



Voluntary Sector Forum

29 September 2022



VOLUNTARY SECTOR FORUM AGENDA

Networking and Refreshments 09:30 – 10:00 (Winter Garden, York House)

10:00 – **Welcome and Introduction**

10:15 Cllr Nancy Baldwin – Spokesperson for Communities, Equalities and the Voluntary Sector

10:15 – **Cost of Living Crisis**

10:45 Jon Evans, Richmond Council and Lorna Reid, Citizens Advice Richmond

10:45 – **Richmond Ukrainian Resettlement Update**

11:10 Jamie Fisher and Harriet Baker, Richmond Council

11:10 – **Digital Inclusion**

11:25 Carol Horne, Age UK

11:25 – **Update on the Charities Act 2022**

11:40 Julie Gavin, Richmond CVS

11:40 – **Open Forum and Q & A**

12:00

Networking and Refreshments 12:00 – 12:30 (Winter Garden, York House)



Welcome and Introduction

Cllr Nancy Baldwin

Spokesperson for Communities, Equalities and the Voluntary Sector, Richmond Council

Cost of Living

Richmond upon Thames

Jon Evans - Assistant Chief Executive, Richmond Council

Lorna Reid - Chief Executive, Citizens Advice Richmond

Analyses by Emily Heades and Kate Ive

Insight and Analytics Team, CED

Estimates of Cost of Living Payments

Most cost-of-living payments are expected to be made to households in income deprived areas
Those already struggling expected to be hit the hardest

£650 means tested payment:

- 16,400 families
- Higher in:
 - Mortlake & South Barnes
 - North Sheen
 - Twickenham West
 - Nursery Lands & Hampton North
 - Heathfield

£150 disability payment:

- 11,100 individuals
- Higher in:
 - Hampton Wick & Teddington East
 - Hampton Village
 - North Sheen
 - Nursery Lands & Hampton North
 - Heathfield

Possible missed Payments:

- Estimated 2,275 individuals
- Could miss out as they are only in receipt of housing benefit
- These are estimated numbers. Some may get a payment if they get specific tax credits (data not available)

Universal Credit claims



Since reaching their peak in late 2020/early 2021, the Claimant Count and number of Households on Universal Credit have been falling, but are currently still above pre-pandemic levels.

2,960 claimants for August 2022

7,297 households received payments in May 2022

Claimant Count (16+)

Households on Universal Credit



* **Claimant Count** only includes those individuals receiving job seekers allowance and the Universal Credit component for people seeking work.

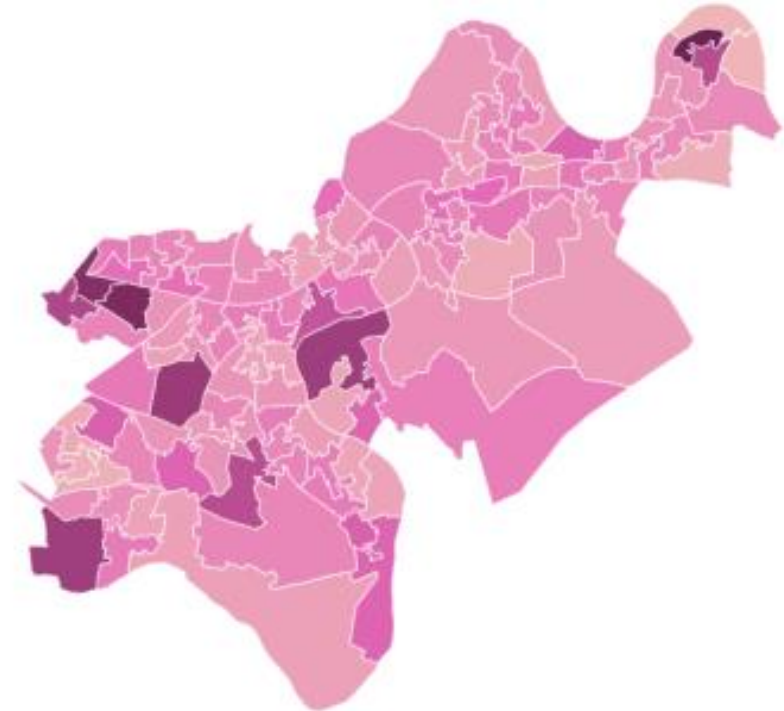
* **Households on Universal credit** includes all households receiving Universal Credit including those who are working or preparing for work, those seeking work and those not required to seek work.

