

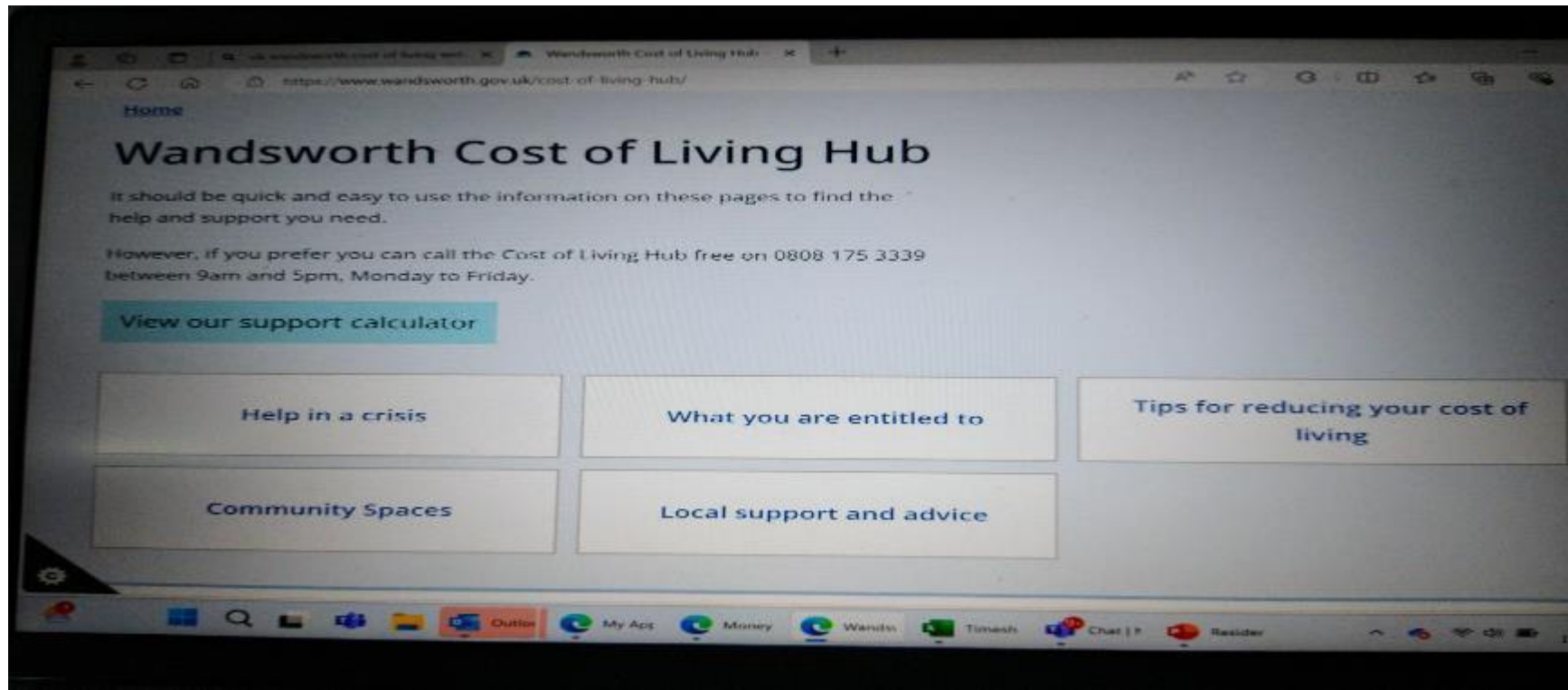
Residents Conference 23rd October 2024

Cost of Living



Wandsworth Borough Council Response to the Cost of Living Crisis

- £15m Cost of Living Programme – largest in London.
- Cost of Living Hub set up to answer calls on grants and benefits operational early on in response to the cost of living crisis October 2022 and is still operational Telephone 0808 175 3339 alongside a cost of living website.
<https://www.wandsworth.gov.uk/cost-of-living-hub/>



Wandsworth Borough Council Response to the Cost of Living Crisis



Wandsworth Cost of Living Commission – final recommendations being implemented e.g. new Wandsworth Food Strategy to increase the provision of affordable food working in partnership with community organizations.

Wandsworth Borough Council Response to the Cost of Living Crisis

- Over 3 years 2022/23-2024/25 £600,000 in grants for additional staff has been given to Wandsworth Citizen's Advice.
- If residents are eligible for winter fuel payments, they need to submit their application to the DWP **BEFORE the 21st December 2024**.
- **Wandsworth Citizen's Adviceline is on 0808 278 7833 – press option 4.** The Adviceline is open 10am – 4pm Monday – Friday.



Wandsworth Borough Council Response to the Cost of Living Crisis

- **Council Tax Reduction Scheme** for residents on a low income. The person responsible for the Council Tax payment can **telephone 020 8871 8081 or go to the cost of living website.**
- The Household Support Fund is funding provided by government to local authorities to directly help those most in need. The fund has financed Free School Meals and free school uniforms for example.



