will support 35 people per quarter, resulting in an additional 1,120 people support over the four year grant period, compared to what can be achieved with current team capacity.

Organisation	New Horizon Youth Centre	Service Area	1.3
Lifetime Grant	£3,999,795	Partnership	Yes
Recommended			
<p>New Horizon Youth Centre, 92 per cent - the application (a partnership application) focuses on young people more likely to face homelessness but less likely to find the help they need. The application clearly responded to the service criteria.</p> <p>Target groups: young people aged 18-24, who are or are at risk of experiencing homelessness, rough sleeping or housing precarity; young people for whom local authorities do not have a statutory duty or those who require supplementary services which are not cost-effective to commission or deliver at borough-level; young Londoners who are less likely to seek or receive local authority support, either because they do not know where to find it or because they struggle to navigate the systems, alongside those who need longer or different support than boroughs are able to offer them; young people from black and minoritised ethnic communities; young people identifying as LGBTQ+; young women; young people in or leaving prison or with experience of the criminal justice system; young people who are care experienced; young people with mental health difficulties and/or disabilities; young people who are neurodiverse; young people at risk of harm, including domestic violence, exploitation and modern slavery; young people with no recourse to public funds or unregulated immigration status.</p> <p>Partners: Albert Kennedy Trust, Depaul UK, Galop, Praxis, Shelter, Stonewall Housing</p> <p>For follow up in pre-award: Referral pathways, capturing and monitoring of data.</p>			
SUMMARY aim, activities, intended impact			
<p>The London Youth Gateway (LYG) is a partnership between Depaul, Shelter, Praxis, and the LGBTQ+ Jigsaw grouping of Stonewall Housing, Albert Kennedy Trust (AKT), Galop, led by New Horizon Youth Centre. In the last nine years it has successfully delivered holistic services, so that ten-thousands of young Londoners prevented or solved their homelessness. We have proven experience in supporting young people from inner and outer London boroughs, protected characteristic groups, and underserved communities.</p> <p>During the pandemic we adapted our services to lessen Covid's disproportionate immediate and long-term impacts on young people; learning we will use to support young Londoners facing homelessness in the recovery years.</p> <p>Project aims: The LYG project will target young people more likely to face homelessness but less likely to find the help they need, for whom boroughs do not have a main duty under the 2017 Homelessness Reduction Act and/or for whom it is not cost-effective to commission local services.</p> <p>We will offer a genuinely pan-London service, supporting 19,000+ young people via in-person and remote delivery. Brief interventions and long-term support will enable young people to achieve specified and bespoke outcomes, so that:</p> <ul style="list-style-type: none"> • 2,444 young people obtain crisis or intermediate short-term accommodation 			

- 1,764 access suitable, stable settled accommodation
- 12,920 improve knowledge to avoid homelessness and 1,608 sustain accommodation long-term
- 2,988 improve mental health and 960 report better physical health
- 1,804 improve life skills
- 1,536 are referred to employment support, and 848 to long-term training and education
- 2,604 improve their financial circumstances
- 2,848 are enabled to be safe

Project activities: Our central point of access sits at the heart of our delivery. Young people can self-refer via a free telephone line, online referral form or webchat and will be seamlessly linked to an LYG partner or external agency.

Via this central point of access, plus a specialist LGBTQ+ entry point and dedicated advice line, young people will get clear information and advice to prevent homelessness, navigate complex systems, and/or access mainstream services, enabling us to deliver crucial interventions at scale.

We will offer an integrated, youth-specific package to young people needing longer-term support to access or sustain accommodation, especially where boroughs do not have a statutory duty, including:

- Long-term housing advice/casework/advocacy
- Comprehensive mental health/life skills development/independent living/self-advocacy services
- Employability/ income maximisation/benefits support
- Immigration advice

We will combine our collective resources and expertise, work closely with boroughs, and draw on our expansive network and referral pathways with relevant borough, statutory and VCS services, alongside corporate partners, for project delivery and promotion.

Project impact: The LYG will impact directly and indirectly on young people, communities facing inequality, boroughs and wider stakeholders and:

- Improve young people's life chances as they achieve outcomes proven to reduce the risk of repeat homelessness
- Prevent and reduce homelessness in London
- Improve equity and inclusion
- Supplement borough capacity and resources at a time of increased demand
- Inform better youth homelessness prevention via project learning and promoting best practice
- Use learning to highlight persistent challenges and create systems change
- Work with boroughs and London Councils towards their policy objectives

Organisation	Homeless Link	Service Area	1.4
Lifetime Grant	£767,910	Partnership	Yes
Recommended			
<p>Homeless Link, 63 per cent - the application (a partnership proposal) focuses on improving outcomes for those at risk of or experiencing homelessness across London by raising homelessness knowledge and practice across London. The applicant clearly describes needs and services.</p> <p>Target groups: Local Authority homelessness services, voluntary sector, faith based, and community led homelessness organisations as well as statutory and VCS organisations working in related sectors, such as health and organisations working with other disadvantaged groups.</p> <p>Partners: Shelter</p> <p>For follow up in pre-award: Referral pathways, how the partnership will engage with harder to reach boroughs.</p>			
SUMMARY aim, activities, intended impact			
<p>Aim: To improve outcomes for those at risk of or experiencing homelessness across London. To date London PLUS has raised homelessness knowledge and practice across London through support, skills development, legal understanding of duties and rights, and effective methods of delivering this. Our new model represents a step-change, building on this established knowledge base, to deliver a more strategic service through evidence-based tailored learning pathways that embedded system change. Structured through a 3-tier model flowing from Pan-London (Tier 3) to Sub-Regional (Tier 2) to Targeted Borough Support (Tier 1), data and insight from each level will inform the next. This approach (diagram attached) will enable us to:</p> <ul style="list-style-type: none"> • Strengthen the sector through enhanced collaboration, particularly developing and facilitating improved two-way relationships between LAs and local VCSs and the recognition of the complementary role and value-add of front-line organisations in ending homelessness alongside public services • Bring related sectors (e.g. health, social care, housing) together to better understand, define and identify their role in preventing homelessness • Support providers and commissioners to be responsive to changing patterns of need, policy, legislation and equalities issues • Support providers to understand and recognize differing needs (age, gender, sexual orientation, ethnicity, culture) • Build capacity of providers to be more sustainable • Improve pathways between statutory and VCS • Improve sector staff wellbeing and resilience, to avoid burn-out and retain expertise in the sector <p>Activities will include:</p> <ul style="list-style-type: none"> • In-depth support to boroughs delivered through a consistent learning pathway model. This will including an initial systematic review and analysis of the LA and local VCS sector to identify current processes, practice, collaborations and gaps, 			

informing an evidence-based bespoke development plan of support and training for regional homelessness systems, drawing in sub-regional pathways and links as appropriate.

- Rapid review and assessment of organisations, to obtain baseline data on support needs, to guide programme and assess progress towards programme aims
- Linking boroughs with similar needs and challenges to facilitate shared learning, peer network development, peer support, and economies of scale
- Proactive programme promotion using Homeless Link and Shelter engagement with strategic pan-London forums to instil strategic recognition of PLUS
- providing specialist advice, support, training and information, at the pan-London, sub-regional and local level to meet the range of needs
- supporting and improving working relationships between the VCS, boroughs and landlords through targeted and tailored activities
- improving collaboration and communication between the homelessness, employment, domestic/sexual violence, substance use, and health sectors through relationship brokerage, bespoke support and peer networks
- Provision of policy, law and research information
- Responsive special initiatives responding changing needs over the duration of the grant
- Targeted wellbeing and resilience support through collaboration events and bespoke training.

Impact:

- Higher quality, more responsive and effective service delivery
- More effective cross sector/priority collaboration to deliver more effective services
- Improved and focused response to prevention
- Better evidence of successful creative interventions responsive to specific London context
- Uplifted support delivering in boroughs with more pressured services

Organisation	AVA (Against Violence and Abuse)	Service Area	2.1
Lifetime Grant	£998,375	Partnership	Yes
Recommended			
<p>AVA (Against Violence an Abuse), 86 per cent - the application (a partnership proposal) focuses on preventing violence against women and girls against/amongst children and young people by rolling a Whole School approach across London. The application is clear about need and how all boroughs can access services.</p> <p>Target groups: Children and young people; professionals working with children and young people.</p> <p>Partners: FORWARD, IKWRO, IMECE, LAWRS, Jewish Women's Aid, Women and Girls Network</p> <p>For follow up in pre-award: Further detail on prioritising target groups and how the partnership will work with boroughs to address gaps.</p>			
SUMMARY aim, activities, intended impact			
<p>The 'Healthy London, Healthy Relationships' (HLHR) project is part of the London VAWG Consortium 's strategy to tackle and prevent VAWG across London. This project aims to prevent VAWG against/amongst Children and Young People (CYP) by rolling out AVA's Whole School approach across London. As culture change is at the heart of successful prevention work, we aim to empower both professionals and young people to develop sustainable organisational structures and cultures that embed the importance of healthy relationships and tackle attitudes and beliefs that cause VAWG. This can only be done through a system wide, multi-agency approach that focuses on safeguarding, capacity building and learning. Our framework:</p> <ul style="list-style-type: none"> • Learning to understand VAWG and build respectful relationships, • Safeguarding to support people that experience forms of VAWG, • Participating to actively prevent VAWG, • Campaigning to take action to stop VAWG, • Localising to work in relevant expert partnerships, • Institutionalising to embed a comprehensive prevention programme. <p>This project will consist of a hybrid online/face-to-face offer focused on a holistic, whole schools' approach, aims to allow flexibility in delivery to increase its potential reach (and allow scalability) and focus the intensive, bespoke support to children and areas with the most need. Included are materials and tools allowing for its use in non-school settings such as community and faith groups. This will involve a scalable, tiered model of four key activities:</p> <ol style="list-style-type: none"> 1 Development and maintenance of accessible London specific HLHR Hub based on existing "Ask AVA" resource <ul style="list-style-type: none"> • Comprehensive prevention toolkit including age-appropriate for school settings (5-18) • Co-produced resources and tools with experts by experience • Lesson plans, activities for a comprehensive RSE (in-line with Gov guidelines) 			

- Localised referral pathways, signposting for support for children who disclose.
- 2 Training and learning for schools/youth organisations including interactive training, specialised e-learning, networking/troubleshooting (through chat function)
 - 3 Bespoke support for schools which will be assigned through a triaged system according to need based on the key priorities and vulnerabilities. Applications will be allocated to partner organisations based on specialism, capacity and community connections.
 - 4 Outreach work for all the above including whole school approach Champion to promote the work through borough pathways and networks; and foster new partnerships such as with the National Education Union, other trade unions, wider community leaders.

Our intended impact is that CYP have the skills, knowledge and resources to create healthy relationships, therefore reducing the prevalence of VAWG across London. These activities foster culture changes within schools (and other youth settings) and enable professionals to improve their safeguarding responses and capacity to tackle VAWG in a trauma informed way at the earliest opportunity to minimise harm to CYP.

Our model embraces the benefits of digital solutions to increase our impact and reach; enabling us to adapt both resources, tools and training quickly to reflect new/emerging issues and needs. It embeds a strengths-based solution within schools; enabling us to effectively and efficiently monitor our activities and impact. This will not only increase our impact by refining and adapting our work throughout the project, but also increase digital confidence and safety amongst beneficiaries and partners.

Organisation	Galop	Service Area	2.2
Lifetime Grant	£643,749	Partnership	Yes
Recommended			
<p>Galop, 73 per cent - the application (a partnership proposal) focuses on increasing the safety of LGBT+ survivors throughout London and reduce the incidents of domestic abuse by providing holistic, specialist 'by and for' domestic abuse advocacy, advice and support service to LGBT+ survivors, adding value to existing domestic abuse provision. The application clearly describes need and sets out a strong case that addressing these needs will ensure more LGBTQ+ victims of domestic abuse access support.</p> <p>Target groups: LGBT+ victims/survivors of domestic abuse including both intimate partner and family-based violence and abuse.</p> <p>Partners: London Friend, Stonewall Housing</p> <p>For follow up in pre-award: Further detail on specialist services, monitoring and reviewing service take-up.</p>			
SUMMARY aim, activities, intended impact			
<p>The aim of the London LGBT+ Domestic Abuse Partnership (DAP) is to increase the safety of LGBT+ survivors throughout London and reduce the incidents of domestic abuse by providing holistic, specialist 'by and for' domestic abuse advocacy, advice and support service to LGBT+ survivors, adding value to existing domestic abuse provision.</p> <p>The DAP will provide early intervention support, providing specialist support when and where survivors need it. This will be done by providing a range of services, so that LGBT+ survivors are able to access the service that is right for them. The DAP project will support over 1200 victims/survivors throughout the life of the project through the following specialist 'by and for' support:</p> <p>Helpline (Galop): Providing email, phone and live chat support to all LGBT+ survivors of domestic, giving information and support 5 days a week, including sign-posting to ongoing specialist services. The DAP Project will contribute to the overall national helpline service, supporting 480 survivors in London.</p> <p>Advocacy (Galop): A needs-led, trauma-informed support to LGBT+ survivors, ensuring LGBT+ people have equal access to both specialist support and statutory services. The DVA advocate will support 320 people, providing advocacy and support, including risk assessment, safety planning, support to access the criminal/civil justice systems and other specialist/local support services. The service will ensure that victims at high risk are referred and represented at borough MARACs. The advocate will also support LGBT+ survivors with multiple needs to access appropriate borough services such as mental ill-health, homelessness, unstable immigration status and substance mis-use. Support will be provided face-to-face, online, by text and phone to meet the needs of the individual survivor.</p> <p>Housing advice and advocacy (Stonewall Housing): providing housing advice and advocacy to 240 LGBT+ victims/survivors. This advocacy support will provide</p>			

responsive and needs-led advocacy and advice to those fleeing domestic abuse to access alternative, safer accommodation, including access to temporary accommodation or new tenancies. Support will be provided face-to-face, online, by text and phone to meet the needs of the individual survivor.

Counselling (London Friend): 120 survivors will receive specialist, needs-led therapeutic support from this paid, specialist counselling team. Each survivor will get 12 sessions of specialist one to one support either face-to-face or online to meet their needs, focussed on supporting their mental well-being and self-esteem. Additional support will also be available to 56 'harder to engage' survivors with substance misuse issues.

Awareness raising (Galop): The Partnership will deliver 12 multi-agency awareness raising sessions per year to multi-agency staff at borough level with the aim of increasing understanding of LGBT+ people's experiences of domestic abuse and the work of the partnership.

This holistic, multiagency, London-wide support will ensure that survivors get support that understands and meets their needs, ensuring survivors are more able to make the choices that are right for them. Survivors will be more able to move forward, free from violence to independent lives, with the ultimate impact being reduced risk violence and abuse within the LGBT+ community in London.

Organisation	Women and Girls Network	Service Area	2.2
Lifetime Grant	£5,820,951.95	Partnership	Yes
Recommended			
<p>Women and Girls Network, 68 per cent - the application (a partnership proposal) focuses on providing pan-London wrap-around support services that meet the needs of medium risk and repeat survivors of sexual and domestic abuse, including people moving out of local IDVA/SVA support, through individually tailored advice, support and therapeutic services to enable women to cope, recover and move to independence. The application describes need and services clearly.</p> <p>Target groups: Self identifying women and young women and girls 14+</p> <p>Partners: Ashiana Network, Asian Women's Resource Centre, Chinese Information and Advice Centre, EACH, IKWRO, IMECE, Jewish Women's Aid, Kurdish and Middle Eastern Women's Organisation, LAWRS, Nia, Rape and Sexual Abuse Support Centre, Rights of Women, Solace Women's Aid, Southall Black Sisters, Women's Trust</p> <p>For follow up in pre-award: How the partnership will address low take up and how it will adapt services.</p>			
SUMMARY aim, activities, intended impact			
<p>The Ascent Advice and Counselling project is a partnership which brings together 16 specialist VAWG organizations (please see delivery plan for partners).</p> <p>Aim: Our aim is to provide pan-London wrap-around support services that meet the needs of medium risk and repeat survivors of sexual and domestic abuse (SDV), including people moving out of local IDVA/SVA support, through individually tailored advice, support and therapeutic services to enable women to cope, recover and move to independence.</p> <p>Activities</p> <ul style="list-style-type: none"> • At the heart of our pan-London partnership project will be 2 holistic advice hubs offering emotional support/information/advice & guidance/legal support / risk assessments/safety planning/referrals and pathways to ongoing support services. • These will be surrounded by the spokes of specialist services to compliment the hubs. These include targeted services for, Black and Minoritised (B&M) women/those with NRPF/young women and girls/sexually exploited women). • A specialist focus on providing housing support/access to safe accommodation. • 1:1 BACP accredited counselling delivered within each borough and in over 20 languages delivered through B&M led by and for organisations. • Survivor group work to promote recovery and increase understanding of abuse. • Training and awareness raising to up skill professionals and staff sharing best practice to improve access and delivery to services. <p>Intended Impact: Ultimately, our intended impact is to reduce the impact and prevalence of VAWG and see women and girls live life free from further harm. We will deliver a range of outcomes including increased safety, access to safe housing, legal support, reduced risk, improved mental health and wellbeing, increased</p>			

confidence/self-esteem and increased knowledge for service providers around DV/SV.

