| Committee: | Date: |
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| The City Bridge Trust Committee | 14 July 2016 |
| **Subject:** Investing in Londoners – monitoring data report – September 2013 to March 2016 | **Public** |
| **Report of:** Chief Grants Officer | **For Information** |

## Summary

This paper provides an analysis of data collected from annual grant monitoring reports received in the first two and a half years of your Investing in Londoners grants programme which ran from September 2013 to March 2016 (the first monitoring reports were received in February 2015).  145 reports are examined including the quality of work and reporting; wider impact of grants on organisations; and number and location of beneficiaries.  An in focus qualitative analysis is provided of the Older Londoner's programme.

The report concentrates on applications and awards made under the Investing in Londoners programmes which are open to all eligible organisations through your standard application process.  Programmes with bespoke monitoring processes (Arts Apprenticeships, London Youth Quality Mark, Hardship Fund, Stepping Stones Fund and Strategic Initiatives) are not included in the analysis.

This report is produced on a yearly basis.  A report providing statistical analysis of grant applications covering the first three years (September 2013 to August 2016) of the Investing in Londoner's programmes will be due at your November committee meeting.

## Recommendation

That the report be noted.

## Main Report

### Introduction

1.     The Investing in Londoners programmes were launched in September 2013 and the first grant awards made in January 2014.  At the end of each year of a grant, grantees are required to submit a monitoring report to the Trust.  This report is the Trust's key mechanism to find out how well work has progressed against the outputs and outcomes agreed at application stage.  It includes an opportunity for grantees to share feedback from their users/beneficiaries, provide a statistical breakdown of users/beneficiaries and to report on the relationship with the Trust more broadly.  We also ask grantees to share any learning from the grant including what worked well and what worked less well.  Investing in Londoners launched an online system of collecting monitoring data which has meant that the data provided can easily be looked at in detail for the first time.  It also means that there are some areas where we are testing data collection methods for the first time and may want to refine these moving forward.

2.      This report deals with all monitoring reports due from when the Investing in Londoners programmes were launched to 31st March 2016.   The first monitoring reports were received in February 2015.  In this period 154 monitoring reports were due of which 145 were received.  Of those received, 111 have been processed by Grants Officers.[1]  The monitoring reports received are distributed across the grants programmes as shown in table 1.

**Table 1: number of monitoring reports received by grants programme**

| Fund/Program | Total |
|---|---|
| English for Speakers of Other Languages | 8 |
| Improving Londoners' Mental Health | 24 |
| Improving London's Environment | 8 |
| Making London More Inclusive | 32 |
| Making London Safer | 8 |
| Older Londoners | 19 |
| Reducing Poverty | 21 |
| Resettlement and Rehabilitation of Offenders | 7 |
| Strengthening London's Voluntary Sector | 18 |
| **Grand Total** | **145** |

3.      Programmes with a bespoke monitoring process (Arts Apprenticeships, London Youth Quality Mark, Hardship Fund, Stepping Stones and Strategic Initiatives) are not considered in this report.

**Quality of grantees' work and monitoring information**

4.      Grants Officers review monitoring reports received and give an overall rating of very good, good, satisfactory or poor depending on how well the grantee has achieved its outputs and outcomes, on the quality of evidence provided (qualitative and quantitative), on how well the work achieves the Trust's outcomes and on the steps the organisation is taking to reduce its carbon footprint.  Grantees are encouraged to be honest about what worked well and what did not.  Flexibility is given where targets have not been met as long as good reasons are given for this and a way forward is agreed.  The size and scale of the organisation and grant will be taken into account.

5.      Table 2 shows the overall ratings of the 111 Investing in Londoners monitoring reports processed by Grants Officers (please note that 5 access audits have been excluded as these are not ranked in the same way by officers).

**Table 2: Grants Officer's ratings of monitoring reports from grantees**

| Overall Rating | Total | % |
|---|---|---|
| Very Good | 10 | 9 |
| Good | 59 | 56 |
| Satisfactory | 36 | 34 |
| Poor | 1 | 1 |
| Grand Total | 106 | |

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[1] Please note that the data in this report was extracted from the database in April 2016 and progress may have updated since then.  This report does not include the Working with Londoners reports that officers also reviewed in this period.

