



# Voluntary Sector Forum

## 03 December 2024





# Welcome and Introduction

**Jon Evans**

Assistant Chief Executive, Richmond Council

## Networking and Refreshments 09:30 – 10:00 (The Salon, York House)

### 10:00 – Welcome and Introduction

10:10 Jon Evans, Assistant Chief Executive, Richmond Council

### 10:10 – Multicultural Richmond's work with the Hong Kong community and Richmond Council's Borough of Sanctuary Fund

10:30 Ravi Arora, Director, Multicultural Richmond and Harriet Baker, Refugee Services Programme Manager, Richmond Council

### 10:30 – Hampton Fund: new grant making approach and priority areas

10:50 Richard Barron, Chief Executive and Adele Kimber, Chair, Hampton Fund

### 10:50 – Superhighways: support and training available to help the voluntary sector use technology to its optimum

11:10 Paul Firby, Tech Development Advisor, Superhighways

### 11:10 – Leisure Strategy and Richmond Moves campaign: How the voluntary sector can help residents become more active

11:30 Rowan Griffin, Transformation Project Manager and Jo Ann Taylor-Villanueva, Senior Public Health Lead, Health Improvement (Prevention, Obesity and Healthy Weight), Richmond Council

### 11:30 – How to distribute sector news via Council channels

11:40 Katherine Foreman, Communications Manager, Richmond Council

### 11:40 - Open Forum and Q & A

12:00

## Networking and Lunch 12:00 – 13:00 (The Salon, York House)



Community Conversation

# Multicultural Richmond's work with the Hong Kong community and Richmond Council's Borough of Sanctuary Fund

**Ravi Arora**

Director, Multicultural Richmond

**Harriet Baker**

Refugee Services Programme Manager, Richmond Council



[www.multiculturalrichmond.org.uk](http://www.multiculturalrichmond.org.uk)

# VISION

**A thriving, integrated and inclusive multi-cultural community in Richmond upon Thames and surrounding boroughs**





# We Break Down Barriers

- Work towards the elimination of proven disadvantage and discrimination
- Work to promote equality of opportunity and good relations between persons of different groups
- Promote community cohesion, equality of opportunity, and celebrate diversity

# Breaking Barriers by providing

- Youth and Elder group activities
- Support Refugees and Asylum Seekers
- Exercise sessions
- Skills development such as English, computer and digital training
- Educational and social outings
- Information and advice
- Signposting and referrals to other organisations
- Annual community cohesion events, activities and workshops
- Hate Crime and Domestic Abuse Awareness
- One to one support and form filling assistance



# Cultural Barriers Facing Hong Kong Community

- Proud People – don't easily open up to people
- Don't like to be called a "**Refugee**"
- Historical and Current Experiences

# A Lack of Public Understanding on What is Really Happening

- Loss of Press Freedom and Freedom of Speech
- Fear of being taken away & extradited to China
- Torture



Daniel Wong Kwok-tung, a lawyer, is arrested by Hong Kong police in January 2021.  
Tyrone Siu/Reuters ©



The Strait Times ©

# GLA Hong Kong Funding

## 2023 £3.9k - 2024 £7.2k

- **Support for Disadvantaged Individuals**
  - Participants are often traumatised, isolated, lonely, and lack confidence.
- **Creating a Safe Space**
  - Provide a safe space for Hong Kongers to connect, share concerns, and improve overall well-being.
  - Navigating mainstream services, learning English, and engaging in confidence-building and health-improving activities.
- **Cultural Integration and Celebration**
  - Focus on older Hong Kongers who face greater isolation due to language and mobility barriers.
  - Organising cultural events to celebrate traditions, helping participants feel welcome and integrate faster into the local community.