Survivors

Survivors can make safer choices:

- Improved safety and/or sense of safety
- Improved awareness and understanding of domestic abuse and sexual violence
- Improved health and wellbeing (mental and emotional)

Survivors can rebuild their lives and move to independence

- Improved self-esteem and confidence
- Improved economic wellbeing and financial independence
- Improved access to support services
- Improved statutory and justice system response and survivor outcomes
- Improved access to specialist, culturally appropriate, support services
- Improved access to other relevant services (e.g health, housing, debt management and legal services)
- Improved survivor awareness and understanding of their rights

Public sector

- Harmful practices are prevented or reduced
- Improved VAWG knowledge across sectors and services, enabling more effective and appropriate support
- Streamlined support services, avoiding duplication
- Reduction of people at risk of homelessness, including street homelessness
- Reduction in health care costs
- Supporting service user agency, knowledge and skill building will enable survivors to move towards independence, thus reducing ongoing statutory service pressures
- For every £1 invested, we expect a £6 social return on investment

Society

- DV/SV is prevented or reduced
- Improved domestic abuse and sexual violence awareness and understanding
- Improved reporting to the police
- A strong, connected specialist VAWG sector providing a gateway to specialist community-based services, including services 'by and for' B&M women.
- Equalities
- Improved awareness of and access to tailored support for victims and survivors with protected characteristics
- Improved survivor awareness and understanding of their rights

Organisation	SignHealth	Service Area	2.2
Lifetime Grant	£1,171,769	Partnership	No
Recommended			
<p>SignHealth, 58 per cent - the application focuses on specialist services, available to borough officers and IDVAs, and outreach support for Deaf people. The application clearly defines need and sets out expertise to meet those needs.</p> <p>Target groups: Deaf British Sign Language users (adults and their families).</p> <p>For follow up in pre-award: Further detail on specific support and activities, and local presence.</p>			
SUMMARY aim, activities, intended impact			
<p>SignHealth run the UK's first and only specialist service for Deaf victims of domestic abuse and their families. Our team of qualified Independent Domestic Violence Advisors (IDVAs) are Deaf using British Sign Language (BSL) and other international sign languages to support clients. Experts by experience, our team communicate directly with clients, quickly establishing trust and rapport. This model is significantly safer and more cost-effective than using BSL-English interpreters and is crucial for providing the right support for Deaf survivors.</p> <p>We won't exclude non-BSL users. We will assess whether our service is suited to meet their needs or if we signpost to another service that can be supported by us.</p> <p>Aim:</p> <p>We strive to educate, empower, encourage and protect Deaf people from all forms of domestic abuse using their preferred language, BSL.</p> <p>Activities:</p> <ul style="list-style-type: none"> • Preventative education: Our Community Engagement Officer will work with the Deaf community to raise awareness about unhealthy relationships, different types of abuse, consent and to empower Deaf people with tools to keep themselves safe. • Supporting independence: Deaf IDVAs will support Deaf adults and their families to lead a life free from violence by minimising risk, ensuring safety, and developing skills for independence. This will reduce the likelihood of clients returning to abusive relationships or resuming old behaviours. • Accessible resources in BSL: video resources in BSL give Deaf people fair access to the same vital information as their hearing peers. Watch videos here: https://signhealth.org.uk/video-category/domestic-abuse/ • Training for mainstream/hearing providers: Deaf people have a right to accessible domestic abuse support which meets linguistic and cultural needs. To improve access to mainstream services, we will provide training and resources. <p>Partnership working:</p> <p>We work in collaboration with a range of mainstream providers, including Women's Aid and Refuge who signpost Deaf service users to us. We also train the police and</p>			

other external agencies in Deaf Awareness to improve Deaf people's access to public services.

This project will deliver:

- Specialist Deaf referrals for all London Borough Officers and IDVAs
- 1:1 IDVA and outreach support for Deaf people delivered remotely over online video platforms.
- In-person advocacy where necessary (supporting clients to navigate the family courts, criminal justice, and welfare systems).
- Referrals to SignHealth's BSL IAPT therapy for anxiety, depression and/or trauma.
- Survivors' Workshops and facilitation of Deaf-led support groups
- Deaf Awareness training and support for London Borough Officers, mainstream domestic abuse providers and public agencies.

Intended impact for clients:

- Reduced levels of repeat victimisation of sexual and domestic abuse
- Improved health and wellbeing
- Increased safety and independence
- Access to support which meets linguistic and cultural needs for those with intersecting marginalised identities (Deaf, LGBTQIA+, BAME)
- Increased access to and support to 'wrap around services'.

Intended impact for professionals:

- London Borough Officers and IDVAs have a high-quality referral route for Deaf people.
- Multi-agency providers have a better understanding of how to meet access needs
- Other London providers of services aimed at Deaf people have a better understanding of Deaf Domestic Abuse and how to provide the support needed.

Organisation	Refuge	Service Area	2.3
Lifetime Grant	£1,200,000	Partnership	Yes
Recommended			
<p>Refuge, 77 per cent - the application (a partnership application) focuses on support and advice for anyone in London subjected to domestic or sexual violence, including referrals to emergency safe accommodation. The application provided a clear description of need and services.</p> <p>Target groups: Women and girls subjected to domestic and sexual violence, current or historic; men subjected to domestic violence, current or historic; third parties (including friends, family, and professionals) concerned about someone subjected to domestic and/or sexual violence.</p> <p>Partners: Rape and Sexual Abuse Support Centre, Respect, Women and Girls Network</p> <p>For follow up in pre-award: Further detail on building relationships with boroughs where partners do not have existing relationships with communities, data sharing with Women's Aid Federation.</p>			
SUMMARY aim, activities, intended impact			
<p>Aim</p> <ul style="list-style-type: none"> • 24/7 access to confidential, non-judgmental support and advice for anyone in London subjected to domestic or sexual violence, current or historic, including referrals to emergency safe accommodation and support for friends, family and professionals. • Strategic VAWG insight for London, sharing data across programmes to identify emerging needs and particular 'pain points' for survivors, assisting London Boroughs in planning future services. <p>Activities:</p> <ul style="list-style-type: none"> • Free, 24-hour confidential support for women experiencing domestic abuse; free, confidential support for any woman or girl (13+) experiencing sexual abuse; free, confidential support for men experiencing domestic abuse. This includes emotional support, risk assessment, safety planning, referrals and information on rights and options, including legal rights, housing rights, child contact rights and pathways into other services. • Dedicated refuge referrals line run by Refuge as part of pan-London Domestic Abuse Helpline, with enhanced support for women facing particular barriers to accessing refuge, providing critical insight to London Boroughs. • Support via digital channels, including online Live Chat, email support and web content – informed by partner expertise around the ways in which perpetrators track victims' activity online and misuse technology to abuse. 			

- Accessible pathways to Helpline support, including British Sign Language interpretation; Language Line interpreters; Helpline Advisers and volunteers who speak multiple languages; and translated web content.
- Awareness-raising across the capital, including an online offer for local authorities and targeted communications where the partnership sees little engagement from residents in a particular borough.
- Capacity-building across the partnership, including mutual training sessions and regular meetings to share best practice, as well as smooth referral pathways between partner Helplines.
- Data collection and dissemination: to inform planning of VAWG services in London and identify needs and barriers facing survivors.

Intended impact:

- Prevent future violence, through risk assessment, safety planning and safeguarding, and through empowering survivors to recognise abuse and understand the risks posed by perpetrators – unpicking control, breaking down isolation, building trust in services and opening up pathways to further support.
- Reduce harms caused by domestic and sexual abuse – and often compounded by interactions with statutory services – by ensuring survivors feel believed, understood and respected.
- Enable increased ‘space for action’, by empowering survivors with information on their rights and options, demystifying complex statutory systems, and dispelling myths perpetuated by perpetrators and wider society.
- A supported pathway into safe accommodation services, providing potentially life-saving support at the point at which women are most at risk from homicide.
- Reduce pressure on public services, by providing expert support that leaves callers with a plan for their next steps, safety plans and coping strategies, rather than simply signposting to other services, some of which may be inappropriate.
- Contribute to public understanding of domestic and sexual abuse, both through mass awareness-raising and one-to-one interventions that support callers to understand the power dynamics and root causes of VAWG.
- A strong, connected specialist VAWG sector providing a gateway to specialist community-based services, including services ‘by and for’ global majority women.
- Social value via a pool of highly-trained, passionate volunteers, many of whom go on to work in London VAWG sector.

Organisation	Women's Resource Centre	Service Area	2.5
Lifetime Grant	£799,996	Partnership	Yes
Recommended			
<p>Women's Resource Centre, 87 per cent - the application (a partnership application) focuses on increasing access to support and help for people affected by domestic and sexual abuse by improving the services delivered by frontline domestic and sexual abuse organisations and professionals in London. The application is clear on how it will reach out through multiple methods.</p> <p>Target groups: London organisations working with those affected by sexual and domestic violence, including both voluntary and community organisations and local authorities and statutory organisations.</p> <p>Partners: AVA (Against Violence and Abuse), Imkaan, Respect, Rights of Women, Women and Girls Network</p> <p>For follow up in pre-award: Further detail on processes and procedures for referrals.</p>			
SUMMARY aim, activities, intended impact			
<p>The Ascent Support Services to Organisations (SSO) project is a partnership consisting of six organisations: Women's Resource Centre (WRC), Rights of Women (ROW), Against Violence and Abuse (AVA), Imkaan, Respect and Women and Girls Network (WGN). The project sits under the London VAWG Consortium (LVAWGC) as one of six strands of Ascent:</p> <ol style="list-style-type: none"> 1. Advice and Counselling 2. Prevention 3. Ending Harmful Practices 4. Sexual and Domestic Violence Helpline 5. Specialist Refuge 6. Support Services to Organisations <p>Aim</p> <p>The Ascent SSO project will increase access to support and help for people affected by domestic and sexual abuse (D&SA), by improving the services delivered by frontline D&SA organisations and professionals in London.</p> <p>Activities</p> <p>The aim will be achieved by the annual provision of the following activities (see delivery plan for detailed list):</p> <ul style="list-style-type: none"> 5 x Sustainability Training 16 x Expert Led Training 12 x Accredited Training 5 x Bespoke Training 9 x Specialist Briefing Sessions 2 x Special Events 3 x Webinars 			

- 9 x One to One Support Sessions
- 12 x Fact Sheets
- 5 x Best practice briefings
- 4 x E-newsletter
- 1 x Knowledge Hub
- 1 x Needs Analysis
- 1 x Equality Impact Assessments Support
- 2 x Case Studies

These activities will provide best practice guidance and advice and inform and educate on a variety of topics, including: policy and legislation, immigration, violence against women and girls (VAWG), organisational development, funding and fundraising, perpetrator work, trauma-informed work, and evidencing and demonstrating impact.

Impact

Ascent SSO will: improve the quality and expertise of frontline services; increase the cross-sector awareness of services available and cross-sector collaborations; increase the resilience and sustainability of frontline voluntary sector organisations, increase the wellbeing of staff of frontline organisations, and increase awareness and knowledge about intersectionality and the diverse needs of service users. This will contribute to our overall aim to ensure that people affected by D&SA can access the help they need.

The Ascent project is uniquely impactful due to the expertise of the partners involved and the LVAWGC. This places our finger on the pulse of the needs of the wider VAWG sector to ensure that our services address and meet these needs, ultimately supporting the needs of their service users.

The long-term impact of the programme has been emphasised and demonstrated in each of the annual needs assessments. For example, the 2017/2018 needs assessment made clear that discontinuation of the Ascent SSO would be detrimental for S&DA organisations in London. Respondents noted there is no comparable alternative to these services and the expertise and specialism of the strand partners were hugely appreciated. They also noted that the project allowed for connections and bonds to be built with local authorities (2018: 27), which speaks to the long-term effect of the programme:

“There were a lot of people who worked for Local Authorities too, which was great because it enabled me to speak to them and build that bridge, and later on visit them and see what that particular Local Authority’s housing response looks like around domestic abuse.”

Organisation	Asian Women's Resource Centre	Service Area	2.6
Lifetime Grant	£1,300,000	Partnership	Yes
Recommended			
<p>Asian Women's Resource Centre, 74 per cent - the application (a partnership application) focuses on improving service provision for those affected by sexual and domestic abuse, specifically harmful practices in London, through the provision of high-quality front-line services and support to voluntary and statutory organisations. The application clearly describes needs, links with borough services and the expertise required to deliver specialist services.</p> <p>Target groups: Black, Minoritised, Ethnic (BME) women and girls between 16-65 years old affected by Female Genital Mutilation, Forced Marriages, "Honour" Based Violence, Faith based Abuse, and some of the lesser-known harmful practices such as acid attacks, menstrual huts, "corrective" rape, dowry and caste abuse within the Violence Against Women & Girls agenda.</p> <p>Partners: Al-Aman (division of Richmond Fellowship), Ashiana Network, FORWARD, IKWRO, IMECE, LAWRS, Southall Black Sisters, Women and Girls Network</p> <p>For follow up in pre-award: Further detail on project and partnership management.</p>			
SUMMARY aim, activities, intended impact			
<p>The project aims to improve service provision for those affected by sexual and domestic abuse, specifically, Female Genital Mutilation, "so called" honour based abuse, forced marriage and other harmful practices, in London through the provision of high quality front-line services as well as support services to voluntary and statutory organizations.</p> <p>The EHPP will provide specialist services including the provision of support to survivors, as well as raising awareness to increase early identification of those at risk and improve institutional responses.</p> <p>The partnership will provide intense support to 498 women and girls from BME communities across London affected by Female Genital Mutilation (FGM), 'Honour' Based Violence (HBV), Forced Marriages (FM), Faith Based Abuse, and some of the lesser known harmful practices such as acid attacks, menstrual huts, "corrective" rape, dowry and caste abuse within the wider spectrum of Violence Against Women & Girls agenda. Activities will include: 1) 1:1 advice and information on rights and entitlements: 2) casework and advocacy support which will include accompanying women to report crimes of violence to the police and housing departments, as well as accompanying women to court and advocating their needs to social services 3) therapeutic support groups and a counselling provision to 50 women 4) raising awareness of the impact of HBV, FM and FGM within communities and other voluntary and statutory agencies (not only BME communities) through delivering workshops, training and presentations and 5) specific work with young women on FGM through the delivery of workshops to support peer mentoring and youth advocacy.</p>			

The project will improve safety and reduce risks for BME women experiencing harmful practices. It will also present them with options so that they can make informed choices about their prospects, putting them in a stronger position physically, mentally and emotionally.

The intended impact of the combined activities they participate in, will help them achieve greater social and economic independence, enabling them to integrate into and contribute towards their local communities and wider society. The positive impact will, therefore, be felt much more widely in the longer term.

The organisations involved have the expertise, knowledge, skills and experience to provide an excellent service, combined with the infrastructure required to ensure that the project delivery is integrated and seamless.

The collaborative and partner-led approach of this project will be cost effective for the public, voluntary and business sectors, impacting especially positively on statutory services, including health and education. This approach will also ensure that women have easier access whenever and wherever they need it.

One of the key aims of the partnership is to raise awareness of harmful practices and its associated issues. We will work closely with professionals so that they have a better understanding of how to support women in the future.

The partnership will aim for continuous improvement in all aspects of its work and use creative and innovative ways within its resources to meet the needs of women experiencing harmful practices to ensure the best service possible across London.

Organisation	Eastern European Resource Centre	Service Area	1.1
Lifetime Grant	£1,138,348	Partnership	No
Not Recommended			
<p>East European Resource Centre, 59 per cent - the application does not sufficiently address:</p> <ul style="list-style-type: none"> - how the project would build relationships with new boroughs, or review and undertake remedial work for low uptake - how the project will determine whether the project is a duplication of existing services - referral pathways or how the project can be accessed across London - how outcomes and changes achieved are analysed or understood. 			
SUMMARY aim, activities, intended impact			
<p>Eastern European Housing Hub is a project that delivers a pan-London delivery of information, advice and casework for disadvantaged Eastern Europeans, both protected by Withdrawal Agreement or not protected, and arrivals after 01/01/2021 and focusing on prevention and intervention to prevent rough sleeping: information, advice and practical assistance in housing, welfare, immigration and income maximisation through rightful social transfers or work.</p> <p>The aim of the project is to improve tenancy maintenance, support move on to secure housing, and preventing rogue landlord practices by discouraging case-by-case informal and unregulated letting, often in inhabitable conditions and exploitatively priced to prey on vulnerable migrants.</p> <p>The intended overall impact of the project is to support disadvantaged, impoverished and vulnerable Eastern Europeans to secure sustainable and safe housing solution before single and families households end on the streets thus reducing cost for councils resulting from providing homelessness duties.</p> <p>Secondary intended impact is to enhance integration of Eastern Europeans with the mainstream London society by improving their understanding of rights, enabling independent decent living standards, and enhancing sense of belonging and civic responsibility for own neighbourhoods where all Londoners are treated as equal members of the community. It further leads to crime reduction (including ASB and hate incidents) and improves neighbourly cooperation.</p> <p>Project will be delivered as a mix of office-based and satellite surgery advice/casework provision, out-of-office outreach to the most isolated and marginalised communities, and digital awareness raising (through the mix of online live events, self-help materials and social media communicators.)</p> <p>Planned activities are:</p> <ul style="list-style-type: none"> • Outreach activities (target for 4 years – 12,400 users + 100,000 media coverage): <ul style="list-style-type: none"> ○ Digital outreach: live Facebook/Zoom events, YouTube videos, other digital events – target: 8,000 engagement 			

- Physical outreach: outreach workshops across various social outlets catering to Eastern Europeans (churches, Saturday schools, day centres, etc.) – target: 400
- Information provision: written guidance, factsheets and articles in the community press – target: 4,000 engagement
- Promotional activity: targeted promo in the community press and social media (printed, digital, radios) – target: 100,000 coverage
- Information, advice and assistance (target for 4 years – 3,200 users):
 - Housing Helpline: available 3 days a week in Polish, Romanian and other Eastern European languages (interpretation): information and advice on tenant rights and responsibilities and accessing PRS housing, welfare/housing applications eligibility, housing assistance eligibility, accessing the digital immigration status for welfare and housing purposes – target: 2,400
 - Face to face advice, casework and practical assistance in the EERC offices in West (Hammersmith) and East (Barking & Dagenham): available 5 days a week in Polish, Romanian and other Eastern European languages: tenant rights and responsibilities, accessing PRS housing, welfare/housing/immigration applications and appeals, debt arrears, housing assistance applications, accessing the digital immigration status for welfare, housing and job seeking purposes – target: 600
 - Outreach delivery: delivery of advice and assistance to vulnerable users who are in care of other charities, local authorities, health settings – target: 200

Organisation	Fat Macy's	Service Area	1.1
Lifetime Grant	£938,392	Partnership	Yes
Not Recommended			
<p>Fat Macy's, 52 per cent - the application does not sufficiently address:</p> <ul style="list-style-type: none"> - contacts across London to ensure pan London delivery - how the project will be adapted to manage an increased number of participants from a larger number of boroughs - the outcomes included in the specification - the financial requirements of the application – the application did not include a completed Full-Cost-Recovery Budget Template. 			
SUMMARY aim, activities, intended impact			
<p>We exist to end the cycle of homelessness by enabling our trainees to move from hostels to private rented accommodation, through two bespoke programmes. We are a restaurant and catering social enterprise that uses food to provide vital work experience, employability skills, and access to grant funding while challenging the stigma around homelessness.</p> <p>Successfully obtaining this cornerstone grant will allow us to expand our team, and thus increase our impact. We will use this grant to hire an Outreach & Partnerships Lead who will work on sustaining our current referral system, while working to create new referral pathways. We estimate that successfully obtaining this grant will allow us to reach 50% more trainees a year.</p> <p>Trainees who successfully complete their trials are then invited onto the Milestone Programme, a 200-hour work experience programme that encompasses work in our restaurants or at catered events, alongside tailored one-to-one support. Our support curriculum focuses on career development, housing and well-being. Trainees work directly with a Progression and Engagement Officer who supports them through the programme.</p> <p>Trainees can apply for Milestone Grants at every 50-hour mark. These small grants can be used for anything that will help them into stable employment, such as ID, or for goods for their new home. At the end of the 200 hours, they are entitled to apply for a housing deposit grant which is paid directly to a landlord in the private rented sector.</p> <p>We have successfully crowdfunded to open a new site in Shoreditch that will also act as the base for our Training Academies. We host a Training Academy every month, with around ten attendees per Academy. Over the course of four years, we expect to have between 400 and 480 Training Academy attendees. We have found that approximately 33% of Training Academy participants join the Milestone Programme. Therefore we intend to have around 130 people join the Milestone Programme over the course of the four years. We estimate that over the course of four years, 100 people will be able to access a Housing Deposit Grant.</p> <p>Fat Macy's operates a combined set of qualitative and quantitative impact reporting measurement procedures. Our quantitative impact addresses total numbers of</p>			

participants who obtain Level 2 Hygiene Certificates, or Housing Deposit Grants, who attend our Cooking Sessions, Training Academies and join the Milestone Programme. Our qualitative impact addresses our trainees' progression through the programme using an internal impact measurement toolkit that we have developed. We aim to deliver over 4000 hours of tailored 1:1 support and successfully help 100 people make the journey from hostel to home within four years.