6.      Positively, most grantees are providing good or very good reports which suggests that work being delivered is of a good quality and the organisations are collecting good evidence to show how their work is making a difference.  For many of the satisfactory reports it is likely that the Grants Officer was satisfied with the work delivered, but that the report lacked detail in some respect, particularly provision of more detailed evidence of beneficiaries and difference made.  This can be seen in Chart 1 where objectives receive good scores but monitoring statistics and user feedback receive more poor and satisfactory scores. In these cases feedback is given on how the report can be improved in future years. There was also the case of one poor report. This was followed up with a monitoring visit which gave the Grants Officer an opportunity to discuss in detail what is expected.



Chart 1: Grants Officer rating of monitoring reports received
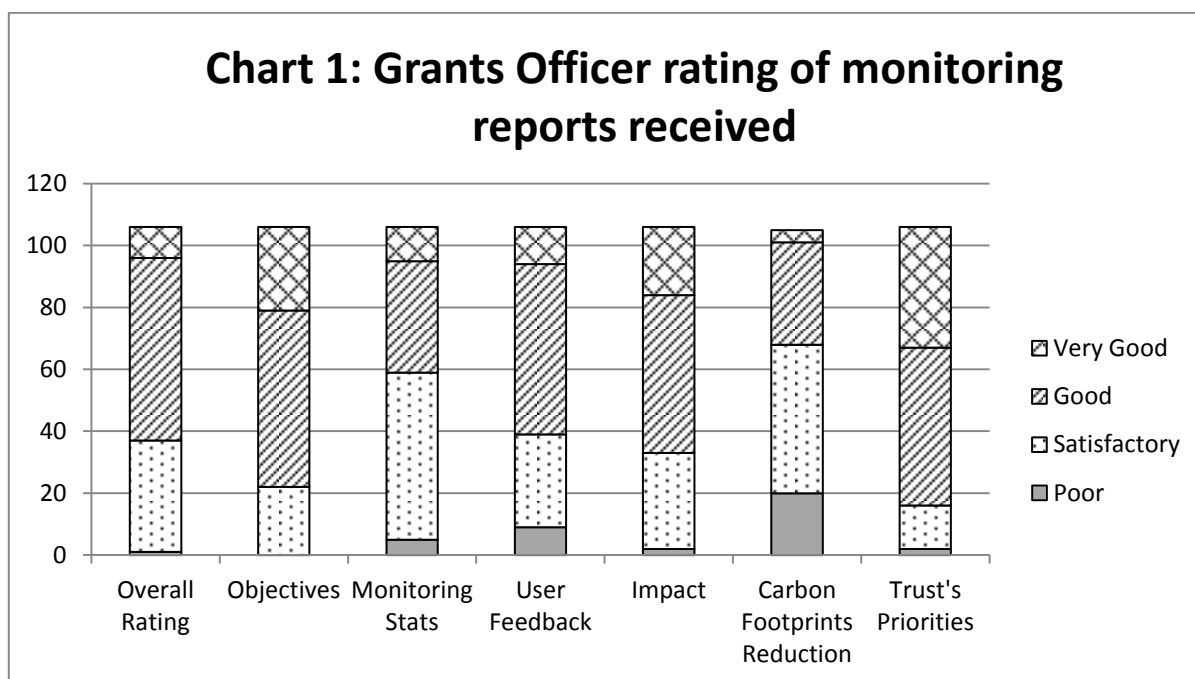
**Wider impact of grant**

**Effect on fundraising**

7.      The Trust is aware that its funding can have a positive effect on grantee's ability to secure further funding.  Of the 136 reports received (excluding access audits) 75% said that their City Bridge Trust grant had had a positive effect on their fundraising efforts (see Table 4).