Low-income households in energy-inefficient homes

Homes in fuel poverty in 2020

- 6,431 homes across Richmond upon Thames (*)
- Areas with higher concentrations are:
 - Mortlake & South Barnes
 - North Barnes
 - North Sheen
 - Twickenham West
 - Heathfield

Fuel Poor Households by LSOA



* This is based on data from The Department for Business, Energy and Industrial Strategy (**BEIS**). They have considered a household to be fuel poor if they are living in a property with an energy efficiency rating of band D or below and when they spend the required amount to heat their home, they are left with a residual income that is below the official poverty line.

Just about managing

(Self-reported - CACI Data)

- Those who are just about making-ends-meet in the more deprived areas of the borough
- There is wider group who will struggle but may not be eligible to government support (e.g. young adult private renters with jobs above benefits thresholds)
- Their recourse maybe to cut costs and may impact their decision on where they live/work and where they spend money, wider impact e.g. high street recovery

Estimated 21,808 households (1 in 4)



Council's Response to the Cost of Living



- Paper outlining Council approach approved at [Finance, Policy and Resources Committee 26 September 2022.](#)
- The creation of a £3m Emergency Funding Reserve, funded from the Council's own reserves, to underpin further work, in conjunction with partners, to support residents and businesses through the crisis.
- Working cohesively across Council services and in partnership with voluntary sector organisations.
- Working with the VCS to identify how it can help build capacity in key areas and provide financial support to help voluntary sector organisations continue to function and expand geographic reach where possible and appropriate. E.g helping with rising fuel costs and providing funding to implement energy saving measures
- A Cost of Living Stakeholder event is being planned to discuss issues arising and dates will be circulated shortly.

Cost of Living Hub

- The [Cost of Living Hub](#) includes links for help with bills, money, housing and home improvements, employment, food, health and care costs, family and childcare, mental health and general support and advice.
- Door-drop of 4-page paper leaflet to all households by the end of September.
- Targeted advertising campaign aimed at signposting residents to The Cost of Living Hub, but also addressing taboos around accessing benefits and asking for help.
- Tailored benefits calculator to help residents work out exactly which benefits, grants or support they are entitled to.
- Support funding to Citizens Advice Richmond to build additional advice and outreach and with RAID and Age UK Richmond to help ensure they have the capacity to provide timely support and intervention.

Citizens Advice Richmond

- Telephone - Freephone 080 82 78 78 73 10am to 4pm, Monday to Friday
- Access Citizens Advice Richmond's website for information on welfare benefits, housing, debt, employment etc. and to contact them directly for advice, including face to face:

<https://www.citizensadvicerichmond.org>

- Direct referrals from organisations on behalf of residents via Citizens Advice Richmond's website:

<https://www.citizensadvicerichmond.org/referral-page/>

Richmond Aid

Disabled people will be some of the worst impacted as they tend to spend longer at home and may need electricity to power vital equipment, have rising care costs and can have specific diets and greater travel costs.

Many disabled people won't get the additional payments announced by the government as they are waiting for an appeal outcome or reconsideration on disability benefit applications.

There are a lot of sources of support in the borough, but most people will need help to apply or need a referral.

- Grant support from local and national grant giving organisations e.g. Watersure, British Gas Energy Trusts and Charis grants.
- Food bank and surplus food stalls

For disabled people and carers contact Richmond AID on advice@richmondaid.org.uk or call 020 8831 6070



Community Conversation

Questions?





Richmond Ukrainian Resettlement Update

Jamie Fisher - Senior Policy and Review Officer, Richmond Council

Harriet Baker - Refugee Resettlement Policy and Operations Lead Officer, Richmond Council

Richmond Ukrainian Resettlement



In Richmond, as of 26th September:

Richmond has the 3rd highest number of Ukrainian Refugees arrived in London, and 8th highest nationally.