Organisation	Generate	Service Area	1.1
Lifetime Grant	£288,303	Partnership	Yes
Not Recommended			
<p>Generate, 0 per cent - the application does not sufficiently address:</p> <ul style="list-style-type: none"> - the service requirements: the application describes a research project - the outcomes included in the specification 			
SUMMARY aim, activities, intended impact			
<p>FPLD has undertaken a scoping paper on domestic abuse and coercive control (report available for inspection – please ask if you wish to see this) that highlighted the following points:</p> <ul style="list-style-type: none"> • Significant gap in research and acknowledgement of domestic abuse and coercive control in relation to people with learning disabilities. • A Public Health England report in 2015 highlighted that, regarding domestic abuse and coercive control, the support needs of people with learning disabilities often go unidentified, or people are simply signposted to safeguarding as opposed to domestic abuse services. • This lack of acknowledgement and inappropriate action may in part be due to a lack of exploration and understanding regarding the experiences of domestic abuse and coercive control of people with learning disabilities. • Each year in the UK alone nearly 2 million people experience some form of domestic abuse, of which 1.3 million are female. This is around 1 in 30 people. <p>People with a disability aged 16-74 have an 8% increased likelihood to have experienced domestic abuse in the last year than those without. (SafeLives report in 2017).</p> <p>According to the SafeLives report, people with learning disabilities are also affected by other risk factors such as a lack of understanding of what domestic abuse and coercive control are, poor commissioning, social stereotyping of victims of domestic abuse and services being inaccessible.</p> <p>Women and girls are disproportionately affected by crimes of domestic violence and abuse. Disabled women experience more repeated physical abuse, severe abuse, sexual abuse, coercive control, injuries and fear of their partner than men and non-disabled women. This discrimination is present for women with learning disabilities (Cohen et al, 2006). Unison in 2018 found that women with learning disabilities may find it difficult to articulate their experiences, may experience societal biases and often are not believed when they attempt to voice their difficulties.</p> <p>ONS reported in 2019 that 97% of defendants prosecuted for coercive and controlling behaviour in the year ending 2018 were male.</p> <p>Whilst tackling abuse in residential care received increased publicity following Winterbourne View in 2011, the abuse people with learning disabilities face within intimate relationships remains neglected.</p> <p>An attitude survey of police, health and social care managers, psychologists and community learning disability teams across England, Wales and Scotland by</p>			

McCarthy et al. (2016) revealed that less than half of police officers felt women with learning disabilities were more at risk of domestic abuse. The majority of health and social care staff (78%) felt people with learning disabilities were at higher risk. Police are often the first point of contact yet appear unaware of the vulnerabilities of this group of people.

Due to the lack of data for people with learning disabilities we undertook a targeted survey with 8 local services in the south-east. Half stated that they were aware that their service supporting people with learning disabilities who had experienced domestic violence. The other half suggested that the issue was not relevant to their organisation. One respondent stated they had come across individuals they expected to be experiencing (*word count exceeded*).

Organisation	Prisoners Abroad	Service Area	1.1
Lifetime Grant	£411,243	Partnership	No
Not Recommended			
<p>Prisoners Abroad, 75 per cent - the application does not sufficiently address:</p> <ul style="list-style-type: none"> - how all boroughs can access the service - improving access to the service in the event of low take-up/unmet need - referral pathways and adapting services to improve outcomes at a local level - the outcomes included in the specification. 			
SUMMARY aim, activities, intended impact			
<p>Prisoners Abroad is a human rights and welfare charity providing humanitarian aid, advice and emotional support to people affected by overseas imprisonment. We assist British citizens during their incarceration, when they return to the UK and need access to resettlement services, and we also support their family and friends throughout the trauma.</p> <p>Project Aim – 85 British former overseas prisoners p/a access services to prevent homelessness, prevent destitution, maintain suitable accommodation and gain greater personal resilience.</p> <p>To achieve this, we will offer comprehensive support with resettlement via our Resettlement Service. Activities include:</p> <ul style="list-style-type: none"> • providing emergency accommodation and subsistence grants to prevent street homelessness on arrival. • providing support to navigate the welfare benefits system, understand their rights and entitlements and access them • providing access to health services and specialist services e.g. mental health, drug rehabilitation • providing intensive 1:1 support to access suitable move-on accommodation, support on maintaining a tenancy and understand the UK housing market • providing access to peer support to tackle isolation and loneliness • ensuring that beneficiaries are empowered to access services independently and consider their training and employment prospects and long-term future. <p>Intended Impact – Beneficiaries build a new independent life in the UK, can maintain stable long-term accommodation, and live a life free of crime.</p>			

Organisation	Release (Legal and Emergency Drugs Services)	Service Area	1.1
Lifetime Grant	£3,828,355	Partnership	No
Not Recommended			
<p>Release (Legal and Emergency Drug Service), 80 per cent - the application does not sufficiently address:</p> <ul style="list-style-type: none"> - how working in new boroughs will be tackled, how the project will work with boroughs directly and how all boroughs can access the referral pathways it describes - how the project will review services where uptake is low - the referral pathways in place with other organisations (as set out in the prospectus, there was no cross referencing of answers) - achievement of outcomes at borough level. 			
SUMMARY aim, activities, intended impact			
<p>Aims</p> <p>Release's community legal welfare outreach service aims to improve the lives of those who have multiple complex needs, and who are some of the most marginalised in our communities – namely, people who are drug/ alcohol dependent, and those at risk of dependency, including people who are street homeless and sex workers - through the provision of high quality legal advice and assistance. The people we work with, and for, are often perceived as “hard to reach” but our experience is that by delivering services in spaces/ organisations they already access, by making sure we go to where they are, we can really address their legal problems. The service recognises that dependency is both exacerbated and caused by inequality and deprivation, and working across all London boroughs our legal advisers would address the social welfare issues of these populations.</p> <p>Activities</p> <p>We would establish legal projects in all 32 boroughs, and the City of London, in partnership with drug and alcohol services, homeless centres, and sex work projects. In the majority of boroughs projects would operate weekly (24 boroughs) but due to lower demand/need fortnightly services would be delivered in the remaining boroughs. A Release legal adviser would see up to six clients per week at each host project providing advice, assistance, and where necessary representation, on homelessness and housing matters, welfare benefits, and debt issues. The type of work we undertake includes:</p> <ul style="list-style-type: none"> - support for rough sleepers to access emergency housing, and continued support to secure sustainable accommodation; - reducing risk of eviction by addressing the underlying reason for the risk; - advice and casework on housing options and securing sustainable tenancies; - advice and casework on disrepair; - assisting clients to extinguish debts or set up debt repayment plans etc., 			

- challenging refusal to provide welfare benefits, including representation at social security tribunals.

Referral systems would be set up for immigration matters, currently we refer to Joint Council for Welfare of Immigrants, or Thames Reach for EU Settlement. We will also work towards developing this service in-house in recognition of growing demand on OISC qualified advisers across London.

The service would support 13,440 people across the capital over the four years of the project, and would ensure that the rights of these vulnerable groups are realised.

Intended Impact

The accessible nature of the project, by locating it in a service that supports the client's wider health and social needs, increases engagement and retention in these services, thereby ensuring a holistic approach is taken in the delivery of the project. The impact of the legal service, combined with the support of the host service, can have a profound impact on our client group, which is an important motivation for workers to refer into the community legal welfare service. An evaluation carried out by one of the host treatment centres, who interviewed 34 of their clients who accessed our service, found that 50% reported an improvement in their psychological well-being, 64% reported an improvement in quality of life, 7% reported an improvement in paid work.

Organisation	Royal Association for Deaf People	Service Area	1.1
Lifetime Grant	£241,534	Partnership	No
Not Recommended			
<p>Royal Association of the Deaf, 64 per cent - the application does not sufficiently address:</p> <ul style="list-style-type: none"> - how it will reach out to all boroughs in a specific way - working with individual boroughs to establish needs - how it will review service uptake where take-up is low - tracking outcomes at a borough level. 			
SUMMARY aim, activities, intended impact			
<p>Aim</p> <p>Deaf people experience significant barriers as user of British Sign Language, their first language. Their experience is often that services are cannot provide information or support in BSL, and further to this, they do not understand the unique needs of deaf people. This can be especially damaging in the context of being at risk of homelessness, a situation which requires liaison with a number of agencies and access to detailed technical information. Too often deaf people do not have the option to manage their situation independently because services are not accessible to them, or understand their needs.</p> <p>Activities</p> <p>For the first time, we would be able to provide a dedicated homelessness prevention service for deaf people, delivered in British Sign Language. As with our other Information, Advice and Guidance services, this specialist service would collate all current information and make it accessible in a deaf person's first language. This would be achieved by the Case Worker working alongside the individual to navigate the information most pertinent to their situation. Documents could be translated in real-time, and the input of statutory agencies would be achieved with real-time interpreting; all ensuring that the individual is in control, has choice but supported at every step of the way.</p> <p>An ongoing caseload of deaf people, each with unique circumstances would move through their immediate concerns or issues, and systematically resolve them with the input of statutory service where necessary. Our whole-person approach means that we would also achieve secondary outcomes associated with their wider daily life, such as employment, mental health, or access to health services.</p> <p>Workshops will take a proactive approach to preventing homelessness. Will use a rights-based approach, including landlords' responsibilities, benefits (housing benefit, council tax) as well as addressing some of the underlying causes of homelessness such as domestic abuse, controlling behaviour.</p> <p>Even deaf people who can access the internet experience barriers to getting the specific information they need in a language they can understand, BSL. By creating a BSL information bank on relevant topics and FAQs, we support them to</p>			

understand their rights and options, maintain their tenancies and avoid crisis situations.

To support referrals and facilitate improved joint working with statutory agencies and within the third sector, we will undertake a targeted engagement plan with deaf awareness raising and collaboration sessions.

We already seek to support deaf people with homelessness and related issues (utilising the support others can currently provide), and have a good understanding of the individual outcomes they could achieve. Considering the impact of a new dedicated service more widely, we would evidence a caseload which evolves, whereby individuals seek our input sooner, meaning their circumstances are less at crisis, and more towards a point where they are at increasing risk of homelessness. This would be achieved by increased awareness within the deaf community, and more effective referrals into a specialist service, achieved by close collaboration with the third sector, statutory services, as well as Housing Associations.

Organisation	Veterans Aid	Service Area	1.2
Lifetime Grant	£1,030,654	Partnership	No
Not Recommended			
<p>Veterans Aid, 53 per cent - the application does not sufficiently address:</p> <ul style="list-style-type: none"> - how the project will develop and maintain relationships in local authorities where the project does not yet work - the systems in place for referrals - how delivery options will vary and be accessible across London - systems in place to capture information at borough level - the outcomes included in the specification. 			
SUMMARY aim, activities, intended impact			
<p>Veterans Aid's aim is to provide immediate, practical support to all ex- Servicemen and women who have served in HM Armed Forces who are homeless, facing homelessness or in crisis.</p> <p>All the charity's activities revolve around helping veterans in crisis. It deals with all the factors that contribute to crisis - significantly those leading to homelessness. VA's activities are diverse. The endgame is always to enable sustainable, independent living.</p> <p>Homelessness Prevention is VA's main aim. VA provides emergency accommodation to avoid clients spending a first night out. Clients who require emergency accommodation are usually booked into B&Bs to avoid sleeping on the streets until their situation is assessed and a plan of action formulated. The most serious cases are frequently accommodated at the charity's own residence, New Belvedere House. In cases where there are families involved VA can pay for a house deposit and first month rent, providing that the individual can keep up with the costs without overstressing themselves.</p> <p>Homeless Support: VA provides support to homeless veterans. If clothes are required, new ones are provided (never second hand - VA considers the practice of choosing and wearing new clothes an important element in restoring self-respect), as is food (or food vouchers) and accommodation, while individual action plans are developed. After accommodation is sorted depending on their needs, either to New Belvedere House for bespoke support and accommodation, or to other appropriate facilities, help is provided to deal with complex and underlying issues (e.g.: chronic unemployment, addiction etc). All clients who need it receive help learning new skills, accessing education and training and ultimately securing their desired employment.</p> <p>The average stay at NBH is nine months during which time problems are addressed holistically. Residents only leave when they are considered ready and empowered with the necessary skills and experiences to sustain independent living. Over the next four years, VA intends providing 70,000 nights of accommodation.</p>			

Education and Training: VA will ensure that all clients have the opportunity to undertake appropriate courses and gain qualifications that will help them to gain and sustain financial independence.

Mental Health and Substance Misuse: VA treats these two issues together because during the 90 years in working with veterans in crisis, the cases when these were not linked were very rare. VA employs a Substance Misuse professional who accompanies clients to appointments, works with them in their own homes or at New Belvedere House where we provide accommodation for 60 vulnerable veterans and helps them to understand and manage their treatment plans in collaboration with the agencies to whom they have been referred. After detox and rehabilitation treatment, recovering veterans are assisted with their housing needs and advised on maintaining tenancies, developing budgeting skills. If necessary, further gambling and debt counselling is arranged. The main aim is to reduce the harm caused to clients by alcohol/drug misuse and to minimise the risk of relapse. Over the next four years, VA intends putting 200 clients through detox/rehab.

Organisation	MyBnk	Service Area	1.3
Lifetime Grant	£1,248,387	Partnership	No
Not Recommended			
<p>MyBnk, 67 per cent - The application does not sufficiently address:</p> <ul style="list-style-type: none"> - engagement with boroughs and assessment of service uptake - how the project will meet the specific needs of each borough and how it will adapt the offering - processes/procedures in place on referral, tracking and follow-up - the outcomes included in the specification. 			
SUMMARY aim, activities, intended impact			
<p>Overview – Building on the proven model of The Money House (TMH) in London, the Pan-London Money House Expansion project will see us expanding our award-winning programme to reach young people in need across all London boroughs. Aimed at preventing youth homelessness, TMH programme takes participants through engaging activities covering practical financial and digital skills to pay rent, bills and living costs whilst making informed decisions about their futures.</p> <p>Delivered in-person through our existing Money House sites in Newham, Greenwich, Westminster and Haringey and online through our Virtual Money House programme, young people attend a course (of up to 5 days) in a real or simulated flat, replicating somewhere they may live when they move into independence.</p> <p>The Money House in London already has the support of key partners J.P.Morgan, Berkeley Homes and Pimco and your support will allow us to enhance the project further. Funding from London Councils will allow us to offer the programme to all London boroughs. Through the provision of new trainers who will deliver and offer the virtual adaptation of TMH programme to local authorities and youth organisations across all boroughs, we will aim to reach 1260 young people in need with the full course of up to 5 days. There will be a reduced programme, of 1 day in length, for accessibility and inclusion reasons (see section 1.6 for full detail). Therefore, in total, we anticipate reaching 1680 young people across all 32 London boroughs and the City.</p> <p>Aim – The ultimate aim of this project is to reduce the incidence of homelessness amongst young people in London. Through improved financial capability and independent living skills, TMH is proven to reduce rent arrears and debt. Findings from independent evaluators ERS found that following The Money House programme, participants are three times less likely to have unsustainable arrears and we saw a 64% drop in evictions for those ‘at-risk’ of losing their home. By providing young people with key financial skills, we can prevent debt, poverty and homelessness.</p> <p>Activities – The programme is primarily aimed at young people leaving local authority care and who, by definition, do not have a family network to fall back on. The second group targeted are those most in need who cannot afford to make financial mistakes. For example, those that are unemployed, have been newly granted asylum, are single parents or other groups in economic stress. Young</p>			

people will be taken through a range of interactive and engaging activities which introduce them to money management and the realities of independent living in a way that they understand.

Intended Impact – Specifically, the project aims to:

- Prevent homelessness and poverty
- Develop independent living skills
- Develop financial resilience & knowledge

Together, MyBnk and London Councils will not only reduce homelessness of young people within the capital but provide tangible impact of social change as a result of your investment and most importantly give young people the skills to thrive through good financial decision making.