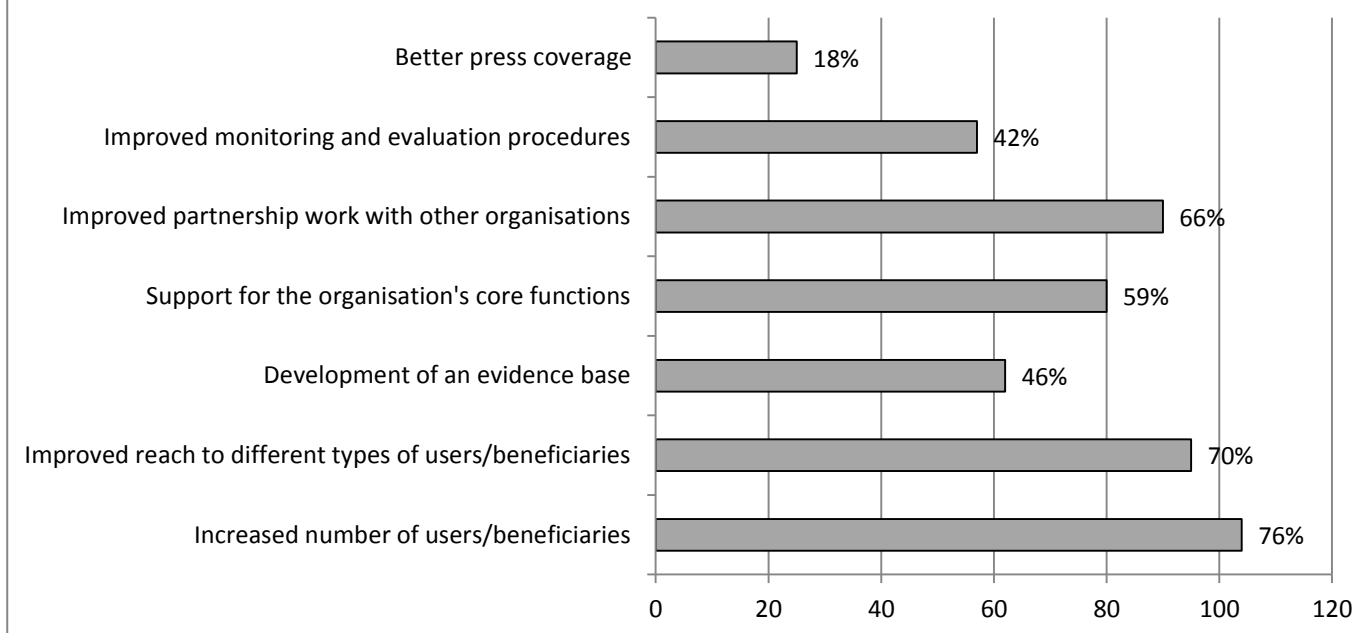**Table 4: has your City Bridge Trust grant had an effect on your other fundraising results?**

| Effect on Fundraising | Total |
|---|---|
| Strong positive effect | 34 |
| Positive effect | 73 |
| No effect | 28 |
| Negative effect | 0 |
| Strong negative effect | 0 |
| No response | 1 |
| Grand Total | 136 |

8.    When asked to expand on this there are five key reasons given as to how City Bridge Trust funding has had a positive effect:

- **Endorsement**: many grantees report that a City Bridge Trust grant can help assure other funders of the quality of their work because the Trust is a 'well-respected' organisation.  In some cases organisations have received match funding.  "Having the support of the City Bridge Trust enables us to demonstrate to other potential funders that our work is recognised by a highly respected grant-making organisation.  This generates confidence in other funders and helps us to secure funding from other sources to maintain our charitable activities."
- **Evidence base**: City Bridge Trust places an emphasis on grantees monitoring and evaluating they work they do in order to demonstrate the difference they make.  Some grantees report that the data they have gathered as a result has been useful to use in other funding bids.
- **Process**: the Trust conducts a rigorous assessment and grant management process which in itself can help skill up particularly smaller organisations: "This grant has shown that we are able to manage large projects, the associated budgets, and deliver to set outputs and outcomes.  This has enabled us to go to additional funders quoting the success of this project application".
- **Enabling**: core funding in particular has allowed some organisations to take on development projects and risks they would not otherwise have been able to: "core funding…has enabled the [organisation] to take on the risk of some Legal Aid funded work and to secure funds from this that we would otherwise not have been able to".
- **Multi-year funding**: City Bridge Trust awards grants of up to three years or five in exceptional cases.  This has helped some grantees to plan ahead more strategically: "Knowing that this post is funded for three years allows the Senior Management Team to better plan fiscal and business strategies and activities."

**Non-financial benefits**

9.    95% of grantees stated that their City Bridge Trust grant had brought benefits beyond financial ones to their organisation.  As can be seen in Chart 3 the key benefits were around number and reach to different types of users/beneficiaries.  However, improved partnership working was also experienced by a significant 66% of organisations.  Other benefits cited included better consultation and communication with service users, increased use of social media and an increased number of volunteers.