Wandsworth Borough Council Response to the Cost of Living Crisis

- Thinking Works have been provided with funding to enable residents to receive advice and initiatives such as radiator reflector panels, draught proofing and low energy light bulbs. Telephone Thinking Works on 0800 118 23 27.
- Community Spaces will be covered by my colleague.
- Helping People into Work – Work Match offer free training and support to apply for jobs – **Telephone 020 88715191.**



Wandsworth Borough Council Response to the Cost of Living Crisis

- **Wellbeing and Inclusion**

- Mental Health First Aid and Suicide Prevention training has been provided.
- The Wandsworth Well Family Foodbank Service provides counselling to Foodbank users.
- An Independent Domestic Violence Advocate is also being funded from the cost of living grant.
- Wandsworth Your Way mental health service has an additional staff member funded for 1 year to help with the increase in referrals to the service and the complexity of cases.

Other mental health support not funded by the cost of living programme.

- Talk Wandsworth Tel 020 3512 6264
- or
- Samaritans 116 123.





Community Spaces

- Launched as 'Warm Spaces' - developed into 'Community Spaces' from feedback.
- A FREE space with Hot Drink, Sign-posting and activities
 - Libraries, Children's Centres, Cromwell House, Open Door, Mondays at the ROSE and VCS

[A Warmer Welcome in Wandsworth children's centres](#)

Last Winter 2023-24

- **67 Community Spaces**
- **Over 29313 hot meals**
- **118 coffee mornings with 3943 hot drinks +**
- **291 resident responses**
 - 92% rating community spaces as a 4 or 5 out of 5.

Activities	<p>Wellbeing sessions (co-ordinated by Living Truth CIC, Live Karma Yoga, Begin 2 Sports and the Doddington and Rollo Roof Garden)</p> <p>Coffee mornings. Football sessions. Over 60s Mindfulness. After School Play. Under 3s Stay and Play. Disco.</p> <p>Christmas Lunch and Party. Eid party.</p> <p>Wash kits, snack kits and warm clothing given out</p> <p>Free off-peak gym and swimming</p> <p>Domestic Violence survivors support network.</p> <p>Youth theatre club. New Mums lunch. Knitting Club. Breakfast Club. Cooking club. T'ai Chi</p>
Skills Development	<p>1:1 mentoring, school-based mentoring</p> <p>Education/Employment/Volunteering support and schemes</p> <p>First Aid Qualifications</p> <p>Health and Hygiene Qualifications</p> <p>Digital Drop-Ins</p>
Signposting/Support/	<p>Drop-In services and advice provided by Elays, Wandsworth Limitless, John's Foot Angels, Little Village and many more.</p> <p>WorkMatch jobs</p> <p>Energy Advice</p> <p>Citizens Advice, Family Action Wellbeing and St Mungo</p>

We want to hear from you!



Enter the code to join

It's on the screen in front of you

Join

Create your own Menti at [mentimeter.com](https://www.mentimeter.com)

By using Mentimeter you accept our [terms of use](#) and [policies](#).



Coming soon..

Launch of
2024/25
Community
Spaces

Wandsworth
Community
Spaces Directory

Targeted campaigns for residents

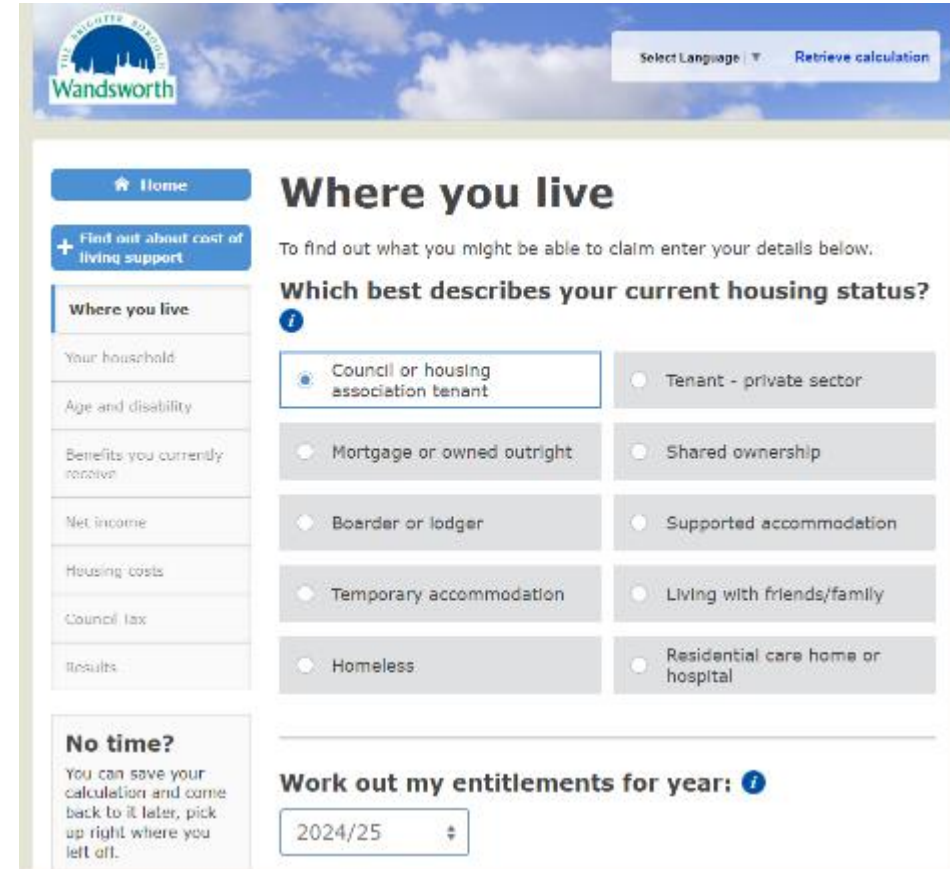
- Wandsworth Council have run a number of targeted campaigns aimed at encouraging eligible residents to take up benefits and discounts they are entitled to.
- If you or a neighbour receives a letter from the council saying you're eligible for something, but you're not sure whether it's legitimate, you can call the Contact Centre on 020 8871 6000 to ask.