Organisation	RISE Mutual CIC	Service Area	2.1
Lifetime Grant	£999,794	Partnership	Yes
Not Recommended			
<p>RISE Mutual CIC, 51 per cent - the application does not sufficiently address:</p> <ul style="list-style-type: none"> - the needs the project intends to address and how the project intends to address the needs through the activities and interventions - how the project will work with and engage boroughs that it does not currently work with - how the project will work with boroughs to identify specific needs or services - mechanism for referrals - capturing and monitoring outcomes at a borough level. 			
SUMMARY aim, activities, intended impact			
<p>Aim</p> <p>To prevent domestic violence and sexual abuse (DVSA) through educating and supporting school communities. Specifically aiming to:</p> <ul style="list-style-type: none"> • Help children recognise healthy relationships • Support those who disclose • Help professionals understand DVSA risk factors • Improve professionals' confidence to safely address issues <p>Activities</p> <p>RISE Mutual CIC (RISE) will partner with DVIP, a division of Richmond Fellowship (RF), delivering the programme to school's pan-London. Both organisations have an extensive track record working with families impacted by DA in London. Boroughs will be split equally, based on existing borough relationships. However, the same co-designed service will be delivered, ensuring consistent provision pan-London.</p> <p>Boroughs will identify secondary schools for delivery. This could include maintained or free schools, alternative schools' providers, or pupil referral units. We will work with children age 11-16. The following activities will be provided:</p> <ul style="list-style-type: none"> • Children's workshops <p>We will co-design culturally specific workshops for girls and boys, tackling unhealthy beliefs and misogynistic attitudes. We will explore how culture impacts beliefs and behaviours and what a healthy relationship looks like. These workshops (designed to be 3 hours in length) can run as an extended assembly or over class periods.</p> <ul style="list-style-type: none"> • Resource materials <p>We will provide a dedicated online portal for students and professionals, including videos, leaflets with processes for suspected abuse and links to support, including local services and national support helplines, for young people (YP) disclosing. During year one we will develop an app with Northgate Public Services, which will give access to further resources for YP.</p> <ul style="list-style-type: none"> • Access to support 			

Where a YP discloses, support will be provided by the integrated support service (ISS), including a confidential helpline, 1:1 phone or zoom sessions or signposting to local resources.

- Supporting the school community

We will provide training (online or in person) to school professionals on risk factors relating to DVSA. Each school will be provided up to 4 hours of ongoing support following the workshop and training, to help embed sustainable change in identifying, challenging attitudes, and improving responses to tackling DVSA, including improving relevant policies & procedures. A School's Healthy Relationships Manifesto template will support the school to develop it further according to their needs and culture, incorporating voices of young people. The manifesto will detail the reforms needed to the school environment to raise awareness, promote healthy relationships and prevent abuse.

We will provide information leaflets and an interactive Q&A session for parents, extending learning to the whole school community.

Intended Impact

We aim to prevent DVSA and reduce violence against girls in London by ensuring the whole school is equipped with the knowledge to promote healthy attitudes, promoting a culture based on equal and healthy relationships.

- YP have the knowledge and skills to effectively identify and safely challenge attitudes of violence within a safe environment and make healthy relationship choices in their own lives.
- Improved disclosing of abuse. Victims know where to get support
- Professionals have improved knowledge and skills in identifying and addressing issues.
- Knowledge is embedded into safeguarding policies and procedures within the school, facilitating whole systems change.

Organisation	SignHealth	Service Area	2.1
Lifetime Grant	£915,504	Partnership	No
Not Recommended			
<p>SignHealth, 76 per cent - the application does not sufficiently address:</p> <ul style="list-style-type: none"> - how the service needs of local authorities will be reviewed and how services will be delivered in/for each borough - how service uptake will be reviewed and how remedial work will be undertaken for low uptake - how outcomes will be measured at a borough level and how information gained through the evaluations systems will be used to adapt services to improve outcomes at local borough level. 			
SUMMARY aim, activities, intended impact			
<p>Aim: We strive to educate, empower, encourage and protect Deaf young people from all forms of domestic abuse using their preferred language, BSL. The overarching aim of our workshops is for participants to understand their identity, rights and bodies, and know how to report abuse if they need to.</p> <p>Activities: The role of a Young Persons' Violence Advisor (YPVA) is to deliver preventative education workshops to Deaf children and young people. These will be available for children in Year 5 through to college, and Deaf youth clubs.</p> <p>Topics are delivered in an age-appropriate way to equip participants with knowledge about keeping safe. The content of each session will be adapted to meet the needs of attendees.</p> <p>Primary School:</p> <ul style="list-style-type: none"> • Friendships: what friendship means. • Secrets: the difference between good and bad secrets, and how to identify them via role play, games and interactive activities. • Online Safety: utilising NSPCC resources we explore how a friend's intention may not be in their best interest and may lead to pressure to do inappropriate things. • PANTS: using NSPCC resources we explain each part of the acronym to reinforce body autonomy. <p>Secondary school and beyond:</p> <ul style="list-style-type: none"> • Healthy Relationships: what constitutes a healthy or unhealthy relationship. There will be group discussions, group work and videos to support learning. • Sexting: we explain what 'Sexting' is, the law and the risks associated with it like how a person's picture can be shared without consent online. We have translated existing ChildLine material into BSL. • Consent: we cover all aspects of consent including the legal age of consent to have sexual intercourse, what is rape, sexual harassment, sexual abuse (including 'revenge porn' from year 9 onwards) • Domestic abuse: introduces the concept of domestic abuse and how it can be identified. We go through each type of abuse (physical, emotional, verbal, 			

financial, sexual and economic) and explain using examples supported by group discussions.

- Forced vs. Arranged marriage: using the concept of 'consent' we will explain the difference.
- Female Genital Mutilation (FGM): what it is.
- Cyber bullying: we explore what cyber bullying is and discuss the impact of social media.
- Online Safety: we explore the internet and the pros and cons of using it. Provide awareness of the dangers of the internet and strangers. We also branch into topics such as grooming.

As a result, participants will know:

- how to stay safe online
- what is and is not ok regarding other people touching their body
- the law around sexting and how to report it
- how to identify all forms of domestic abuse
- understand consent
- healthy/unhealthy relationships
- FGM
- the difference between forced and arranged marriage

Due to workshops being accessible and delivered in their native language, participants will understand how to stay safe and be respectful of others.

We also propose to pilot a project developing RSE (Relationship and Sex Education) resources designed for schools to use with Deaf young pupils. Currently no such resource exists.

Organisation	Tender Education & Arts	Service Area	2.1
Lifetime Grant	£999,882	Partnership	No
Not Recommended			
<p>Tender Education and Arts, 68 per cent - the application does not sufficiently address:</p> <ul style="list-style-type: none"> - how it will review service uptake and carry out remedial action where service take up is low - processes and procedures for referrals - how it will work with organisations the project does not currently work with - how borough-based outcomes will be measured and tracked. - how the activities relate to the outcomes. 			
SUMMARY aim, activities, intended impact			
<p>Aim: To engage C&YP and the adults who care for them in a holistic approach towards preventing domestic and sexual abuse. C&YP will learn broader skills for making positive choices.</p> <p>Activities: Our programme reaches each borough of London. We combine workshops and peer-education; adult training; a new range of e-learning programmes and Community Conversation Events to engage local stakeholders.</p> <p>Over the course of the 4-year programme, each borough would receive:</p> <p>One RE:SET project.. Schools receive access to an innovative online resource hub containing e-learning, resources, workshop tools and a plan for creating violence prevention initiatives across the whole school. Each school has a Tender Mentor that works with them to adapt policies and procedures, deliver prevention programmes and engage young people in youth leadership opportunities as ambassadors of abuse prevention. RE:SET is the culmination of a three year independently evaluated pilot to identify key building blocks necessary to create genuine and lasting whole school change and engagement with gender equality and prevention of DVSA.</p> <p>Healthy relationships projects in six secondary schools. In each, 30 young will undertake a healthy relationship programme. They will reach a further 120 peers through their own devised workshops, presentations and exhibitions. An e-learning teacher training reaches 50 teachers</p> <p>Healthy relationship projects in two primary schools. 25 children will partake in our intensive DV prevention education programme. They learn skills in peer leadership and devise a performance, exhibition or presentation reaching 50 peers. 20 teachers attend e-learning.</p> <p>Two programmes of specialist provision for vulnerable groups. This will use a trauma-informed approach to support at risk young people to build resilience and self-esteem giving space to build confidence and test their own strategies for navigating relationships.</p>			

Two training programmes exploring domestic abuse and its impact on C&YP. This course is for teachers, social workers, borough officers, carers, police and others. We will reach 22 adults per training session.

One “Community Conversation” event for 20 members of the community including parents, carers, local services, teachers and other professionals working with children and families. These are spaces where learning from the programme with young people can be shared and enhanced. Our experience has shown that schools often only engage with a limited number of local organisations and so highlighting and connecting them to expert local services will enhance the support network available for C&YP.

Intended Impact: Young people gain skills and confidence to identify, avoid or escape from abuse. We work with the whole community to create continuous, consistent and holistic approaches. Our interactive, drama-based approach is a crucial element as it enables participants to ‘rehearse for change’. Our youth leadership approach acknowledges that young people are the first responders when friends are at risk.

Following our projects, 93% of young people understand it’s never okay to be violent, 99% can name at least one early warning sign of abuse. Our organisation’s full focus is on projects that work with young people to prevent domestic and sexual abuse meaning that this programme would be our priority.

Organisation	Volunteering Matters	Service Area	2.1
Lifetime Grant	£969,092	Partnership	No
Not Recommended			
<p>Volunteering Matters, 37 per cent - the application does not sufficiently address:</p> <ul style="list-style-type: none"> - how people will access the project and how underserved groups will be attracted - how it will introduce services to all boroughs - managing low service uptake - the requirements of the service specification - the outcomes included in the specification. 			
SUMMARY aim, activities, intended impact			
<p>Through our delivery of the project we will engage those young people that often achieve the poorest outcomes, who are the both the most vulnerable but who also have the greatest strengths.</p> <p>Using our trauma informed approaches and underpinned by the six #Iwill principles of youth social action, we will unlock those strengths and develop their skills & resilience in relation to the risk of domestic & sexual abuse. This programme is built upon a fluid, youth led format of 2 -8 sessions in which groups of young people are engaged through group sessions in a range of community based sites & online.</p> <p>Participants develop a personalised approach to address the issues they've prioritised in relation to domestic & sexual abuse, supported by a team of project staff & peer champions.</p> <p>The aim of the project is to provide an effective, proportionate &, tangible & sustainable, preventative intervention that reduces the negative impact or likelihood that a child or young person becomes a perpetrator or victim of domestic or sexual abuse. The project will also provide a space for participants who have lived experience of domestic & sexual abuse to explore this in a safe, person centred, strengths based context either in the first or third person.</p> <p>The project addresses need through the following format:</p> <p>Introduction / induction sessions Stage 1: Personal - We start by supporting young people to build a positive relationship with themselves – improving their self-esteem and self-awareness. Helping young people to be happier and more confident today.</p> <p>Stage 2: Interpersonal - We equip young people with the skills to empathise and communicate well with those around them - to feel confident in how they interact, and to build positive relationships with friends and family. This in-turn supports their ability to utilise, share & sustain preventative coping mechanisms.</p> <p>Stage 3: Advocacy - We encourage and enable young people to help those around them to build and maintain positive relationships with each other that supports preventative mechanisms.</p> <p>Stage 4: Community - Young people develop a sense of agency in relation to preventing / managing the risk around domestic & sexual abuse & can identify how to use community assets to grow their resilience & awareness.</p>			

An additional mid-term aim is to offer children & young people what may be their first experience of peer support & to use lived experience to take up peer champion opportunities & share positive impact.

Our long-term ambition is for the impact of this project to be a place which begins the reduction of harm, risk, near misses for our participants, suffering the negative consequences associated with domestic & sexual abuse. This effective prevention also reduces reliance on crisis / reactive services by boosting autonomy & resilience & empowering participants to lead happy, safe, healthy lives.

Organisation	Eastern European Resource Centre	Service Area	2.2
Lifetime Grant	£1,285,814	Partnership	No
Not Recommended			
<p>East European Resource Centre, 57 per cent - the application does not sufficiently address:</p> <ul style="list-style-type: none"> - how the service will grow, what additional work will be done, and which needs will be addressed - systems for how referrals are made and how relationships are built for effective referrals - how the organisation will reach out or introduce services to boroughs, maintain communications or review service uptake and address low uptake at borough level - how information will be used to adapt services locally to improve outcomes. 			
SUMMARY aim, activities, intended impact			
<ul style="list-style-type: none"> • Domestic abuse is reduced in Eastern European communities – by increasing community awareness thus reducing tolerance of abuse and increasing access to services. • Eastern European women exit abusive relationships safely – by accessing independent advocacy and specialist advice services. • Eastern European women rebuild their lives and move to independence in a safe and sustainable way – with support from holistic independent advocacy, specialist advice and casework. • Eastern European women recover from their abuse – with access to counselling and support groups and living a stable, independent life. <p>Activities</p> <ul style="list-style-type: none"> • Outreach, promotions, and referral – In person and online community outreach through workshops, drop-ins, community groups, and flyers. Promotion campaigns through community media including radio and newspapers. • Independent Advocacy – specialist support and casework to engage with police, navigate services, safety planning, and meet urgent needs. • Family Law Advice – covering custody, divorce, injunctions, access to legal aid etc. • Specialist Advice and Representation – covering immigration, benefits, housing, and access to healthcare in EERC with supported referral for debt and employment advice. • Counselling – specialist counselling from EERC’s pool of accredited and independently clinically-supervised counsellors. 			

- Support and development groups – regular peer support groups for building up confidence and reduce isolation and educational groups facilitated by professionals.
- Survivor forums – Quarterly forums for survivors to feed in and develop our services and the conversation around domestic abuse.
- Stakeholder forums – annual forums for professionals to discuss and develop strategy to better support Eastern European victims.
- Coaching for long term independence – covering employability, accessing private suitable accommodation and general life skills.

All activities will be delivered by Romanian and Polish speaking staff with aid of professional interpreters for other Eastern European languages.

Impacts

For survivors of domestic abuse, it will

- Enable safe exit from abusive relationships
- Enable long term independence and fulfilment
- Enable social and economic integration in the long term
- Reduce risks of recurring incidents and re-victimisation
- Enable and empower access to justice
- Develop more resilience and mental wellbeing in the long term
- Amplify voices in local communities and services

For local communities, it will

- Improve awareness and response to domestic abuse
- Reduce tolerance of abuse

For local London services, it will

- Improve the multi-agency response to this emerging client group (Eastern Europeans) including better alignment of local victim support offer, tailored to this group's cultural and linguistic needs.
- Enable efficient and effective work

For EERC, it will

- Realise the investment in the project and training of key staff including retaining four experienced employees and employing and training two more.
- Support the long term development of the project
- Improve our services by active engagement with survivors and clients

Organisation	Legal Advice Centre (University House)	Service Area	2.2
Lifetime Grant	£962,185	Partnership	Yes
Not Recommended			
<p>Legal Advice Centre (University House), 22 per cent - the application does not sufficiently address:</p> <ul style="list-style-type: none"> - borough contacts and how the service will work with London's boroughs to complement and not duplicate services - how the project will work with local services to provide holistic support - referral pathways for all boroughs - the outcomes included in the specification. 			
SUMMARY aim, activities, intended impact			
<p>As we enter the second year of this unprecedented pandemic, we at University House have been grappling with some of the systems that underpin the inequalities that are an everyday reality for communities in the east of London. While systems change has been in University House's DNA from the beginning—the past year of the COVID-19 pandemic has accelerated and deepened this shift for us as an organisation – and for what we think is possible at this moment in time.</p> <p>During the first lockdown, we sought to address systems change in our own sector. A big issue for the advice sector is a lack of second-tier support, and an inability to access specialist legal support and casework services. That is why in a matter of a few months, we rapidly developed our Advice POrtal. The POrtal provides access and ownership to community advice workers from sister organisations, who are able to directly book specialist legal support from us via direct access to the electronic diaries of our lawyers. This is a radical model which aims to define a new model of advice and advocacy provision. We went “live” with our POrtal in June 2020. The POrtal was initially funded to operate in the three boroughs of East London and received emergency funding from tnl community fund.</p> <p>The POrtal is proving to be a success and at the heart of its success is the removal of barriers that enable motivated actors to effect change within our sector.</p> <p>Our proposal is to make our POrtal accessible to all Londoners and make it available across London so that Londoners can obtain free specialist legal advice on non-molestation orders and DV related Section 8 child custody arrangements.</p> <p>At the moment, the POrtal is principally aimed at supporting generalist advice and support workers to undertake specialist legal casework. Users must register to access the portal. Under our proposal, we will do away with the registration process, and instead make the POrtal directly available to all members of the public in all London's boroughs. It will also be promoted to frontline health services, schools and educational institutions, children centres, other statutory and community based localised services across all London boroughs.</p> <p>The POrtal is linked to our webcam platform and, in part, includes an electronic booking system. Advice slots are made available each week. Members of the public</p>			

and community advice workers can book an appointment to seek support from us to progress a case themselves, or they can make a referral by appointment for us to directly take on the matter.

This is a partnership application with account3. Acc3 has a long history of supporting women who are vulnerable and experiencing domestic abuse. Acc3's role will be to provide complementary support, counselling and development programmes.