889

Ukrainian refugees had applied for visas

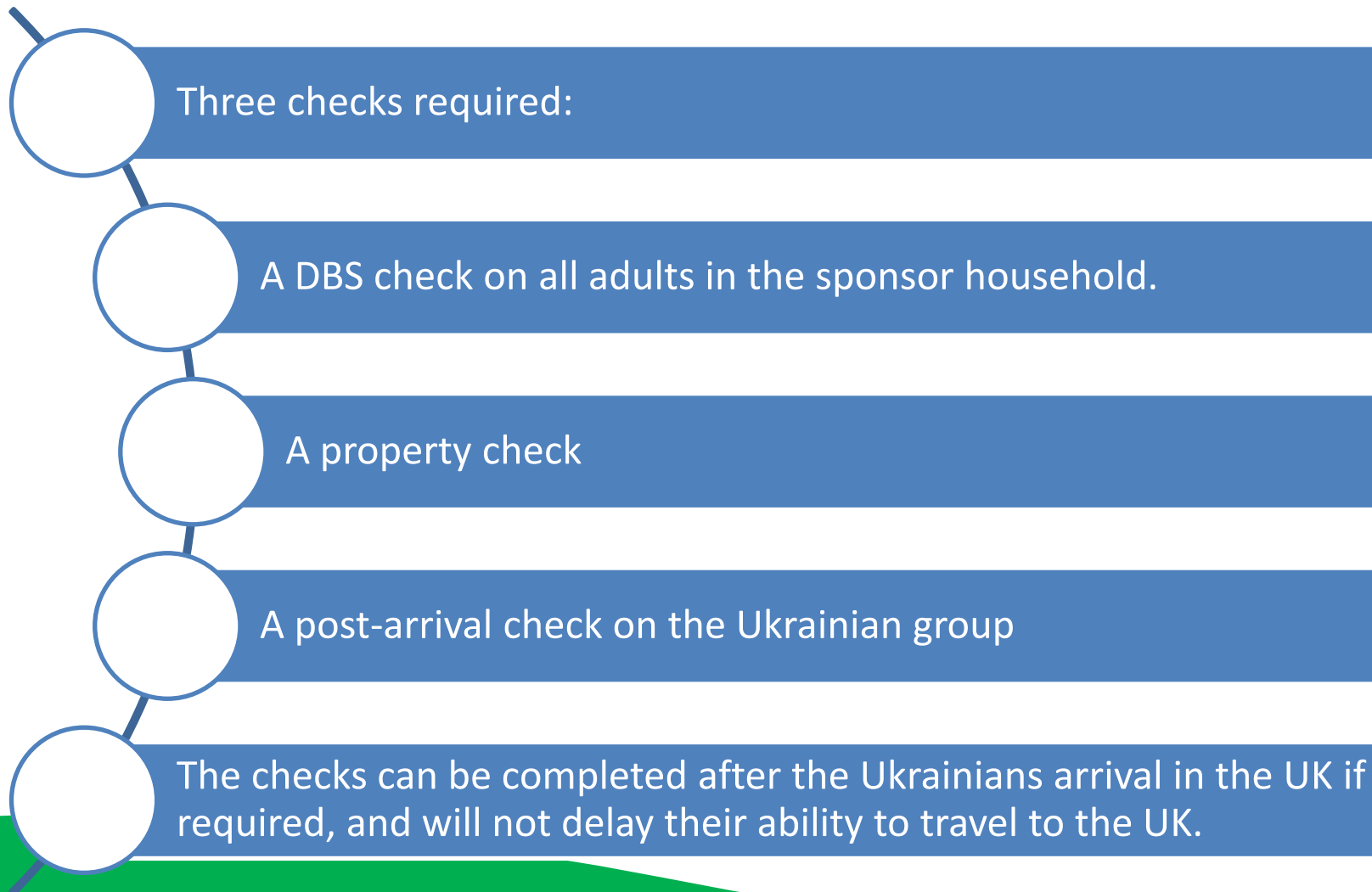
604

Ukrainians have arrived

418

Richmond households providing accommodation

Background



Richmond's Response



6 Month Point – What's Next?

Maintain Initial Arrangement

- Host Payments continue for 12 months
- Mediation available
- Follow-up visits

Private Accommodation

- Rent Deposit Loans
- References

Rematch to new host

- Find independently
- Small Council pool
- Checks required

Temporary Accommodation

How you can help

- Promote appeals to find new hosts, particularly hosts able to take on larger groups
- Share intel on unmet/emerging needs
- Promote efforts to maintain existing host relationships.

Questions



homesforukraine@richmond.gov.uk



Digital Inclusion

Carol Horne - Age UK Richmond





CONNECT TO TECH



“A big thank you to your volunteer Derek who spent an hour with me on Wednesday patiently answering my questions. He was brilliant; I felt so much better after talking to him.

I still have quite a few IT questions, would it be possible to put me down again on your list? I quite understand if there’s a limit to this wonderful service.”

ebay



“Thank you for putting Eugenia in touch for help with my iPad. She came this morning and it was so helpful. I did appreciate the time she spent with me and her easy approach to things I find difficult to understand. We managed to achieve quite a lot and all my questions were answered.

I feel so lucky that this service is provided free of charge and that you have such great volunteers!”



“Thank you so much for sending Erkan to help me with my computer problems. He was incredibly patient and helped me resolve a few long-standing problems. I feel so lucky to get this great service free and gratis.

I wanted to place on record how happy I was with the service and in particular with your wonderful Mac expert!”



“Found your new IT support program brilliant.

*Older people cannot simply buy latest technology without
having access to support on how to use it!!!”*



“Thank you for your kind assistance re Zoom. Rav was so patient especially as my PC was running dreadfully slow. The session went very well and he was so helpful and kind. I would be very grateful if you would kindly pass on my thanks to him as his help has already made a great difference.”