## Chart 3: What benefits has the City Bridge Trust grant brought to organisations beyond financial benefits?

| Benefit | Percentage |
|---|---|
| Better press coverage | 18% |
| Improved monitoring and evaluation procedures | 42% |
| Improved partnership work with other organisations | 66% |
| Support for the organisation's core functions | 59% |
| Development of an evidence base | 46% |
| Improved reach to different types of users/beneficiaries | 70% |
| Increased number of users/beneficiaries | 76% |

**Relationship with the Trust**

10.     Table 5 shows how grantees rated their relationship with the Trust.  Although findings are overwhelmingly positive (90% good or very good and no not satisfactory reports) it should be noted it can be difficult for grantees to feel they can be critical of funders so the results may not be entirely accurate.

**Table 5: How did you find your dealings with the City Bridge Trust?**

| Dealings with Trust? | Total |
|---|---|
| Very Good | 94 |
| Good | 28 |
| Satisfactory | 14 |
| Not Satisfactory | 0 |
| Grand Total | 136 |

**Users/beneficiaries**

11.     Grantees are asked for the total number of users/beneficiaries that have benefited from their grant over the last year as well as to provide breakdowns by equality and location.  The total number of users/beneficiaries stated in the monitoring reports[2] received was 2,884,794.  However, it is important to note that some grantees work with very large numbers, for example, through helplines.  If the 3 grants working with particularly large numbers of beneficiaries are excluded[3] the total beneficiary number is 106,599 with a median of 130 beneficiaries.

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[2] Excluding access audits and supporting the voluntary sector (as users are more likely to be organisations rather than individuals).
[3] CALM: 115,353 beneficiaries, SANE: 1,390,341 beneficiaries, Disability Rights UK: 1,272,541 beneficiaries

12. The information on beneficiaries must be interpreted with the following caveats. The quality of the data relies on what grantees are able to provide and different organisations will be able to do this to varying degrees of accuracy. It will also depend on who they consider to be users/beneficiaries: is a user/beneficiary a regular user of a service or someone who has attended a one-off event? It also does not reflect the level of service provided - for example a mental health project may work intensively with comparatively few young people, whilst an environmental project may work less intensively with many young people. A typical challenge is where an organisation states a high beneficiary number as they have published web resources, although direct users/beneficiaries are low.

13. The Trust also asks grantees to provide a breakdown of their users/beneficiaries by gender, age, ethnicity and disability. This provides helpful information for the Grants Officer reviewing the monitoring report to understand the reach of the grantee. However, there is a significant amount of poor quality data provided, which collectively means that equality data cannot be helpfully analysed at the moment. The Trust will explore alternative methods to collect and analyse this data.

**User/beneficiary location**

14. The location of 60,086 users/beneficiaries from 92 monitoring reports has been analysed by borough (56% of the total number of users/beneficiaries reported). This excludes data from access audits and the supporting the voluntary sector programme as explained above, 25 reports where data was not provided or not usable and the 3 grants with disproportionately large numbers of users/beneficiaries. Whilst the numbers mean that care should be taken in interpreting this data, it is still useful to give an indication of overall trends by borough. To interpret the data, the number of users/beneficiaries by location has been ranked against the relative position of each borough in the Government's 2015 Indices of Multiple Deprivation (Table 6). The Indices combine economic, social and housing indicators into a single score, allowing areas to be ranked against each other according to their level of deprivation. To make sense of the range and to identify anomalous boroughs, the measure of dispersion (standard deviation) has been calculated. The rows in Table 6 are shaded to help show these anomalies:

- Dark grey: significantly less or more users/beneficiaries than expected
- Light grey: slightly less or more users/beneficiaries than expected
- White: in line with expectations

15. It should be noted that amongst the monitoring reports analysed there was still a high number of users/beneficiaries whose location was unknown (5275). This could be for a number of reasons including that users/beneficiaries do not want to disclose this information. There were also 765 users/beneficiaries reported from outside of London. This is not necessarily a cause for concern as often this is where City Bridge Trust funding contributes to a wider project and the grantee has mistakenly reported users/beneficiaries for the entire project. In all cases the Grants Officer would check the Trust's funding is only being used for work to benefit London. A number of grantees reported beneficiaries as 'transient': the Trust may want to include this as a formal category in its data collection in the future.