Organisation	Manor Garden Welfare Trust	Service Area	2.2
Lifetime Grant	£722,702	Partnership	No
Not Recommended			
<p>Manor Gardens Welfare Trust, 56 per cent - the application does not sufficiently address:</p> <ul style="list-style-type: none"> - how the organisation will reach out to boroughs it has not worked with before and will work with all boroughs across London - how all boroughs will be able to access the pathways to get support for residents - how it will review service uptake and how it will carry out action if service uptake is low - the outcomes included in the specification. 			
SUMMARY aim, activities, intended impact			
<p>Our aims:</p> <p>We will provide specialist therapeutic support and advocacy to women and girls who have survived FGM and other sexual violence such as breast ironing. We will train a pool of specialist counsellors across London and work with local organisations to deliver the holistic support that women survivors of FGM need to improve their wellbeing.</p> <p>Our activities:</p> <p>Many women who have undergone FGM or other harmful practice are unaware of the long-term impact this is having on their physical health and emotional resilience. We will deliver information sessions in each borough for people from communities known to practice FGM and other harmful practices. The ‘psychoeducation sessions’ have been proven to offer a safe space to raise awareness of FGM, and introduce the concept of support and therapy. The sessions also provide information on practical health concerns and raise the subject of the emotional and psychological effects of this trauma and how it can affect daily lives.</p> <p>At these sessions our specialist counsellors offer women a one-to-one assessment to see if they would like to join a therapeutic group, a core component of our Dahlia Project, either online or face-to-face. We have been delivering these groups in North London for many years and have evidenced the considerable benefits women survivors of FGM derive from sharing their stories with other women in a safe space, being listened to and understood, often for the first time. Groups run for 12 weeks, with eight women facilitated by a specialist therapist. Following this, peer-support groups are formed and offer ongoing empowerment and support.</p> <p>There are very few specialist FGM counsellors/therapists across the UK. We will train professionals using our published Female Genital Trauma: Guidelines for Working Therapeutically with Survivors of Female Genital Mutilation Coho, Sepúlveda, Hussein and Laffy (2019). These guidelines provide a blueprint for counsellors to follow and will enable us to develop the workforce and capacity to provide therapeutic groups for women from every London borough by the beginning of the third year of the project.</p>			

Alongside the psychoeducation sessions we will bring together community advocates to set up workshops across London to raise awareness of FGM, the law, and to dispel myths and preconceptions.

Outcomes

- 12 psychoeducation groups per year
- 6 Dahlia therapeutic groups online per
- 6 Dahlia therapeutic groups face to face per year
- 6 online workshops for therapists per year
- All women in the project additionally supported with holistic advocacy and signposting
- Regular community outreach campaigns and partnership work in every London Borough, to raise awareness, reduce stigma, identify survivors in need of further support, and reduce prevalence of practice

Our Impact

- 96 women per year easily able to access rolling group therapy sessions
- Communities in every London borough reached by outreach awareness campaigns
- More communities committed to ending FGM
- 60 specialist therapists trained per year, accessible across London
- Women able to access empowerment and peer support groups to continue their wellbeing journey

Organisation	SurvivorsUK	Service Area	2.2
Lifetime Grant	£975,131	Partnership	No
Not Recommended			
SurvivorsUK, 48 per cent - the application does not sufficiently address: <ul style="list-style-type: none"> - borough connections and how it will ensure services cover all London boroughs - how the project would deal with addressing the needs of those already on the waiting list, while also supporting increased numbers on the project - referral pathways or reviewing service uptake - borough level tracking - the related activities to achieve the outcomes. 			
SUMMARY aim, activities, intended impact			
<p>SurvivorsUK is the only organisation in London offering 1:1 counselling, therapeutic groupwork, and advice, signposting, and service liaison to – regardless of their sexuality – male & non-binary survivors of sexual violence.</p> <p>And the critical, immediate demand for our work is more than we can meet.</p> <p>Across the sector, we are seeing many services in the terrible position of having to shut waiting lists when demand gets to a certain threshold so they can concentrate resources on other aspects of their work.</p> <p>SurvivorsUK has 256 clients on its waiting list across London, waiting for 15-16 months on average to receive the crucial support they need from us. And this time between disclosing their experiences and waiting for counselling to begin can be traumatic and isolating. There is a risk that lengthy delays can see survivors withdraw from the healing process, and left in an incredibly exposed and vulnerable position.</p> <p>Our Swift Response Project will ensure timely, critical, and tailored support to all clients on our waiting list.</p> <p>First, every survivor contacting SurvivorsUK will benefit from an initial referral with a Client Services Officer to determine the extent and severity of their needs. This will enable us to allocate them to our waiting list (and thence eligibility to our Swift Response Counsellors and Caseworkers) or signpost and guide them to other external services if those would be more appropriate.</p> <p>Following on from this, all waiting list survivors will receive 12 trauma-focused, short-term therapy sessions, including stabilisation techniques, risk and symptom management, and psychoeducation. This dedicated, expert support will be delivered by a team of one Senior Swift Response Counsellor and two Swift Response Counsellors.</p> <p>Building on the initial referral and underpinning the counselling work, clients will receive help and advice from the project's two Caseworkers on a number of wraparound issues we see affecting those who have experienced the trauma of sexual violence. These issues include unstable housing, unemployment, debt, sexual health, benefit claims, and some criminal-proceedings work. Moreover, this aspect of the project will increase capacity in the Swift Response Counsellors by</p>			

allowing them to focus on their areas of expertise and refer clients' additional complex practical support needs to the Caseworkers.

In addition to the roles above, funding will be allocated to sustain the work of our Outreach & Engagement Lead in training and upskilling sector professionals. This element of the project will improve the baseline network of support for survivors across London by enabling other services and organisations to assist those waiting for help. These activities will also grow the referral networks and pathways to our services as we build new partnerships.

The Senior Swift Response Counsellor, the two Swift Response Counsellors, and one of the Caseworkers will be new roles for SurvivorsUK. This represents a significant expansion in and commitment to our mission to ensure all male & non-binary survivors of sexual violence can access and receive the support they need to begin to make their journey towards recovery.

Organisation	The Mary Dolly Foundation	Service Area	2.2
Lifetime Grant	£99,360	Partnership	No
Not Recommended			
<p>The Mary Dolly Foundation, 29 per cent - the application does not sufficiently address:</p> <ul style="list-style-type: none"> - the needs the project aims to address. - the geographical scope to provide services to all parts of London - how the service will work with all boroughs to identify specific service needs or deliver services in every borough - the outcomes included in the specification. 			
SUMMARY aim, activities, intended impact			
<p>The aim of this project is to prevent negative behaviours from becoming pathological, and to create a safer future for children, young people and adults across London.</p> <p>We will provide one to one counselling provision to children, young people and adults across the London boroughs of Greenwich, Lambeth, Bexley, Erith, Bromley and Lewisham. Fully qualified and experienced therapeutic practitioners will be delivering the sessions. Each individual will be provided with up to 12 sessions each, with each session lasting up to 50 minutes to 1 hour.</p> <p>Those who utilise the project will have authentic opportunities to explore their feelings around how they have been treated and in so doing will have a sound chance of recovering from the destructive behaviour they have experienced and begin to live fulfilling lives once more. This will be achieved by the professionals with whom they work being able to build open trusting relationships with them in a safe, supported environment, but within firm boundaries set appropriately, and to evidence the value of mutual respect and personal self-regard.</p> <p>Children, young people and adults will be able to avoid their distress becoming pathologised and they will have the best chance of avoiding the abusive behaviour that they have experienced being repeated. People affected by abuse can be seen quickly by professionals who will offer them a safe environment in which they can share collaborative actions and seek ways to empathise with others. Since participants will be offered a course of between 6 and 12 weekly sessions, different therapeutic techniques and materials will be introduced as and when appropriate. This ensure that every individual is treated as an individual and is able to make progress at their own pace.</p> <p>Participants will be assisted to understand their own relevant role in interactions and offered the chance to examine the roles required in those interactions. Participants will be assisted in how to choose the most appropriate roles to take and so will be able to see that they are not responsible for the destructive actions directed towards them by others. They will therefore be able to rebuild their own sense of self-worth and mature into competent adults.</p>			

We will be collaborating with The Her Centre, Athena refuge and other victim support organisations. This will not be a partnership, but simply a collaboration. The Foundation will deliver this project solely on our own, and we have the management and structure to be able to deliver an easily accessible service to all service users.

Organisation	The Survivors Trust	Service Area	2.2
Lifetime Grant	£1,729,728	Partnership	Yes
Not Recommended			
<p>The Survivors Trust, 48 per cent - the application does not sufficiently address:</p> <ul style="list-style-type: none"> - London-specific needs – national data is referred to - links with boroughs, how the services would cover all boroughs in London, and how delivery partners would reach out and establish a stronger footprint in the boroughs they do not currently work with - how service uptake will be reviewed, and remedial action taken - the outcomes included in the specification - the rationale for the low number of outcomes compared to the numbers accessing activities. 			
SUMMARY aim, activities, intended impact			
<p>Reaching London’s Most Excluded Survivors is a pan-London project that will focus on providing specialist advice, counselling and support to those who find it most difficult to access sexual abuse services.</p> <p>The Survivors Trust (TST) will act as lead partner, and is a national UK umbrella organisation for approximately 120 specialist rape and sexual abuse services.</p> <p>Our consortium consists of 5 specialist TST member organisations who have wide experience and a long track record of designing and delivering high-impact services for vulnerable and marginalised victims.</p> <p>Delivery partners:</p> <p>Respond- provides therapy and support to people with learning disabilities and/or autism who have experienced abuse, violence or trauma.</p> <p>Mosac- exists to support sexually abused children and their non-abusing families to heal and move forward together.</p> <p>Into the Light- provides counselling, advice and support to those who have been sexually abused and those who support them.</p> <p>Haven- is a survivor-led organisation that offers counselling and support for victims, survivors and those affected by sexual abuse or domestic violence.</p> <p>Aurora- is a Specialist Therapy Centre and therapeutic community that provides counselling/psychotherapy and bodywork therapies alongside support specifically for adult men and women survivors of childhood trauma and abuse.</p> <p>Our project will provide specialist support through a variety of services across London, which will be offered through a hybrid model of face-to-face and online service delivery to ensure maximum accessibility and wide geographical reach.</p> <p>Specific activities include:</p> <p>Employ a Project Co-ordinator to:</p>			

1. Promote, co-ordinate, share learning, provide operational support to London members and monitor the work of the project
2. Engage with MOPAC, VAWG Co-ordinators employed by each of the London Boroughs and NHS England London related health organisations working in London, aiming to promote and raise awareness of the range of counselling and support services provided by members of the Survivors Trust in London, and the help and support needed by survivors of sexual violence or sexual abuse and their family members or carers.
3. Engage with ISVAs/IDVAs in London to facilitate access to specialist support
4. Respond to strategies and consultations with a London focus
5. Awareness raising, and networking with local authorities for referral pathways

Provide the following services for target groups:

- Helpline Support
- Counselling
- Physco-educational Training and peer- support groups
- Advocacy Support
- Play Therapy

Monitoring and Evaluation

The Governance board will provide assurance and monitor project activities/ outcomes against project aims throughout the life of the project and will be independently evaluated annually.

Intended Impact

- 2485 victims/survivors will access specialist services and report that they feel less isolated, can make safer choices, and feel safer
- 1194 survivors have made significant progress on their recovery journey and report an improvement in their mental health and wellbeing
- 200 local authority professionals will have raised awareness on the needs of marginalised survivors, pathways to referral, and specialist support services in London
- 2 ISVAs will have improved referral opportunities for children and young people (including those with disabilities), parents/ carers
- 272 survivors can rebuild their lives and move to independence

Organisation	SignHealth	Service Area	2.5
Lifetime Grant	£228,791	Partnership	Yes
Not Recommended			
<p>SignHealth, 56 per cent - the application does not sufficiently address:</p> <ul style="list-style-type: none"> - the specific needs in London - the services that will be provided, how they will be delivered and referral pathways - building and maintaining relationships with boroughs and organisations across London - local organisations (other than domestic abuse organisations) it will look to work with to create a multi-agency approach - measuring outcomes at a borough level. 			
SUMMARY aim, activities, intended impact			
<p>Aim: we strive to educate, empower, and protect Deaf people from all forms of domestic abuse and advocate for the human rights of the Deaf community in the policy arena.</p> <p>Activities: SignHealth is the only ‘by and for’ service for the Deaf sign language community in the UK. We have a wealth of knowledge and experience that we draw from to ensure that the Deaf community’s needs are not an afterthought.</p> <p>Our policy and advocacy work ensures that Deaf people’s needs are ingrained in new policy provisions and are met at the point of access. As a proudly Deaf-led organisation, SignHealth are best placed to represent the needs of Deaf people, be that with policy makers, other voluntary organisations or service providers.</p> <p>When SignHealth has a seat at the table, Deaf people will have a dedicated voice in the Domestic Abuse policy arena, ensuring that the needs of the Deaf community are understood. An understanding of Deaf BSL users specific linguistic and cultural needs will be incorporated into Violence Against Women and Girls (VAWG) and Domestic Abuse policy making and practice, benefitting the Deaf BSL community across London.</p> <p>Deaf BSL users, who are experiencing or at risk of domestic abuse will have improved access to information, advice and resources in their preferred language – BSL. Information that is accessible and widely available will ensure they are able to access information discreetly, thus becoming informed enough to mitigate the risks of leaving an unsafe situation. This will break down a huge barrier currently facing the Deaf community.</p> <p>Our Policy and Public Affairs Manager will lead on policy and influence work and will liaise with policy leads and commissioners to shape local strategy development across Greater London. The Community Engagement officer will deliver and lead on the training and information sharing, networking, and building partnerships with support from our Service Coordinator.</p> <p>As a result of us sharing learning and best practice, mainstream domestic abuse organisations and individual practitioners will have an improved understanding of</p>			

how to meet Deaf people's needs, book interpreters and signpost clients to accessible services. Working alongside mainstream services means that access for Deaf people is no longer limited to specialist Deaf organisations and this becomes embedded in their provisions and processes, creating the norm for organisations to be accessible for Deaf domestic abuse survivors across Greater London

Intended impact:

Deaf people will have a dedicated voice in the Domestic Abuse policy arena and organisations and individuals will understand the needs of the Deaf sign language community.

Deaf people who use sign language to communicate who are experiencing or are at risk of domestic abuse will have improved access to information, advice, and resources in their own language – BSL.

Our Domestic Abuse Team will be able to build relationships with external stakeholders and enable more informed decision making that will shape and improve the service.

Organisation	Kanlungan Filipino Consortium	Service Area	2.6
Lifetime Grant	£320,351	Partnership	Yes
Not Recommended			
<p>Kanlungan Filipino Consortium, 36 per cent - the application does not sufficiently address:</p> <ul style="list-style-type: none"> - how the project will address the needs that have been identified - how the project will attract people from all London boroughs - referral pathways, and systems, processes, and procedures for referrals - capturing, tracking, and measuring outcomes at borough level. 			
SUMMARY aim, activities, intended impact			
<p>The overall intended impact of this project is for Southeast Asian (SEA) migrant women, in particular Filipino, Vietnamese, Indonesian, and other East and Southeast Asian migrant women who are at risk or have experienced gender-based violence in the home and/or the workplace, to be empowered to prevent harmful practices against them and their dependents. Our project will enable them to lead positive change within their homes, communities, and British society. SEA migrant women who are at risk of or have experienced violence will be provided a safe place to live with a community-based voluntary hosting system and a support system to help them regain control of their lives through individual and group counselling with BACP registered professionals. They will also be given the means to co-learn skills, engage in economic/social activities, and to understand the policies relating to migrants' and women's rights in the UK.</p> <p>SEA migrant women who experience intimate partner violence, violence from family members and friends, and/or abuse in the workplace in the form of human trafficking or modern-day slavery have been silenced for too long. Even when these issues are addressed, they are often spoken about by "subject-matter experts", external to and sometimes stigmatising of the communities affected. Voices of women with lived experiences are pushed to the margins and ignored.</p> <p>Our aims are:</p> <ol style="list-style-type: none"> 1. Increased access to wraparound case support services, legal advice, and safe reporting of violence or harmful practices to relevant organisations 2. Improved access to safe housing for SEA migrant women who have experienced violence 3. Increased awareness amongst SEA migrant women of what constitutes gender-based violence and understanding of relevant policies and services 4. Improved confidence amongst SEA migrant women to articulate their needs and experiences, access services independently, and share their stories 5. Improved knowledge of issues specific to SEA migrant women amongst local authorities, statutory agencies, health service providers, and migrants' rights and domestic abuse support charities and services <p>Activities to achieve aims:</p>			

- Casework support to individuals and referrals to relevant agencies, legal representation, and vetted/trained emergency community-hosted housing provision and other housing associations
- Community outreach and promotion of culturally appropriate services provided to women to prevent or address harmful practices
- Co-learning workshops led by policy experts and community activists with lived experience on gender-based violence, human trafficking, and labour exploitation (exact topics will be determined in collaboration with cohort of women)
- Workshop series on reporting procedure for violence experienced by participants with: (1) emotional preparation for reporting violence with agencies; (2) individual support for evidencing and step-by-step reporting procedure
- Community-language befriending and peer-to-peer support groups
- One-to-one counselling for survivors of domestic abuse, gender-based violence, labour exploitation, and trafficking
- Training on digital skills, literacy, and safe social media use to increase digital literacy, enable participation in online activities, and improve internet safety
- Learning sharing sessions with councils, IDVA, the MPS, London NHS trusts, and women's rights, migrants' rights, and BAME charities to improve knowledge in the sector of the specific needs of SEA migrant women

Right to reply process

Applicants were given 10 working days to submit a reply in respect of the recommendation made by London Councils for the 2022-2026 Pan London Grants Programme.

Applicants were advised:

- that London Councils would only accept one reply from applicant organisations.
- that they had the right to reply against the recommendation if they considered that assessors had:
 - misinterpreted information submitted in your application
 - given incorrect weight (either too much or too little) to information submitted in your application
 - not considered information submitted in your application
- that they must focus on at least one of these three reasons in their right to reply
- new information that was not included in the original application will not be considered under this process
- a reply because an organisation has been successful in the past will not be considered
- that if applicants wished to exercise their right to reply, they should submit a letter no longer than two sides of A4, that focuses on the reasons they have for submitting a right to reply in relation to the feedback they received
- that London Councils officers will consider replies and will present this information to the London Councils Grants Committee, alongside recommendations, on 24 November 2021
- **that the decision of the Grants Committee is final.**

OFFICER COMMENTS ON RIGHT TO REPLY**Organisation**

East European Resource Centre

Service Area

1.1

KEY POINTS IN RIGHT TO REPLY:

The applicant stated they consider that assessors did not consider information submitted in the application for four key points:

- how the project would build relationships with new boroughs, or review and undertake remedial work for low uptake
- how the project will determine whether the project is a duplication of existing services
- referral pathways or how the project can be accessed across London
- how outcomes and changes achieved are analysed or understood.

RESPONSE TO KEY POINTS:

The application:

- notes working with a limited number of boroughs, does not describe how it would build relationships with new boroughs, or review and undertake remedial work
- states experience of avoiding duplication but does not describe how it will determine whether the project is duplicating of existing services.
- does not describe referral pathways
- lacks detail in how outcomes and changes achieved are analysed or understood.