I have actually had several Zoom sessions since installation. I am so very happy to have been offered this help. I feel as if slowly I am connecting with the outside world.”



“Knowing there is someone helpful and patient who can come to the house to help with computer/phone/ telephone problems helps me be less anxious.

I am very grateful and feel less isolated and that there is help available should problems arise in these areas again.”

Call to Action

- Please do refer local older people to our service - they need to be over 60 and living in borough to be eligible.
- Volunteer for us, or tell your tech savvy friends that we are on the lookout for volunteer tutors.
- Let us know if there are community locations where an IT clinic is needed.
- We are also on the lookout for venues that will lend us office space with good Wi-Fi to host workshops.



Community Conversation

Questions?





Update on the Charities Act 2022

Julie Gavin - Richmond CVS

Update on Charities Act 2022



What?

A new act which makes some technical changes to charity law amending the Charities Act 2011

Aim?

To reduce the administrative burden for charities

When?

- Received Royal assent on February 23rd 2022
- Changes will come into effect gradually from autumn 2022
- Expected to be completely in force by autumn 2023

Summary of key changes for charities

- Making changes to governing documents
 - Unincorporated charities able to amend constitution more easily
 - Changes to the tests for charitable companies to amend their objects
- Changes with regards to ‘failed’ fundraising appeals
- Legacies – less likely to get lost following incorporation/merger

Summary of key changes for charities (2)

- More flexibility in the use of permanent endowment
- Selling land - more flexibility on obtaining advice
- Changes to the rules around ex-gratia payments
- Buying goods from trustees and connected people

Does my charity need to do anything?

- Read the Act in full at legislation.gov.uk
- Summaries are available from Russell-Cooke [blog](#) & Birkerts [webinar](#)
- Further information is available on the [Charity Commission website](#) and new guidance will be published or updated as it is developed
- If you think the changes will affect your charity and you have questions email me julieg@richmond cvs.org.uk to arrange a free pro-bono 15-minute conversation with Russell-Cooke



Community Conversation

Questions?





Community Conversation

Open Forum and Q & A