Recent campaigns

- Recent campaigns include:
 - Two rounds of Free School Meals campaigns, resulting in over 250 more children receiving Free School Meals
 - Two rounds of Pension Credit campaigns, resulting in over 200 more households receiving Pension Credit. We are currently running a third Pension Credit campaign.

Cost of Living Support Calculator

- Wandsworth Council hosts a Cost of Living Support calculator on its website. You can find this by going to [wandsworth.gov.uk/hub](https://www.wandsworth.gov.uk/hub) and clicking 'View our support calculator'.
- This webpage also has a list of information you will need to complete the calculator.
- When you fill in your details, the calculator will let you know if you are entitled to a wide range of benefits and discounts!



The screenshot shows the Wandsworth Council website's Cost of Living Support Calculator. The page features the Wandsworth logo at the top left and a navigation menu with 'Home' and 'Find out about cost of living support'. The main heading is 'Where you live', followed by a prompt to enter details. A section titled 'Which best describes your current housing status?' contains several radio button options: 'Council or housing association tenant' (selected), 'Tenant - private sector', 'Mortgage or owned outright', 'Shared ownership', 'Boarder or lodger', 'Supported accommodation', 'Temporary accommodation', 'Living with friends/family', 'Homeless', and 'Residential care home or hospital'. A 'No time?' section offers a save and return feature. At the bottom, there is a 'Work out my entitlements for year:' section with a dropdown menu set to '2024/25'.

Money Advice Roadshows

- The first Money Advice Roadshow took place in Roehampton on 30 September.
- Residents could speak to 14 different council teams and local organisations, including the Housing Register team, Work Match and Citizens Advice.
- We're looking to schedule further roadshows and link up with other council teams' events within the next few months.

Roehampton event



Today is the first

Money Advice Casework

- We're exploring different ways to help residents access and navigate the support they need.
- In the new year, we are aiming to pilot a casework approach to supporting residents. This means working with one-on-one with residents to understand their situations and help put them in touch with different teams and services who can support them.
- We are aiming to trial this approach with a small group of residents at first, to learn how we can use this approach most effectively. If the initial trial is successful, we can expand it to work with more residents.

Wandsworth Borough Council Response to the Cost of Living Crisis

1. What cost of living information have you found helpful?
2. What cost of living support do you need?

Thank You.



Cost of living help
online hub

help for local people to
access support during
the cost of living crisis.

wandsworth.gov.uk/cost-of-living-hub



ACCESS FOR ALL

Why we're doing this



There are an increasing number of households in Wandsworth struggling with life's basics



The latest data from schools shows that 29% of our school population are eligible for free school meals.



Over 10,000 households earn less than £20,000 a year meaning a family, without additional help, will not be able to pay annual rent on a two-bed flat in the borough.



Areas in Roehampton, Latchmere and Tooting are amongst the most deprived in the country.



Data shows a 7-year gap in male life expectancy between most and least deprived areas and a 6.2-year gap in female life expectancy between most and least deprived areas.

What we've done so far

- Residents who receive various means-tested benefits can enjoy free access to council gyms and swimming pools.
- We've continued our School Uniform support scheme which supported over 1000 individuals last year.
- We are providing many Battersea firework tickets at a reduced price for eligible residents.
- By July of this year, we had 30,000 bookings by eligible residents for free gym and swim at our sports and leisure centres.



What we will do next

Build Britain's best concessionary scheme package – across all our charging services



Developing innovative services and offers that remove barriers to access. This could be through introducing free sports kit, improving access to transport or childcare.



Implement wrap around support that will empower residents



Working with partners and businesses in Wandsworth to develop a comprehensive offer

We want to hear from you

- We will be introducing concessions and introducing support within our services for eligible residents.
- We want to know what would make the biggest difference to the lives of residents.
- We also want to know what barriers our residents encounter when accessing our services (e.g childcare or transport).
- We are consulting on this now:
<https://haveyoursay.citizenspace.com/wandsworthced/afa-24>



Activity

On your tables – Sketch out your ideas for how Access for All would work best for you.

We're most interested in:

- The barriers you currently experience when accessing our services or opportunities, beyond just cost.
- What we can do to remove these barriers and make the biggest difference to you.