SUMMARY COMMENT:

Officers do not propose a change to the recommendation, the assessment of the key issues was made within the guidelines for the assessment process, including consideration of all aspects of the application The right to reply does not alter the assessment of the application or the recommendation for service area 1.1.

RIGHT TO REPLY SUBMISSION

East European Resource Centre would like to submit a reply in regards to our application for the London Councils 2022 – 2026 Pan London Grants Programme – priority 1.1 Homelessness – Prevention and Targeted Intervention.

Regarding the points received in our feedback, we believe that information provided by us in the application form and the risk register addresses the feedback points as those points have been addressed in the forms but have not been considered. To recap information provided:

- how the project would build relationships with new boroughs, or review and undertake remedial work for low uptake

In the answer to Q1.2 we described institutional outreach. Our description includes information about existing links with the boroughs but also practical methods of raising awareness and building relationships with referral partners, among the local authorities. These practical methods include providing short targeted workshops and/or presentations to teams we intend to work with.

In the same answer we provide comprehensive description of outreach to target users, which addresses the point of plans for remedial work for uptake. Our outreach as described includes outreach to new users via social outlets as well as broad digital outreach. In the same point we describe why digital outreach has become crucial (due to changing user behaviours) while in our needs statement in Q1.1 we stated why direct outreach is fundamental in this work, namely due to data from CHAIN showing consistent and significant over-representation of target user group

among rough sleepers which we believe is due to borough services' failing to reach and/or effectively support Eastern European Londoners at risk.

Additionally, in submitted Risk Register 'project risks' section we describe outreach activities to be delivered should there be low take-up of services. In that section we also describe the delineated role of the Programme Manager in charge of this work whose role explicitly is to meet outputs agreed for delivery.

- how the project will determine whether the project is a duplication of existing services

In the answer to Q1.3 we highlighted there is very little risk of duplication of existing services as the project has been designed to complement the support provided by boroughs by addressing additional and community-specific needs of people at risk from Eastern European migrant populations in London. Those additional advice needs include immigration regularisation, NRPF, privately rented sector tenants' requirements regarding regularising tenancies, raising awareness of existing borough services and overcoming barriers in accessing those services (due to linguistic and cultural barriers but also low trust to authorities linked to immigration controls), and providing specialist services that are prerequisite to access borough support, such as DV and modern slavery advocacy, telephone isolation support, and peer support groups – all of which EERC provides to users with multiple needs. We also mentioned our six-quarterly experiences of cooperating with boroughs which provides historic baseline for the need of complementing services, which therefore aren't seen as being duplicated.

Additionally, it's worth pointing out that in our needs statement in Q1.1 we highlight reasons why we believe there is lower than expected take-up of borough services relating to prevention and relief of homelessness, and we quoted data from CHAIN to emphasise that significant and consistent over-representation of Eastern Europeans among rough sleepers in London signified that our target community is currently under-served therefore there is no risk of duplication.

- referral pathways or how the project can be accessed across London

In the answer to Q1.2 we explained in detail what is our approach to outreach in order to enable users as well as statutory and civil society partners to access the service. The approach described includes outreach methods via social outlets (churches, Saturday schools, 'deli' shops and cafes/restaurants for and by target communities, and use of community communicators, i.e. individuals cultivated and supported to act as signposts for members of community. The approach also includes excessive digital outreach that aims to raise awareness of the project activities as well as raise community awareness of borough services in order to build bridges to services for under-served communities, i.e. target cohort for this project. In this point we also mentioned how we intend to build new referral pathways with boroughs and other stakeholders with concern over homelessness prevention and intervention.

In the answer to Q1.4 we also elaborated on cooperation with statutory, consular and civil society partners to secure the best outcomes for users.

- how outcomes and changes achieved are analysed or understood.

In answer to Q1.5, we explained our monitoring system that includes a range of information, data and intelligence gathering methods. These methods include advanced customised Client Management System that captures user profile, user journey based on initial assessments and support plans, and hard outcome recording; digital outreach analytics; and physical outreach questionnaires. We stated in this answer that changes/outcomes and outputs would be used to inform gaps in the provision to correct and improve delivery (whether user target, targeted user characteristics and geographic assumptions are met or partially met), and that digital analytics indicating changing user behaviour would allow us to rapidly identify emerging needs and feed to work development. We also stated that Programme Manager, Project Coordinator and the Senior Management Team would regularly review monitoring information and data to take remedial decision in terms of delivery and identify areas of emerging needs that need to be addressed to meet user outcomes.

In summary, we believe that our application responds to feedback received and we trust that we are an excellent partner for boroughs in preventing homelessness among the target community.

We are happy to answer any further questions that may arise from this response at any point convenient for the Grants Committee and colleagues managing this funding process.

OFFICER COMMENTS ON RIGHT TO REPLY

Organisation	Fat Macy's	Service Area	1.1
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KEY POINTS IN RIGHT TO REPLY:

The applicant stated they consider that assessors gave incorrect/too little weight and/or did not consider information submitted in the application for four key points:

- contacts across London to ensure Pan-London delivery
- how the project will be adapted to manage an increased number of participants from a larger number of boroughs
- outcomes
- budget.

RESPONSE TO KEY POINTS:

The application:

- refers to partners and contacts in those areas in which the organisation is currently operating but does not provide details of a network of contacts elsewhere in London that it can call on to ensure pan London delivery
- provided evidence of its current operations but is not clear how these will be adapted to manage an increased number of participants from a larger number of boroughs.
- did not sufficiently address the outcomes in the specification.

Applicants that were not recommended for funding were informed that new information that was not included in the original application would not be considered under the right to reply process. The applicant introduced new information (completed budget template) in their right to reply, which was not considered.

SUMMARY COMMENT:

Officers do not propose a change to the recommendation, the assessment of the key issues was made within the guidelines for the assessment process, including weighting. The right to reply does not alter the assessment of the application or the recommendation for service area 1.1.

RIGHT TO REPLY SUBMISSION

Our right to reply based on incorrect (too little) weight being put on certain points, as well as information not being considered (budget which has been linked at the bottom of this letter).

Contacts across London to ensure Pan-London delivery

Our primary referral partner is the YMCA City and North group, (who are in Hackney and Haringey). From this partnership, we have begun running Outreach Sessions at YMCA Landaid House in Shoreditch. Our current partnership with the YMCA group gives us access to a network of hostels across London, and that if we are successful with this grant, we will be able to scale our team and increase our teams capacity to develop this partnership even further.

We have referral partnerships with Focused Living (Enfield), Single Homelessness Project (Westminster) and Westminster and Southwark Councils. We will continue to seek out

referral partnerships from temporary accommodation providers across London. Furthermore, we are developing corporate partnerships with Nando's and Barworks Ltd. which will allow our beneficiaries to complete the programme with our corporate partners. In doing so, we are seeking to create a streamlined pipeline to employment for our beneficiaries.

We have also been in contact with the South London and Maudsley Trust NHS Foundation Trust, a mental health service who work across Southwark, Lambeth, Lewisham and Croydon. We have begun conversations with this organisation in a bid to expand our outreach to these boroughs. Again, successfully obtaining this grant will allow us to hire a Partnerships and Outreach Lead who will be able to focus on this full time.

How the project will be adapted to manage an increased number of participants from a larger number of boroughs

Our project will adapt to manage the increased number of participants by growing our Progression & Engagement Team to ensure we can offer tailored 1:1 support. We are upscaling a proven team and workforce model with a strong culture, so fitting within our existing framework and culture to ensure that we are able to grow smoothly. We have a proven model that we have previously scaled up using smaller grants. If we are successful in obtaining this funding, we will be able to continue to grow as we have done previously - but this time in a more sustainable and long-term plan. We have recently signed the lease for a new office building in Shoreditch, that will host our second restaurant on the ground floor, as well as our head office on the top floor. The floor below the office is going to be turned into our Training Academy (due to successfully obtaining another capital grant and crowdfunding £50,000). We are confident our model and track record can be scaled up, this is however dependent on us being able to grow our team and capacity.

Simultaneously, we are currently developing corporate partnerships with Nando's and Barworks (pub company operating in East London). We will continue to develop and seek out corporate partnerships that will allow our beneficiaries to complete the programme with these partners. In doing so, we also envisage those who complete the programme with our partners will face fewer barriers to employment and facilitate our ability to meet our specified outcome of financial resilience through accessing employment.

Outcomes

The outcomes and activities table figures were done based on our experience of having around 75% of participants successfully achieving the specified outcomes of our activities. These figures were done to be realistic and as accurate as possible. Our management approach is one that is tailored to each individual trainee to ensure that we can keep the success rate as high as possible. Our key performance indicators are initially Training Academy attendees and those who successfully obtain their Level 2 Food Hygiene Certificate. Once beneficiaries have joined the programme, our KPIs are centered around our internal impact measurement tool that we call the Pot of Potential. This tool allows us to measure how our support work has affected beneficiaries across our three categories of support, well-being, career development and readiness for independent living. Our beneficiaries are all given the contact details of their support workers line manager to ensure that issues of performance can be escalated from beneficiary to the Progression and Engagement Lead. Beneficiaries also have the contact details of our Managing Director of the charity arm, and the Culinary Director for the business arm. I have also attached our Quarter 1 2021 Impact Report for your reference.

Finally, perhaps due to technical difficulties, it seems our budget was not considered with our application. Please find a link to our completed budget attached to this email.

OFFICER COMMENTS ON RIGHT TO REPLY**Organisation**

Prisoners Abroad

Service Area

1.1

KEY POINTS IN RIGHT TO REPLY:

The applicant stated they consider that assessors did not consider information submitted in the application for four key points:

- how all boroughs access the service
- improving access to the service in the event of low take up/ unmet need
- referral pathways and adapting services to improve outcomes at a local level
- the outcomes/indicators included in the specification.

RESPONSE TO KEY POINTS:

The application:

- does not describe how boroughs can access service
- does not describe improving access to the service in the event of low take-up/unmet need
- describes referral pathways in limited detail
- does not sufficiently address the outcomes within the specification

SUMMARY COMMENT:

Officers do not propose a change to the recommendation, the assessment of the key issues was made within the guidelines for the assessment process, including consideration of all aspects of the application. The right to reply does not alter the assessment of the application or the recommendation for service area 1.1.

RIGHT TO REPLY Submission**Not considered information submitted in the application****How all boroughs can access the service**

As we support a specific beneficiary group (British ex-overseas prisoners) who access our service on arrival, we work with all boroughs proactively, contacting the relevant borough for the following reasons (taken from Question 1.2):

- If an individual has very acute needs on arrival, we will contact the London Borough of Hillingdon if the person would not be able to negotiate central London alone, i.e. if they are a wheelchair user.
- Where appropriate, we refer clients to a London borough for assessment under priority need legislation. We work to provide the borough with all necessary information to decide on and understand the needs of an individual.
- Those who come under MAPPA arrangements will have been presented to a borough for assessment by police (via a well-established rota). We are included in this referral and follow up with a supporting letter with additional information on the beneficiary. (Question 1.3) We have regular meetings with the London MAPPA executive who communicates details of our service in relation to high-risk offenders to other relevant services when appropriate. We also attend MAPPA meetings regarding individuals in different boroughs.

Improving access to the service in the event of low take up/unmet need

(Question 1.6) The Resettlement Service is accessible to all British citizens returning from serving a prison sentence overseas, regardless of offence and the country they are held in or any other characteristic. The identification of eligible service users takes place prior to release. (From Question 1.2) Everyone who is eligible to access the service will be contacted by the Foreign, Commonwealth and Development Office (FCDO) who will pass on information about

our service and how to register as soon as they are notified that a British national is in prison overseas. All who register with us prior to release are eligible for our services regardless of where in London they might be initially based. No other organisation is supporting this group. (Question 1.1) Statutory provision through the probation service is only available for people released from UK prisons. Historical data shows consistent demand, we help approximately 200 former overseas prisoners aged over 25 with resettlement support in London p/a.

(Question 1.1) We provide flexible support to meet the bespoke needs of each beneficiary, e.g. (Question 1.6) We conduct pre-release needs assessments to ensure that we are aware of and can support any special requirements. When the beneficiary is in the UK, we ensure accessibility in the following ways (Qu 1.2 and 1.6):

- providing smart phones to all new arrivals to ensure that they can access our service.
- providing travel grants to ensure beneficiaries can access appointments
- providing remote support to those who are unable to travel to our offices to attend appointments
- arranging and paying for taxis for beneficiaries who are unable to travel on public transport
- providing additional appointments to those who require extra support
- delivering three types of peer support groups to enable all beneficiaries to access support from their peers
- supporting service users with a low literacy level and/or who are digitally excluded
- coordinating a multi-agency response when necessary for those with complex needs

We continuously ensure that our service meets needs in the following ways: (questions 1.6/1.8)

- The steering groups and focus groups we run with service users guide our service development by making recommendations and identifying specific groups that we could provide a more tailored approach to.
- We collect feedback from returnees who finish using our service. This feedback informs short-term decision-making at service level and longer-term organisational strategy.
- Resettlement Officers gather informal feedback while supporting service users and through this highlight where we need to expand or grow our support. These concerns are then documented and discussed at team meetings, after which changes can be incorporated into our pathways and future projects.
- Weekly team meetings ensure that the team can discuss specific cases, including clients who have complex needs to ensure that we are delivering services to a high standard and being responsive to the needs of all beneficiaries
- We gather information to monitor the characteristics of our beneficiaries. This ensures we can monitor whether our service is responsive to beneficiaries with specific needs/characteristics and adapt the service accordingly.

These following examples highlight how we have adapted the service to meet needs. Qualitative evidence collected suggested that women are at particular risk in prison of being subjected to violence. We recognised the need for a woman only support group to use as a safe space and integrated this provision into the service. We have also adapted the service provided to older service users (65+) to include a multi-agency approach. Older beneficiaries often present with complex physical health needs that require input from a range of services.

Referral pathways and adapting services to improve outcomes at a local level

(Question 1.3, 1.4) We are in regular contact and have established partnerships/referral pathways (or alternative) in place with the following statutory and local service providers:

- Heathrow and Gatwick Travel Care receive referrals from FCDO and we liaise with them directly. From the moment service users arrive, Travel Care assist them to visit our office/supplied Arrival Packs while office is closed.
- MAPPA - we are included in the initial police referrals to boroughs for assessment. We work to ensure that boroughs have all the relevant information to make an informed decision on suitable housing.
- Camden Health Improvement Practice (CHIP) – we have a service level agreement to refer clients who need to access health services on arrival.
- Housing providers based in London such as the Forward Trust (referral form used) Midos (referral via e-mail) and other lettings agents. Our links with these organisations mean we

can be alerted to available housing for our service users. We have a service level agreement with the Forward Trust.

- London Borough Homelessness Units – we provide all necessary supporting information for those considered in priority need for housing. We have met with housing officers from the Unit to explain our client's needs.
- Men's Shed, a charity to which we refer returnees so men can connect with each other and combat loneliness.
- Crisis and The House of St Barnabas, where we refer returnees for employment support via their referral form. We have a service level agreement with House of St Barnabas that ensures space for a certain number of our beneficiaries on their programmes.

Question 1.2 Examples of adapting services to improve outcomes at a local level:

- Emergency accommodation is sourced depending on availability and cost and as far as possible on the needs and risks presented by the service user. This is usually in cheaper hotels or hostels and most often within central London Boroughs which also provides for easy access to our office, transport and other services.
- Engaging the London Borough of Hillingdon if needs are very acute and a new arrival would not be able to negotiate central London alone, i.e. if they are a wheelchair user.
- The location and type of permanent accommodation is dependent on cost and availability, so the service user will have limited choice and it could be in any London location. In FY 2020 we housed beneficiaries in 29 Boroughs.
- Encouraging independence by providing information on other support and services in the London Borough they are staying in. This will mean identifying local libraries, sports centres as well as other helpful agencies such as the CAB.

The outcomes/indicators included in the specification (Bold). Project Indicators (non-bold) from Qu.1.5.

Homelessness is prevented:

- **No. of people assisted to obtain crisis accommodation.** 75 accessed emergency accommodation on arrival, 85 accessed subsistence grants on arrival, 85 assisted in accessing benefits, 70% felt better informed about their rights and entitlements to welfare support
- **No. of people assisted to prevent eviction.** Addressed below (70% who encountered tenancy issues successfully resolved them independently).

People maintain suitable accommodation:

- **No. of people assisted to obtain stable accommodation.** 80 secured move-on accommodation.
- **No. of people assisted to sustain tenancies for 6-months.** 76 sustain accommodation for 6-months
- **No. of people assisted to sustain tenancies for 12-months.** 72 sustain accommodation for 12-months
- **No. of people with landlord property issues resolved.** 70% better informed about the UK housing market, 70% better informed about how to obtain and maintain tenancies, 70% more confident and better informed about how to resolve tenancy issues, 70% who encountered tenancy issues successfully resolved them independently

People gain greater personal resilience:

- **No. of people with improved mental/physical health.** 70% felt less isolated., 70% less anxious, 70% felt more confident, 70% more positive about the future, 60 beneficiaries can access health services
- **No. of people with improved life skills.** 70% able to get support and advice from others, 70% gained the skills to live independently

OFFICER COMMENTS ON RIGHT TO REPLY**Organisation**

Veterans Aid

Service Area

1.2

KEY POINTS IN RIGHT TO REPLY:

The applicant did not specify whether they considered that assessors had misinterpreted, given incorrect weight, or not considered information submitted in the application. The applicant noted five key points:

- how the project will develop and maintain relationships in local authorities where the project does not yet work
- the systems in place for referrals
- how delivery options will vary and be accessible across London
- systems in place to capture information at borough level
- the outcomes included in the specification.

RESPONSE TO KEY POINTS:

Applicants that were not recommended for funding were informed that new information that was not included in the original application would not be considered under the right to reply process. The applicant introduced new information in their right to reply, which was not considered.

SUMMARY COMMENT:

Officers do not propose a change to the recommendation, the assessment of the key issues was made within the guidelines for the assessment process. The right to reply does not alter the assessment of the application or the recommendation for service area 1.2.