**Table 6: City Bridge Trust grant users/beneficiaries by Borough compared to relative position on the Indices of Deprivation (IoD)**

| Borough | Relative rank on IoD | Rank by borough benefit | IoD rank - Trust rank | SD from the mean (benefit) |
|---|---|---|---|---|
| Barking and Dagenham | 3 | 22 | -19 | -2 |
| Enfield | 12 | 29 | -17 | -2 |
| Hounslow | 20 | 32 | -12 | -1 |
| Waltham Forest | 7 | 19 | -12 | -1 |
| Hackney | 2 | 12 | -10 | -1 |
| Newham | 4 | 13 | -9 | -1 |
| Haringey | 6 | 14 | -8 | -1 |
| Hillingdon | 23 | 28 | -5 | -1 |
| Islington | 5 | 10 | -5 | -1 |
| Bromley | 27 | 31 | -4 | 0 |
| Croydon | 17 | 21 | -4 | 0 |
| Brent | 13 | 16 | -3 | 0 |
| City of London | 31 | 34 | -3 | 0 |
| Tower Hamlets | 1 | 4 | -3 | 0 |
| Sutton | 29 | 30 | -1 | 0 |
| Richmond upon Thames | 33 | 33 | 0 | 0 |
| Barnet | 25 | 24 | 1 | 0 |
| Ealing | 18 | 17 | 1 | 0 |
| Hammersmith and Fulham | 16 | 15 | 1 | 0 |
| Merton | 28 | 27 | 1 | 0 |
| Bexley | 26 | 23 | 3 | 0 |
| Harrow | 30 | 25 | 5 | 1 |
| Camden | 15 | 9 | 6 | 1 |
| Greenwich | 14 | 8 | 6 | 1 |
| Havering | 24 | 18 | 6 | 1 |
| Kingston upon Thames | 32 | 26 | 6 | 1 |
| Lambeth | 9 | 3 | 6 | 1 |
| Westminster | 11 | 5 | 6 | 1 |
| Southwark | 8 | 1 | 7 | 1 |
| Lewisham | 10 | 2 | 8 | 1 |
| Wandsworth | 22 | 11 | 11 | 1 |
| Kensington and Chelsea | 19 | 7 | 12 | 1 |
| Redbridge | 21 | 6 | 15 | 2 |

16.     Overall there is a good correlation between the Trust's ranks by number of users/beneficiaries and relative rank in the Indices of Multiple Deprivation. 12 boroughs show no or a very small difference between the two ranks indicating that the number of users/beneficiaries is in line with expectations. A further 18 boroughs show a small difference and 3 boroughs show a much larger difference than expected. *Please note that these are indicative comparisons only because they do not take population size into account.*

17.     The trends seen are broadly similar to those identified at the application stage (which considers grant spend by borough against indices of deprivation). Barking and Dagenham remains an underserved area. Your officers are working with 'London's Giving' and the Leader of the council to tailor an approach to target effort and resources in Barking and Dagenham. Enfield appears slightly lower on the Trust's ranks at monitoring stages than at application stage, and officers will need to keep a watching brief on potential reasons for this.

18.     There are however some differences at monitoring stage compared to application stage. At application stage Greenwich surprisingly appeared low on the Trust's rankings compared to its deprivation score. Officers were unable to identify a cause at the time and the monitoring report figures suggest this was an anomaly as Greenwich is now doing better than might be expected given its deprivation ranking. Redbridge at monitoring stage has a higher number of beneficiaries than might be expected but at application stage it was in line with expectations. It is too early in the Trust's programmes however to identify whether this is a new trend.

**In focus: Older Londoners**

19.     Grants Officers manually review a huge amount of qualitative and quantitative information through the monitoring reports they receive. The information they read including lessons learned and challenges identified helps inform the Trust's grant-making but it can be hard to quantify this information. The following section aims to give a flavour of the information received by focusing in depth on your Older Londoner's programme. 19 monitoring reports were received. The total grant amount for the reporting organisations was £1,547,960. 5975 beneficiaries were reported, ranging from 11 to 1628 per report with a median number of 100. No monitoring visits for Investing in Londoner's Older Londoner's grants were conducted during the time period (although 7 Working with Londoner's Older Londoner's grants were made).

**Quality of work and reporting**

20.     Just over 50% of Older Londoner's monitoring reports were considered of a 'good' quality by Grants Officers. Table 7 shows how reports were graded by the 5 outcome areas under Older Londoners.[4] The outcome of 'people living with Alzheimer's and other forms of dementia having a better quality of life' shows less strong reporting though all reports have been satisfactory. It is too soon in the grants programme to establish whether this is a trend but officers will need to keep a watching brief on this and make sure they discuss monitoring expectations of the Trust at assessment stage.

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[4] Please note that in this section the primary grant outcome area for each grant has been considered, though of course some will tackle more than one area.

**Table 7: rankings of monitoring reports by Older Londoner's grant outcome areas.**

| Programme Outcomes | Very Good | Good | Satisfactory | Poor | Not yet scored | Grand Total |
|---|---|---|---|---|---|---|
| Carers aged 65 years and over better able to access support, advice and respite | 0 | 3 | 0 | 0 | 0 | 3 |
| Fewer older Londoners aged over 75 years with depression and more reporting improved well-being | 0 | 1 | 0 | 1 | 0 | 2 |
| Older Londoners aged 75 years and over living more active and healthier lives | 0 | 4 | 2 | 0 | 1 | 7 |
| Older Londoners having increased awareness of benefits, finance, housing and other rights | 0 | 0 | 1 | 0 | 0 | 1 |
| People living with Alzheimer's and other forms of dementia having a better quality of life | 0 | 0 | 3 | 0 | 3 | 6 |
| Grand Total | 0 | 8 | 6 | 1 | 4 | 19 |

21.     An example of issues that are sometimes identified by Grants Officers in the monitoring reports include:

- The organisation has not always kept the Trust well informed of any significant changes.  For example if the postholder has changed.  The annual monitoring report makes sure that these changes are picked up by the Trust but grantees are reminded that in the future they need to speak to the Trust as soon as changes are planned.  Grant Offer letters now make it explicit that grantees must contact the Trust immediately with any significant organisational changes.
- The work has fallen short of targets/ varied from their application.  This may be due to unforeseen difficulties and in the first year can be due to organisations taking longer to get the project up and running than expected.  In some cases it can be because targets at application stage were unrealistic, although Grants Officers usually identify this at application stage.  Any changes will always be discussed/agreed with the Grants Officer to ensure the work delivered remains in the spirit of the grant awarded.
- Participants are not all in the 75+ target age group.  There were several instances of this, especially in the early days of the Programme as a focus on this age group took time to embed within the organisations.  Overall, user/beneficiary numbers were large enough for this not to be of undue concern but grantees were asked to focus their efforts in the future.
- Outcome data and understanding is not strong.  This is relatively common as historically there has been a trend for organisations and funders to require more information on what has been delivered.
- Grants Officers are skilled at being able to identify the difference between poorly delivered work and poorly evidenced work (that may be well delivered).  Monitoring visits are an additional tool that help organisations that do not provide strong written evidence of impact to demonstrate it in practice.

- Financial concerns. Annual monitoring reports ensure any financial concerns are picked up as current budgets, budget forecasts and accounts are examined. Where there are any concerns the Grants Officer will carefully review this and may make quarterly or even monthly payments conditional on receipt of updated information to ensure the Trust's funding is put at minimal risk.

Whilst these issues are dealt with on a case by case basis, they give an idea of the common issues experienced as part of the grant management process.

**What was delivered?**

22.    A huge range of projects have been funded by the Trust including dance projects, work in hospices, befriending and advice and support. A flavour of some of the activities that were delivered by grantees include:

- 10 workshops using art to inspire, produce and perform an opera for 127.
- 40 weeks of structured activity sessions with a Reminiscence Arts Practitioner.
- 254 psychology appointments delivered to 84 new patients.
- 36 social and therapeutic group gardening sessions.
- 44 One to One interventions for information, advice and support (face to face and telephone).
- 12 dance workshops for people diagnosed with early stage dementia and their carers.
- 8 monthly weekend museum tea parties for 115 people.
- Befriending visits to 20 people with dementia and their carers.
- 1475 lunches served at 84 lunch clubs to at least 57 individual clients.
- 11 attended a new monthly peer support group for older carers caring for a family member with drug or alcohol problems.
- 77 end of life carers assessments completed.
- 35-40 activities, groups and meetings every month to older LGBT Londoners. 4576 attendances in total.

**What difference did the grants make?**

23.    All grantees are asked what difference their work has made. Some common themes can be identified across the Older Londoner's work. Chart 9 shows where more than 2 grantees have explicitly reported outcomes in an area.