RIGHT TO REPLY SUBMISSION

I am writing in response to your letter of 7th October (Ref 2022-2026GP- 1.2Veterans) in which you advised me that Veterans Aid's application for an award from the London Councils 2022-2026 Pan London Grants programme had been unsuccessful. While I accept that another application may have been assessed as a better fit against the service requirements, I would like to address the application feedback points that were identified and put them into what I believe is important context when considering homelessness and targeted intervention for rough sleepers.

I accept that applicants were requested not to introduce new information but, in the circumstances, I feel it appropriate to do so because grasp of how the status quo is misunderstood can - and does - result in veterans not receiving the service they should be entitled to, in a timely manner.

For clarity I will address points that were "not sufficiently addressed" sequentially:

1. How the project will develop and maintain relationships in local authorities where the project does not yet work: As a London-centric charity VA presently interacts with all London Boroughs - formally, informally and on a regular basis. An internal re-organisation to identify dedicated, proactive Borough Liaison Offices is underway. This move to maintain and develop what is already a long-standing and highly effective relationship with councils throughout the capital would have benefited greatly from grant funding to facilitate travel, additional resources (e.g. recruitment of new staff member) and training. However, while this wasn't mentioned specifically in the application there was significant reference to the homeless prevention related activities that VA supports, monitors and funds - throughout London - as a result of often daily interaction with its

various local authorities. Over time this has revealed a frustrating lack of cohesion and standardisation within the system. Typically a VA Operations Worker has to negotiate several layers of bureaucracy to reach the right person within the various local authorities. 'Targeted intervention', as the label implies, often involves much more than provision of instant/crisis accommodation – something local authorities are often unable to offer, leaving VA to source/provide and fund. In 2019 VA worked with the GLA to try and address this by establishing a London-wide, fast track single point of contact for homeless, or imminently homeless, ex-servicemen and women that would lead those in adversity directly to its door. This is still an aspiration and VA stands ready to take it forward so that each borough can get veterans rapid and practical support. The current system is not fit for purpose – indeed its complexity results in delay in delivering critical help. It is this type of obfuscation that led the Government to create the Armed Forces Covenant. Veterans need much better services.

2. The systems in place for referrals: This assumes a degree of standardisation and accessibility within London local authorities which, in our experience, does not exist. (See above) Internally (i.e. within VA) referral protocols are clear and simple. Following immediate verification of veteran status - something only this charity undertakes - a triage 'needs assessment' is conducted and, where homelessness/imminent homelessness is a factor, dedicated staff reach out to the various boroughs and their component services – initially by phone, followed by email, a visit (when/where necessary) and follow-up correspondence. Frontline staff are highly trained, interoperable and empowered to act with a high degree of speed and autonomy. I can't over-emphasise the importance of veteran status verification. Inability to do this means that, for two reasons, huge amounts of money are wasted; some is spent on plausible individuals who, knowing how much money is ring-fenced for ex-service personnel, falsely claim to have served; some is spent on genuine veterans who could have received speedy, comprehensive support through dedicated resources. It should also be noted that many of the larger, 'household name' homeless organisations that claim to support veterans often do no more than refer them to VA. The lengthy, costly delivery of professional support services over a period of time is provided (and funded) by this charity.

Costs vary but VA regularly spends considerable sums on single individuals whose route to achieving sustainable independent living required years of detox/rehab, counselling, training and education. My final word on referral systems relates to speed. The various forms of adversity that lead to homelessness unfold incrementally. I don't believe that any other London homelessness charity can demonstrate the sustained commitment to immediate intervention that is routinely undertaken by VA. We have invested heavily in prevention and even have a dedicated Operations Room. Moreover, we have our own high-quality, veteran dedicated £8.5m residence, funded partly by GLA to the tune of £1.6m. The current seemingly ad hoc arrangements are ponderous and out-of-date. By dealing with veterans in this manner we assert that this is contrary to the spirit/duty of Clause 8 (b) of the Armed Forces Bill 2021 which states the "principle that it is desirable to remove disadvantages arising for service personnel from membership, or former membership, of the armed forces". It is our intention, regardless of outcome, to ensure that the London veteran population get the service it deserves and needs. This will be no mean feat as some Boroughs we call seem to have no interest in talking about rough sleeping veterans/homeless veterans/preventing this. Indeed, we have even had the phone put down on us. We intend to highlight this fact but at the same time will continue to build our own dedicated "Borough Liaison service" to rectify the current delivery shortcomings. This should be funded by you.

3. How delivery options will vary and be accessible across London: Prevention of homelessness and targeted intervention to end rough sleeping among ex-servicemen and women is 's VA's raison d'être. Its services are client-led and tailored to meet

individual need – wherever they are in London. I believe that the response to 1.2 regarding access and delivery options was comprehensive and illustrated the charity's diverse range of above and below the line (largely free or low cost) 'advertising' channels. Its Approach, Engage, Advise partnership with TFL, for example, was crafted so that staff at all London Tube stations could be alerted to the need to ask rough sleepers if they were ex-service and, where appropriate, link them up with VA. Initiatives like this not only cover the footprint of the London Underground, they harness free resources and allow money to be spent on those in dire need, rather than on advertising or process. Examples of the vast network of agencies and communication force multipliers with whom VA works are cited at 1.2 and I would urge you to revisit them with fresh eyes.

4. Systems in place to capture information at borough level: VA utilises a bespoke and highly flexible database that can be interrogated to yield information about innumerable actions, interactions, outputs and expenditure. Ample evidence of external validation of this facility was offered in the initial application. (See Wider Promotional Activity – Pro Bono Economics). Not only does this external validation mirror VA's own claim to an approximate 90% success rate in transforming lives, it demonstrates the soundness of its methodology. It is difficult to see how a better information capture system could be illustrated. Despite our long engagement with the GLA no one has ever asked us to capture data for London Boroughs. My worry now is that if clients the boroughs are working with are unverified they cannot demonstrate, with any accuracy, that they are dealing with UK Armed Forces veterans. The Chain is such an example.
5. The outcomes included in the specification. Regarding perceived paucity of information about outcomes, I would welcome further clarification about how this might have been better presented as provision of verified numbers has been an acceptable illustration to other grant providers. I accept that there are organisations who deal with greater numbers of homeless/imminently homeless individuals than VA, but this application relates to a discrete group (i.e. veterans of HM Armed Forces). I would also like to revisit my point at Para 2 above regarding methodology. Just as a swift referral to another agency is often counted as an 'intervention', provision of accommodation is frequently seen as an 'outcome'. Sadly we at VA have ample evidence that putting a rough sleeper into accommodation that s/he is unable to sustain is a retrograde step. No client's situation is counted as a 'successful outcome' until s/he has been provided with the tools to work, earn, thrive/survive in a stable and sustainable manner.

OFFICER COMMENTS ON RIGHT TO REPLY**Organisation**

SignHealth

Service Area

2.1

KEY POINTS IN RIGHT TO REPLY:

The applicant stated they consider that assessors misinterpreted and/or gave incorrect weight to information submitted in the application for four key points:

- how the service needs of local authorities will be reviewed and how services will be delivered in/for each borough
- how service uptake will be reviewed and how remedial work will be undertaken for low uptake
- how outcomes will be measured at a borough level and how information gained through the evaluation systems will be used to adapt services to improve outcomes at local borough level.

RESPONSE TO KEY POINTS:

The application

- does not describe identifying specific needs in each borough and how to ensure that the appropriate services are delivered in/for each borough
- does not make sufficient reference to reviewing service uptake and taking action to address low uptake
- lacks detail on how information gained through evaluations systems will be used to adapt services to improve outcomes at local borough level.

SUMMARY COMMENT:

Officers do not propose a change to the recommendation, the assessment of the key issues was made within the guidelines for the assessment process, including interpretation and weighting. The right to reply does not alter the assessment of the application or the recommendation for service area 1.2.

RIGHT TO REPLY SUBMISSION

Thank you for your letter dated 7 October 2022 informing us that our application for our project "Preventative education workshops for Deaf children and young people" is not recommended for funding. I am writing to exercise our right to reply according to the process outlined in Annex 2 as we believe you may have misinterpreted information submitted in our application and given incorrect weighting to our application as a result. You stated that the application does not sufficiently address some criteria. Please see our response as follows:

- **How the service needs of local authorities will be reviewed and how services will be delivered in/for each borough**

The application form asked us to evidence differing needs across London considering specific equalities characteristics. The needs of Deaf Children and Young People (Deaf CYP) are consistent across London and the UK, and we evidenced that we understand this and how we know in the start of our answer to 1.1.

We also explained in our application that the spread of Deaf CYP across London varies which has an impact on the level of work within each borough. School allocation of Deaf CYP does not follow standard procedure as seen with hearing children, which means many Deaf CYP attend a school in a different borough to where they live that may better meet their needs. Families may also move to be nearer schools and youth settings that can

accommodate their child, or to be closer to peers within the deaf community. This results in higher levels of Deaf CYP in some borough than others. We stated that for boroughs where there are no Deaf schools or units – we work with them differently as needed – by engaging sensory units and child services. We always reflect on and review our approaches, working with professionals within boroughs as required – we adopt our approach learning from years of working effectively.

We have successfully delivered Deaf CYP workshops in London boroughs for ten years and have a good working relationship with many boroughs already such as Wandsworth, Camden and Brent. We evidenced this with the feedback from students. We continuously review needs within boroughs as part of these ongoing relationships. We will expand our work to other boroughs working with them and the professionals within, as we do with existing established relationships to address their needs.

- **How service uptake will be reviewed and how remedial work will be undertaken for low uptake**

The application form does not specifically request for us to state how remedial work will be undertaken for low uptake however we do talk in depth about how we promote and market our service having an outreach strategy in place which has consistently been successful. We have not previously had issues with low uptake hence why this was not a focus in our application. We did state how we would continue to scope out new schools and organisations to build on our existing partnership work which is reactive to reviews into levels of uptake and enquiries. We remind you that Deaf youth groups, afterschool clubs and schools with Deaf children will not be present in every borough which can contribute to low enquiries for workshops in those areas. As stated in our application, we will use our new partnership with the National Deaf Children's Society to support us to reach 70 schools across London where it has been identified that Deaf CYP attend. We also demonstrated that we are building new relationships in new boroughs: Eastbury Comprehensive (Barking), Roding (Redbridge) and Hendon School (Barnet) – and this will continue.

- **How outcomes will be measured at a borough level and how information gained through the evaluation systems will be used to adapt services to improve outcomes at local borough level.**

The application form did not ask us how we would measure our outcomes at borough level. It is important to note that our service is unique in that it is directed at a marginalised group of people who require a targeted and accessible approach. Therefore, we measure our outcomes on a London wide level however, we work with boroughs when required such as if there are Deaf CYP who have disclosed abuse or have been referred to us for individual support.

We consider it paramount that the workshops and design of our service is user-led, and we said in our application that we capture student's feedback as part of our evaluation processes to support the design of our programme. We also have a teacher's evaluation sheet enabling us to review engagement. We take evaluation seriously and explained that we have a comprehensive BSL video version of our survey to enable a meaningful and fully accessible evaluation system.

You also indicated that **"another application was assessed as a better fit against the service requirements"**.

We are the only "by and for" organisation that delivers preventative education workshops for Deaf children and young people directly in BSL, covering all London boroughs. All our Young People Violence Advisors are Deaf acting as vital role models. They are fully qualified and able to directly support the Deaf CYP they work with.

If SignHealth does not receive funding to continue this crucial work, more than 6000 Deaf children and young people in London will be at high risk of not understanding information that is crucial to their safety, being presented to them by alternative services who do not

have the experience of delivering to this audience and who do not understand the impact of deafness, systematic oppression and audism, plus deaf culture on Deaf children and young people.

We ask that you reconsider our application, to enable us to continue this vital work and support Deaf children and young people with our accessible workshops and one to one support.

OFFICER COMMENTS ON RIGHT TO REPLY**Organisation**

Tender Education and Arts

Service Area

2.1

KEY POINTS IN RIGHT TO REPLY:

The applicant stated they consider that assessors gave incorrect/too little weight to information submitted in the application for three key points:

- method, impact and outcomes
- gendered approach
- relationships with boroughs and schools

RESPONSE TO KEY POINTS:

The application:

- includes information about method, impact and outcome, gendered approach, relationships with boroughs and schools across a number of questions; these matters were appropriately considered by assessors through the assessment process.

SUMMARY COMMENT:

Officers do not propose a change to the recommendation, the assessment of the key issues was made within the guidelines for the assessment process, including weighting. The right to reply does not alter the assessment of the application or the recommendation for service area 2.1.

Right to Reply**London Councils 2022-2026 Pan London Grants Programme: Right to Reply**

Thank you for reviewing Tender's application to the above programme, and for advising of your recommendations to the London Councils Grants Committee. As outlined in the guidance, we are submitting our right to reply within the following suggested frameworks: belief of incorrect (too little) weight given to information submitted in our application, and information not being considered.

For ease of reading, we have addressed this information in separate paragraphs below:

Method, Impact and Outcomes:

Tender has been a specialist in the sensitive and nuanced area of domestic abuse prevention education for almost 20 years. We identified early that young people's engagement with short-term, "one-off" messaging sessions produced low impact, and that our high-intensity programmes which comprise multiple components facilitate sustained abuse-prevention, including awareness raising, attitude change, behaviour change and building broader protective factors, such as Whole School Approaches, to embed meaningful change. While these approaches may not elicit high beneficiary numbers as other shorter-term or technology-based interventions, they produce stronger and more sustainable outcomes, and therefore ensure a higher return on social investment. Taken together, the planned activities in our proposal would promote positive changes in attitudes, behaviours, and knowledge at the individual and community level, by upskilling not just young people but the whole team around the child.

As outlined in our application, this includes vital, foundational work in primary schools. Tender, with support from FORWARD, delivered the first FGM prevention workshops in London primary schools and, as a solo organization, we have a strong, multi-year track

record in creating innovative, impactful VAWG-prevention work for young children that primary school leaders and classroom teachers find safe, age appropriate and effective. We are unique in our ability to deliver in equal measure to primary and secondary school-aged children. The younger age group is critical to include in conversations around prevention and must be managed with experience and care, which Tender's methodology supports. The RE:SET programme outlined in our application provides for particular focus on the transitional period between primary and secondary schools, a period in which many young people are most vulnerable to peer-on-peer abuse due to shifting social groups and norms and a move to more independence from family/carers.

Tender's approach includes our employment of drama and the arts as a tool for social change to engage children and young people in complex, sensitive issues. These methods are evidenced to engage young people and provide safe environments in which to grow, to rehearse and test the skills required to build healthy, equal relationships: including empathy, respect, and communication more actively. Our team are trained and highly skilled in delivering this work creatively with children and using the experiential nature of drama to elicit true understanding.

This method also allows for greater adaptability of content to meet borough-specific needs and target outcomes. By meeting young people face-to-face in their settings, whether primary, secondary, SEND or Pupil Referral Unit, we can gauge how to respond to particular themes or experiences, whether that is the risk of FGM, sexual exploitation, gang involvement or living within a vulnerable family. Time in this space won't compromise those who may lack access to technology and reduces the risk of disadvantaged young people being excluded from key prevention messages due to a lack of access to apps or devices: a challenge many schools experienced first-hand as they attempted online teaching during the height of the pandemic. We know that schools across London provided a significant minority of children both laptops and broadband dongles during 2020, but that those have now been returned as schools have re-opened.

Gendered approach:

Tender weave an intersectional and gender-based approach into all our violence prevention programmes with young people. We do so with understanding, compassion, and respect for how dialogue regarding gendered violence may be received by young people of all genders, and to explore the nuance of how this issue impacts non-binary young people and women and girls who identify as LGBTQ+. But we ensure the gendered nature of VAWG is not diluted which taking a gender-neutral approach would risk happening. Without such an approach, systemic inequalities and their relationship to abuse cannot be tackled in ways which meet the diverse needs of individuals and lead to long-lasting change.

Relationships with boroughs and schools:

Our almost 20-year pan-London presence has enabled us to develop meaningful and long-term relationships with local schools, authorities, organizations, and safeguarding teams, and to understand the time, staffing and skills required to build and nurture new relationships, in order to meet programme targets. Our experience in working collaboratively with a range of local partners ensures that we can tailor how we work with the right organizations in the right settings to make the best use of our collective strengths. The strength of our relationships with schools and ability to connect with both statutory and non-statutory support services mean we are able to ensure referrals are made quickly, through schools' safeguarding teams, for young people to get the support they need. We know using the schools' safeguarding protocols is the most effective way to log, monitor and safeguard children. We often play the role of a bridge between a school and its local agencies that it may not have considered accessing support from or even be aware existed.

Engaging with multiple schools take time, skill, and persistence even when offering a free of charge programme. This includes the clear assigning of targets to specific staff roles, a

diverse range of tried-and-tested promotional activities and consistent review of targets and outcomes through our databases, monitoring forms and consultations with facilitators and participating settings. Where service uptake has been low, we have consistently drawn on our contacts in each borough to identify new routes and relationships, as well as to support participating settings with safeguarding referrals. Despite the challenges posed to many – including Tender – in delivering at typical capacity during the pandemic, we have worked hard to sustain and grow our borough networks and are delighted to see the fruits of these efforts surface as we return to usual service provision. Throughout the pandemic we have delivered training to professionals with a safeguarding responsibility across multiple boroughs through our online platforms and measured the gap in knowledge and understanding of many professionals of the impact on children of domestic abuse as victims, not witnesses.

OFFICER COMMENTS ON RIGHT TO REPLY**Organisation**

East European Resource Centre

Service Area

2.2

KEY POINTS IN RIGHT TO REPLY:

The applicant did not specify whether they considered that assessors had misinterpreted, given incorrect weight, or not considered information submitted in the application. The applicant noted four key points for consideration:

- how the service will grow, what additional work will be done, and which needs will be addressed
- systems for how referrals are made and how relationships are built for effective referrals
- how the organisation will reach out or introduce services to boroughs, maintain communications or review service uptake and address low uptake at borough level
- how information will be used to adapt services locally to improve outcomes.

RESPONSE TO KEY POINTS:

The application:

- lacks detail on how it will grow services, what additional work will be done, and which needs it will meet (states an intention to expand to two more outreach centres into boroughs but does not provide details on how it will achieve this)
- states that referral pathways are in place, but does not describe the processes for referrals and how boroughs can access the pathways
- notes reaching out to boroughs but lacks detail on how the project will reach out or introduce services, maintain communication, or review service uptake
- states information will be used to embed improvements to services but does not explain how or reference making change at local level.