## Chart 9: Common outcome themes for older people's grants

| Theme | Value |
|---|---|
| Social interaction/ reduced isolation | 11 |
| Wellbeing | 9 |
| Physical wellbeing | 5 |
| Confidence | 5 |
| Carers respite | 5 |
| Independence | 4 |
| Increased social activity | 3 |
| Happiness | 3 |
| Awareness of services | 2 |
| Knowledge and understanding | 2 |
| Working with other organisations | 2 |
| Economic wellbeing | 2 |
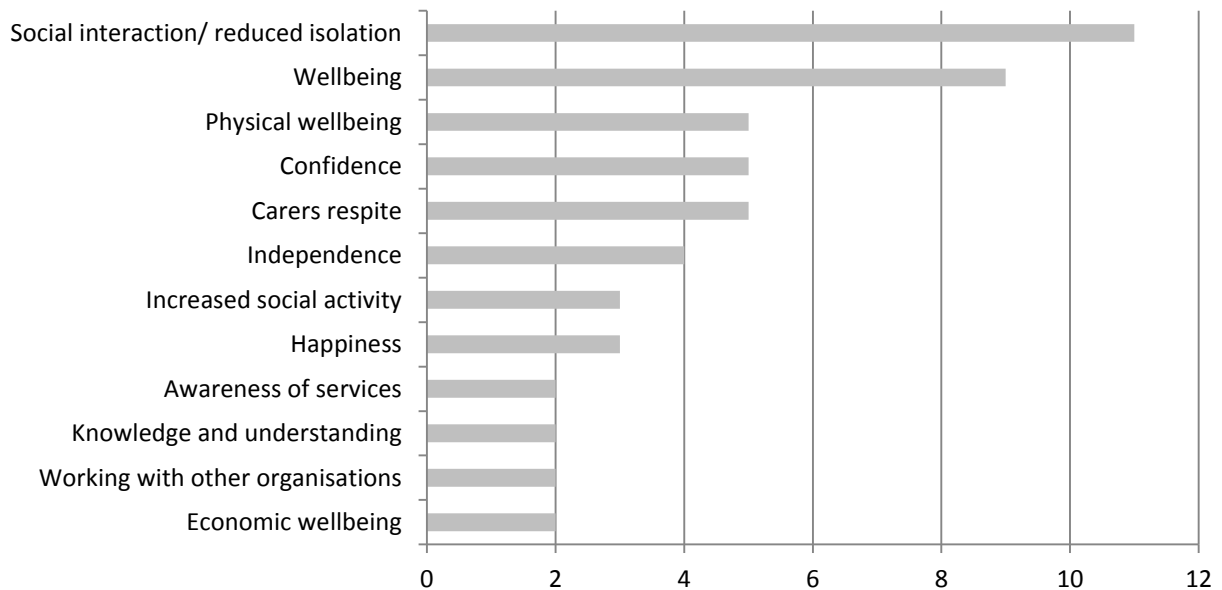
24.    The examples below give an idea of the types of outcomes and feedback the Trust receives under each outcome area.

| Older Londoners aged over 75 years living more active and healthier lives | • Participants genuinely found a connection in each other's lives and created a community based on their shared experience as professional cast members.<br>• On a physical level all groups showed increased coordination, increased strength and range of movement, engagement and stamina.<br>• Gardening group: the average confidence level of the group has risen by up to 79% from the start to the end of a session.<br>• Targeted computer classes have allowed older people to access services such as online shopping, such as Tesco's home delivery, that they would otherwise not have been able to take advantage of. |
|---|---|
| *"(Without the minibus) I would not be able to get down to the Lunch Club. Even the ordinary buses are difficult."* ||

| Fewer older Londoners aged over 75 years with depression and more reporting improved well-being | • 61% felt that LGBT older people's project has benefitted their mental health.<br>• 84% said LGBT older people's project has benefitted their social wellbeing. |
|---|---|
| *"It was a very therapeutic experience, sharing experiences and working with a nine year old as he seemed very interested in my life and feelings. I learnt to look at things through the eyes of a very young person'"* ||

| Older Londoners having increased awareness of benefits, finance, housing and other rights | The weekly group meetings have had a positive effect on loneliness among the elderly users. Users that have otherwise been completely isolated have shown to engage with their peers and establish strong social networks. |
|---|---|

| People living with Alzheimer's and other forms of dementia having a better quality of life | • People are happier and more able to cope with their caring responsibilities.<br>• We believe work has reduced number of GP appointments made (but don't have data). |
|---|---|
| *"I appreciate that this group is for both carers and the people they care for. [My husband] attends another dementia group at another venue on a Thursday, but I don't get to join in and interact with him there."* | |

| Carers aged 65 years and over better able to access support, advice and respite. | • 80% service users accessing the Community Support Volunteer service reported reduced isolation and increased confidence.<br>• Relaxation sessions have increased the wellbeing of carers and given them back the energy to carry on. This means patients have been able to remain at home longer and to continue to be cared for by their family/carer.<br>• Older carers often struggle with a chaotic home life: drug and alcohol addiction is often described as a journey, with many ups and downs - and, as a result, a consistent, steady improvement in the categories above can be difficult to achieve.<br>• End of life carers are more confident in discussing matters relating to death and dying with their dying friends or relatives. |
|---|---|
| *"I have been putting off my own health appointments for months because I just can't leave him (patient) at home on his own and I have no-one I can call on for help. Having the volunteer sit with him meant I could attend my hospital appointment. I also think the companionship did him good, as it's just us two now. I never knew a service like this existed."* | |

**What did grantees learn from their work?**
25.    The Trust asks grantees what they have learnt from their work and officers in turn try to use this learning to inform grant-making. Learning that may benefit organisations more widely included:

- The importance of a personalised approach
- The importance of building relationships with other organisations.
- The need to make sure evaluation tools are in the right language for participants.
- People with dementia need to be considered as a person with life experience and skills and be treated as a valuable citizen who wants to be more involved.
- Carers are often reluctant to ask for help and instead focus on the needs of the person with dementia they care for.
- Intergenerational work was reported as working particularly well.

26.    Grantees also report challenges that may be important for others to note:

- A holistic approach means that clients may need to be supported for much longer than anticipated.
- Cuts in legal aid have increased demand and local authority cuts on equality training have reduced the impact organisations can have on adult social care services.
- Whilst partnership work is important, communication with some service providers is slow, and it can be hard to get buy in (an example of working with care home staff was cited).
- It can be hard to sign off clients when there are no further services to signpost them to.
- Demand was much higher than expected in several cases.
- Travel has been an issue for some participants.
- Some found it difficult to recruit carers for reasons including not all clients have live-in carers, lack of time, lack of respite and a tendency to think of the needs of the cared for person rather than themselves.

27.    Finally it is worth reflecting on a moving incite from one project leader:

*"The limitations of older people, and in particular, those with dementia, seem to be often imposed upon them, rather than something which is a result of their age or the disease itself. The ambitious concept of not only performing, but creating an opera with a group of older people, including people with dementia, seems outlandish until of course, you witness the end result. It was an incredible, funny, slightly mad-cap (in the best way) and ultimately, an incredibly moving performance."*

**Conclusions**

28.    The first two and a half years of your Investing in Londoners grants programme have seen the return of 145 annual monitoring reports were received, the majority of which have been processed by Grants Officers.   The quality of the information provided in monitoring reports was generally considered good by Grants Officers though monitoring statistics and user feedback were weaker areas of reports.

29.    75% of grantees reported that City Bridge Trust funding had had a positive effect on their wider fundraising efforts and that they had received non-financial benefits from their grant including increasing their reach to users/beneficiaries and improved partnership working.

30.    An estimated 106,599 users/beneficiaries were reached by the work delivered, excluding grants delivered to very high numbers.  Overall there was a good correlation between the location of these users/beneficiaries by borough and the boroughs' relative rank on the Indices of Multiple Deprivation, although Barking and Dagenham and Enfield had proportionately fewer users/beneficiaries than expected.  However all users/beneficiaries data must be treated with caution due to concerns with data quality and the difficulties of comparing very different grants such as those that reach a few users/beneficiaries intensely and those that reach many with a light touch.

31.     Data from 19 Older Londoner's monitoring reports was looked at in detail.  A huge range of project activities were delivered spanning dance projects, work in hospices, befriending and advice and support.  Outcomes varied by project but common themes included increasing social interaction, increased mental and physical wellbeing, increasing confidence and providing respite for carers.  Learning included the importance of a personalised approach, the importance of partnership working, the difficulties of engaging carers, travel can be an issue for some users/beneficiaries and the difficulty in signing off clients.  Feedback from users/beneficiaries reveals that in many cases projects have delivered truly life-changing work:

*'It has been an inspiring and invigorating experience for both of us. It's relaxing and full of fun, truly participatory and creative.'*

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