SUMMARY COMMENT:

Officers do not propose a change to the recommendation, the assessment of the key issues was made within the guidelines for the assessment process. The right to reply does not alter the assessment of the application or the recommendation for service area 1.2.

RIGHT TO REPLY SUBMISSION

East European Resource Centre would like to submit a reply in respect of London Councils recommendation in regards to our application for the London Councils 2022 – 2026 Pan London Grants Programme – priority Domestic and Sexual Abuse.

We strongly believe that EERC brings a comprehensive Domestic Abuse Service which would be complementary to the statutory services from Local Councils.

Regarding the points received in our feedback, we would like to address them as follows:

- how the service will grow, what additional work will be done, and which needs will be addressed

We explain in project summary how our service will be impacted by the funding – we will retain four experienced staff and employ and train three more, thus enabling our service to expand capacity. In point 1.7 we discuss the exact staffing structure and note that the new staff to be recruited will be a Junior IDVA, Coach, and Delivery Coordinator. The first two of these roles are crucial to expanding the capacity and type of service to offer more survivors the long-term support and coaching they need to recover, which is not available in mainstream DV services. The Delivery Coordinator will support the smooth running of the

project – including reporting, outreach, advertising services and developing and retaining referral networks with Local Councils – ensuring the growth in capacity and content is achievable and supported.

In the question about target groups we identify the following target groups for the work:

Eastern European women experiencing domestic abuse (both from an intimate partner or family member) in Greater London including:

- Older women
- Roma women
- High risk victims who cannot access mainstream or statutory services
- Women who are at 'medium risk'
- Women with long term illness and disabilities
- Women with uncertain or irregular immigration status
- Women with no recourse to public funds
- Women experiencing exploitation in a domestic setting

In point 1.1 of the application, we explain how these groups have been identified and that EERC will seek to address the needs of some of the most marginalised Eastern European victims of domestic abuse, who encounter specific barriers when accessing services, need more hands on, long term support, that is culturally specific and tailored for their needs. We explain that for multiple reasons these needs are not met by mainstream services. These include social isolation, poor English skills, insecure immigration status, as well as culturally inappropriate or prejudicial treatment.

- systems for how referrals are made and how relationships are built for effective referrals

As explained throughout the application, EERC has already established referral relationships with local authorities and we routinely receive referrals from social services, DV services, housing departments and so on. Moreover, in point 1.3, we explain that over 65% of our current referrals come from local authorities services in London and we often provide second tier advice to local authorities regarding EU citizens rights and eligibility. As mentioned above and in point 1.7 of the application, the Delivery Coordinator would be in charge of developing and maintaining referral systems.

- how the organisation will reach out or introduce services to boroughs, maintain communications or review service uptake and address low uptake at borough level

As explained above and in point 1.7, the Delivery Coordinator would reach out to our well-established connections in boroughs, and build up new ones. In point 1.4 we explain that EERC already has strong working relationships with a variety of borough services and that we take part in a range of local forums. In point 1.5 and 1.8 we discuss monitoring and improvement. In particular, in 1.5 we note that we capture client location as well as inbound and outbound referrals made through our casework management software. As we discuss in this point – we draw on this monitoring to inform our own practice and work with local authorities and other stakeholders to continuously improve the reach and efficacy of the project.

- how information will be used to adapt services locally to improve outcomes.

In point 1.5 of the application, we explain that we will monitor work, impact and outcomes through our case management system. On top on this, we will conduct client questionnaires and groups and have regular monitoring meetings to reflect on the information and improve the work we do in every borough. We explain that we capture client location and referrals information which supports us to use this information and feedback to develop and improve our services locally.

In 1.4 – we explain that we are embedded in a network of local services and that these strong working relationships, forums, and referral routes also support the mutual development of support at a local level.

OFFICER COMMENTS ON RIGHT TO REPLY**Organisation**

SurvivorsUK

Service Area

2.2

KEY POINTS IN RIGHT TO REPLY:

The applicant did not specify whether they considered that assessors had misinterpreted, given incorrect weight, or not considered information submitted in the application. The applicant noted five key points:

- borough connections and how it will ensure services cover all London boroughs
- how the project would deal with addressing the needs of those already on the waiting list, while also supporting increased numbers on the project
- referral pathways or reviewing service uptake
- borough level tracking
- the related activities to achieve the outcomes.

RESPONSE TO KEY POINTS:

The application:

- has not detailed borough connections to meet the pan-London requirement (some named partners are set out, but many are more generalised and not borough specific)
- limited detail on how the project would work with those already on the waiting list, while also supporting increased numbers on the project
- has limited detail on referral pathways and reviewing service uptake
- did not include information on borough level tracking
- did not include related activities against outcomes (the outcomes table was not fully completed)

SUMMARY COMMENT:

Officers do not propose a change to the recommendation, the assessment of the key issues was made within the guidelines for the assessment process. The right to reply does not alter the assessment of the application or the recommendation for service area 2.2.

Right to Reply

Borough connections and how it will ensure services cover all London boroughs

Answer 1.1 – see ‘Waiting list needs’

The project beneficiaries on our waiting list are in every borough in London (barring the City of London at the time a report was run to support the application, but which will form part of the project’s geographic remit). Every beneficiary on our waiting list will receive support from this project. Beneficiaries from all boroughs can and do self-refer to our waiting list.

1.2 – ‘Access avenues’

Includes named examples of the organisations across the London Boroughs that we are connected with and will work with during this project. In addition, we are currently connected with housing associations, job centres, and mental health services throughout the London Boroughs. We also outline specific partners to be added during this project.

1.3 – ‘Partnerships with London Boroughs’

Our caseworker (the continuation of which post would be funded by this project) is currently supporting clients in 23 of London’s 32 boroughs, liaising with – for example – the various local health services and housing associations. A second caseworker would allow us to replicate this reach across the nine other boroughs as we divide the capital into two regional

hubs. This project will have representation on the Rape Reference Group, which brings together organisations, services, and police from boroughs across London. Two specific examples of how we work with individual Boroughs provide an indication of how this project will work across all London Boroughs.

Please see below our reply to Referral pathways or reviewing service uptake for further examples of connections we currently have and will build across all boroughs in London through this project, particularly the information included in 1.4 – ‘Building partnerships and referral pathways’ and ‘Building on our track record’.

How the project would deal with addressing the needs of those already on the waiting list, while also supporting increased numbers on the project

Brief summary of project; Answer 1.1 – see ‘Waiting list needs’; 1.2 – ‘Access avenues’; 1.4 – ‘Building partnerships and referral pathways’ paras. 3-6; and 1.5 – ‘Project outcomes’

The project will provide various types of specialist support and advice to beneficiaries on the waiting list: initial assessment, referral, and internal/external signposting; trauma-informed counselling sessions; and wraparound advice and support with non-therapeutic issues (e.g., housing, unemployment, debt, sexual health, benefit claims, and some criminal-proceedings work).

The Counselling roles in this project are entirely new and will be entirely dedicated to addressing the therapeutic needs of survivors on the waiting list. The Caseworkers will sustain and increase our existing ability to provide triaged support to those on the waiting list, reducing the numbers requiring therapeutic support from us. The Client Liaison Officer will assess and triage new clients before they join the waitlist to identify those in need of specialist counselling and those who can be safely referred to external services.

The Outreach & Engagement Lead will train organisations and professionals across the London boroughs. This will enable these agencies to provide targeted support to men and non-binary survivors at first point of contact, thus decreasing the numbers needing to join our waiting list. The early intervention activities of this role will help to reduce the numbers of people experiencing sexual violence as they are supported to recognise the signs and dangers.

Referral pathways or reviewing service uptake

Answer 1.4 – see ‘Building partnerships and referral pathways’

The activities of the Outreach & Engagement Lead will build partnerships and referral pathways, including named examples of referral pathways this role has built and will maintain in this work. The training provided by this role to professionals and organisations in boroughs across London will not only improve these entities’ abilities to recognise and refer men and non-binary survivors to us, but also improve their own abilities to provide direct support to this cohort.

1.4 – ‘Building on our track record’

This project will use the named referral pathways we currently have in place, as well as services that we will build referral pathways with (and connect service users to): GP/health, housing, employment, and benefits. A list of named referral partners will add to our existing roster, including area-specific Age UK groups, other Borough hubs (such as Connect Lambeth), the Citizens’ Advice Bureau, the NCDV, Revenge Porn Helpline, Mankind, Safeline, and local social prescribing schemes and link workers.

Please see above our reply to Borough connections and how it will ensure services cover all London boroughs for further examples of referral pathways and connections we currently have and will build across all boroughs in London through this project. Please see Borough level tracking below for reviewing service uptake.

Borough level tracking

The project work outlined in our borough connections and referral pathways activities (see above), and in the outcomes (see below) will allow us to track the reach and impact our services are having in individual boroughs across London.

Answer 1.1 – see ‘Waiting list needs’; 1.6 – ‘Demographics’; and 1.8 – ‘Data collection and monitoring’.

We currently record and track how many clients per borough are on our waitlist. This will allow us to monitor if any boroughs need additional outreach work. This data collection would continue as part of the project.

1.5 – ‘Impact-measurement tools’ and ‘Project outcomes’

These are the indices of impact we will track and measure for individual service users and the project’s overall cohort in separate boroughs and across the project’s entirety.

The related activities to achieve the outcomes

Outcome 1

The project activities to deliver this outcome and the associated outputs are the direct work of the three counsellors and two caseworkers described throughout the application. They are specifically covered in Answer 1.5 – see ‘Project outcomes’ and ‘Outcome 1’. Activities related to this outcome are further outlined in Brief summary of your project – paras. 7 & 8; and 1.1 – ‘Waiting list needs’ para. 7. More activities are outlined in rows 2 & 3 of the Summary timeline in the Delivery plan document.

Outcome 2

The project activities to deliver this outcome and the associated outputs are the direct work of the three counsellors and two caseworkers described throughout the application. The project activities to deliver this outcome and the associated outputs are specifically covered in 1.5 – ‘Project outcomes’ and ‘Outcome 2’. Activities related to this outcome are further outlined in Brief summary of your project – para. 8; 1.1 – ‘Waiting list needs’ para. 7; 1.3 – ‘Partnerships with London Boroughs; and 1.4 – ‘Building on our track record’. More activities are outlined in rows 7 & 8 of the Milestones table and row 1 of the Summary timeline in the Delivery plan document.

Outcome 3

The project activities to deliver this outcome and the associated outputs are the direct work of the Outreach & Engagement Lead described throughout the application. The project activities to deliver this outcome and the associated outputs are specifically covered in 1.5 – ‘Outcome 3’. Activities related to this outcome are further outlined in Brief summary of your project – para. 9; 1.1 – ‘Waiting list needs’ para. 7; 1.2 – ‘Access avenues’ paras. 5-9; and 1.4 – ‘Building partnerships and referral pathways’. More activities are outlined in rows 3 & 4 of the Summary timeline in the Delivery plan document.

As set out in the prospectus, recommendations for the overall programme are considered by a programme panel that looks at the wider programme needs for London; other applications were assessed as a better fit against the service requirements.

Answer 1.3 – see ‘Unique service provision’; 1.2 – first paragraph; and 1.1 – ‘Waiting list needs’

In response to the prospectus’ desire to see support for ‘target groups not accessing general provision’, we outline how we are the only organisation in London providing support to this cohort of beneficiaries and that our wider work is contracted MOPAC’s Violence Against Women and Girls strategy because of this uniqueness. We quantify the existing need of sexual violence survivors needing ‘Specialist advice, counselling and support’, and outline the issues facing those on our waiting list.

Financial information – ‘Value for money’

We are in a unique position to deliver expert support and counselling for marginalised survivors of sexual violence, and demonstrate a value for money that we feel is compelling given the per-user cost/quality and quantity of support provision ratio. The project has flexibility, with ability to scale down the costs in conjunction with the other competing applications while still delivering an expert-driven and London-wide provision of 'specialist advice, counselling and support (for medium risk survivors (including post-IDVA/ISVA) and target groups not accessing general provision)'.

The application as a whole aims to demonstrate that we are the only organisation in London – in the context of men and non-binary survivors – that can provide 'Specialist advice, counselling and support (for medium risk survivors (including post-IDVA/ISVA) and target groups not accessing general provision)'. The wide range of demographics (1.6 – 'Demographics'), the extensive client feedback and service-user involvement (1.6 – 'Client experience and feedback', and 1.8 – 'Client input and respect'), delivery against MOPAC's VAWG initiative (1.3 – 'Unique service provision), and robust project structure and management (1.7 – 'Project structure' and 'Project staff supervision and training' and 1.8 – 'Project management' and 'Data collection and monitoring') demonstrate a framework that can deliver an overall project strongly hitting the key drivers of the London Councils' programme and service requirements for this funding cycle.

OFFICER COMMENTS ON RIGHT TO REPLY**Organisation**

SignHealth

Service Area

2.5

KEY POINTS IN RIGHT TO REPLY:

The applicant stated they consider that assessors misinterpreted and/or gave incorrect weight to information submitted in the application for five key points:

- the specific needs in London
- the services that will be provided, how they will be delivered and referral pathways
- building and maintaining relationships with boroughs and organisations across London
- local organisations (other than domestic abuse organisations) it will look to work with to create a multi-agency approach
- measuring outcomes at borough level.

RESPONSE TO KEY POINTS:

The application:

- provided limited detail on research carried out on the need in London
- had insufficient detail on the services that will be provided and how they will be delivered
- includes general statements on stakeholder engagement, without detail of a track record in building and maintaining relationships with the boroughs and organisations across London
- does not mention other non-domestic abuse local organisations it will look to work with to create a multi- agency approach
- has not described tracking and monitoring outcomes at borough level.

SUMMARY COMMENT:

Officers do not propose a change to the recommendation, the assessment of the key issues was made within the guidelines for the assessment process. The right to reply does not alter the assessment of the application or the recommendation for service area 2.5.

Right to Reply

Thank you for your letter dated 7 October 2022 informing us that our application for our project "Advocating for the Deaf BSL community in the domestic abuse policy arena" is not recommended for funding. I am writing to exercise our right to reply according to the process outlined in Annex 2 as we believe you may have misinterpreted information submitted in our application and given incorrect weighting to our application as a result. You stated that the application does not sufficiently address some criteria. Please see our response as follows:

- The specific needs in London

SignHealth is able to evidence a long standing history of working in partnership with London boroughs as explained in our application. Our experience is that mainstream organisations are insufficiently prepared to meet the Deaf community's linguistic or cultural needs, with many failing to meet their Public Sector Equality Duties. Due to the increased demand on our domestic abuse service, we appointed a Policy and Public Affairs Manager earlier this year to build upon this groundwork and experience, and to prioritise the need to highlight our service so Deaf people can access vital support. We stated in our application that we form the bridge between the Deaf community and the domestic abuse policy area by having the cultural and linguistic competency awareness that the mainstream sector lacks, while also understanding the systematic oppression seen by the Deaf community and resulting

barriers to mainstream services. We are steadily building our profile by working directly with commissioners and other organisations to champion and highlight the needs of Deaf domestic abuse survivors. This work must continue, and we outline the evidence emphasising this in our answer to 1.1.

- **The services that will be provided, how they will be delivered and referral pathways**

We disagree that we have not addressed the services that will be provided. This application form relates to specifications linked to “Improving the response to domestic and sexual abuse in London (working with domestic and sexual abuse organisations and professionals)” and we believe we have responded accordingly. We outlined the meetings we will attend including using our influence at the All Party Parliamentary Groups and the Government’s mapping projects, the forums we are a member of and the talks and training we will deliver to equip all of the London boroughs to identify Deaf women who need our support. Whereas we accept we did not outline specifically what our referral pathways look like, we believe we responded in line with the application ask which is that we will work with local organisations in all London boroughs to inform them of our referral processes, and to support them to ensure their pathways are accessible to Deaf survivors.

- **Building and maintaining relationships with boroughs and organisations across London**

- **Local organisations (other than domestic abuse organisations) it will look to work with to create a multi-agency approach**

We also disagree that we have not addressed that we will build and maintain relationships with boroughs from across London given that we listed a variety of organisations in 1.2 that cover all London boroughs. We explained in our application that we will work with local organisations including Deaf organisations and a range of professionals that have access to Deaf survivors or who are decision makers within policy that have impact on Deaf survivors – thus, a multi-agency approach. We responded to the specification to improve the response to domestic and sexual abuse in London for Deaf survivors specifically – a community that is representative of London as a whole in an already culturally diverse city where difficulties accessing services are compounded for Deaf and Disabled people. We therefore believe we have addressed the ask here given we have demonstrated we understand what support organisations need to do this and that we are the only organisation that can deliver. We also demonstrate in detail how we will promote our services; all such methods benefit London as a whole.

- **Measuring outcomes at borough level**

We have stated clearly how we will measure outcomes and how we will know if we are seeing success. We accept that we did not explain how we would measure outcomes at borough level however we would argue that as already explained, the approach to supporting the Deaf community is representative of London as a whole. SignHealth epitomises pan-London working; we engage with all boroughs and the extent of this work is led by the needs of the Deaf community. The nature of our work lends itself to strong partnership working as evidenced in our application and outcomes can be measured via clear KPIs - but the measuring of granular detail specific to each borough is harder to document. We ask that the London Councils consider the difference that could be made to London services if such capacity was available to London as a whole.

You also indicated that “**another application was assessed as a better fit against the service requirements**”.

We remind you that we are the only “by and for” organisation able to fully advocate for the Deaf community, Deaf-led and able to provide support to Deaf sign language users in their own language. Our Policy and Public Affairs Manager, is a member of the Deaf community themselves, can offer their insight and engagement with community networks in a way that

no other professional peer can do. Their prior experience of working within the domestic abuse sector also offers a unique opportunity to form robust foundations for this project, underpinned by funding from the London Councils.

If SignHealth does not receive funding to continue this crucial work to implement and systematically implement sustainable impact within the Domestic Abuse policy arena, then the safety of Deaf survivors of Domestic Abuse will remain at high risk. We ask that you reconsider our application so all the London boroughs and associated organisations can meet their statutory duty, to save costs and most importantly, lives of members of the Deaf community in the longer term.