# Social Activities





# Bringing People Together



# Contact Details

Address: 111a Kneller Road Whitton Twickenham TW2 7DT

Ravi Arora: Director:  
020 8893 9444 [ravi@multiculturalrichmond.org.uk](mailto:ravi@multiculturalrichmond.org.uk)

Surinder K Sembi: Project Officer  
020 8893 9555 [surinder@multiculturalrichmond.org.uk](mailto:surinder@multiculturalrichmond.org.uk)

Kiran Rao: Projects Officer  
020 8893 9000 [kiran@multiculturalrichmond.org.uk](mailto:kiran@multiculturalrichmond.org.uk)

Mariana Cano Márquez: Community Mental Health Officer  
020 8893 9000 [marianacano@multiculturalrichmond.org.uk](mailto:marianacano@multiculturalrichmond.org.uk)

Generic email: [hello@multiculturalrichmond.org.uk](mailto:hello@multiculturalrichmond.org.uk)

[www.multiculturalrichmond.org.uk](http://www.multiculturalrichmond.org.uk)

Transport: Whitton Railway Station - Whitton Buses - Nos. H22, 281, R62.



# Borough of Sanctuary Grant Scheme

# Borough of Sanctuary Grant Scheme

1. Who can apply
2. What can you apply for
3. Priorities
4. How to apply
5. Successful applications
6. Q&A

# Who can apply

- Support sanctuary seekers and their families in Richmond
- Constituted not-for-profit organisations
- Three trustees/directors
- Financially viable (credit check)
- We don't fund:
  - Schools/PTAs
  - Religious or political purposes
  - Fundraising
  - Existing activity is a low priority

# Definition of sanctuary seekers

## Sanctuary Seekers are taken to include:

- Anyone who has experienced forced migration in the past 5 years.
  - Asylum seekers
  - Refugees
  - Those seeking asylum and those who have recently received refugee status.
  - Unaccompanied Asylum Seeking Children.
  - Those on Government resettlement schemes including the Afghan programmes (ARAP/ACRS), Vulnerable Persons Resettlement Scheme, and UK Resettlement Scheme.
  - Those on the Homes for Ukraine, Ukraine Family, or Ukraine Extension scheme.
- Initiatives that work with other groups which may reasonably be considered as sanctuary seekers may be considered.

# Borough of Sanctuary Grant Scheme

- The Borough of Sanctuary Grant Scheme provides grants of up to **£10,000** to undertake activities for six to twelve months.
- Larger grants may be considered in exceptional circumstances where a clear need can be demonstrated
  - There is a clear need for longer funding
  - The project addresses a niche issue and funding certainty is required
  - The project is particularly innovative.

# Priorities

**Priority one: Education, employment and training** - Emphasising the need to equip sanctuary seekers with the skills necessary to access opportunities and thrive in their new home.

**Priority two: Wellbeing** - Supporting activities which promote refugees' and asylum seekers' wellbeing

**Priority three: Advocacy and advice** - Beginning a life in a new country can be difficult. This priority emphasises the need to support sanctuary seekers to navigate systems in the UK.

**Priority four: Refugees and Asylum Seekers** – Promoting the contribution sanctuary seekers make to the borough and/or that further efforts for community integration.



# Applying for funding

Applications should be made before the deadline. They will then be reviewed by a panel and decisions on funding made in February 2025

Application Deadline	Panel review	Decision date (estimated)
19 January 2025	January 2025	February 2025

- Read the **guidance notes** and complete the **application form**

# Contact

Any questions about the application process can be sent to the Refugee Services Team: [boroughsanctuary@richmond.gov.uk](mailto:boroughsanctuary@richmond.gov.uk)



Community Conversation

# Questions?





Community Conversation

# Hampton Fund: new grant making approach and priority areas

**Richard Barron**

Chief Executive, Hampton Fund

**Adele Kimber**

Chair, Hampton Fund



Hampton  
Fund

Strategy 2024-27

# Our grants

In 23/24 we made grants worth £2.7m:

- 2,262 grants to individuals at a value of £1.25m
- 49 grants to organisations worth £1.43m

All to support those in the LBRuT with priority for Hampton, Hampton Hill, Hampton Wick, Teddington, Twickenham and Whitton





# Grant making in recent years



# A model of change for those facing hardship



# Clarifying our role

## Need

Some of us are struggling with financial, physical and emotional hardship without adequate support

## Purpose

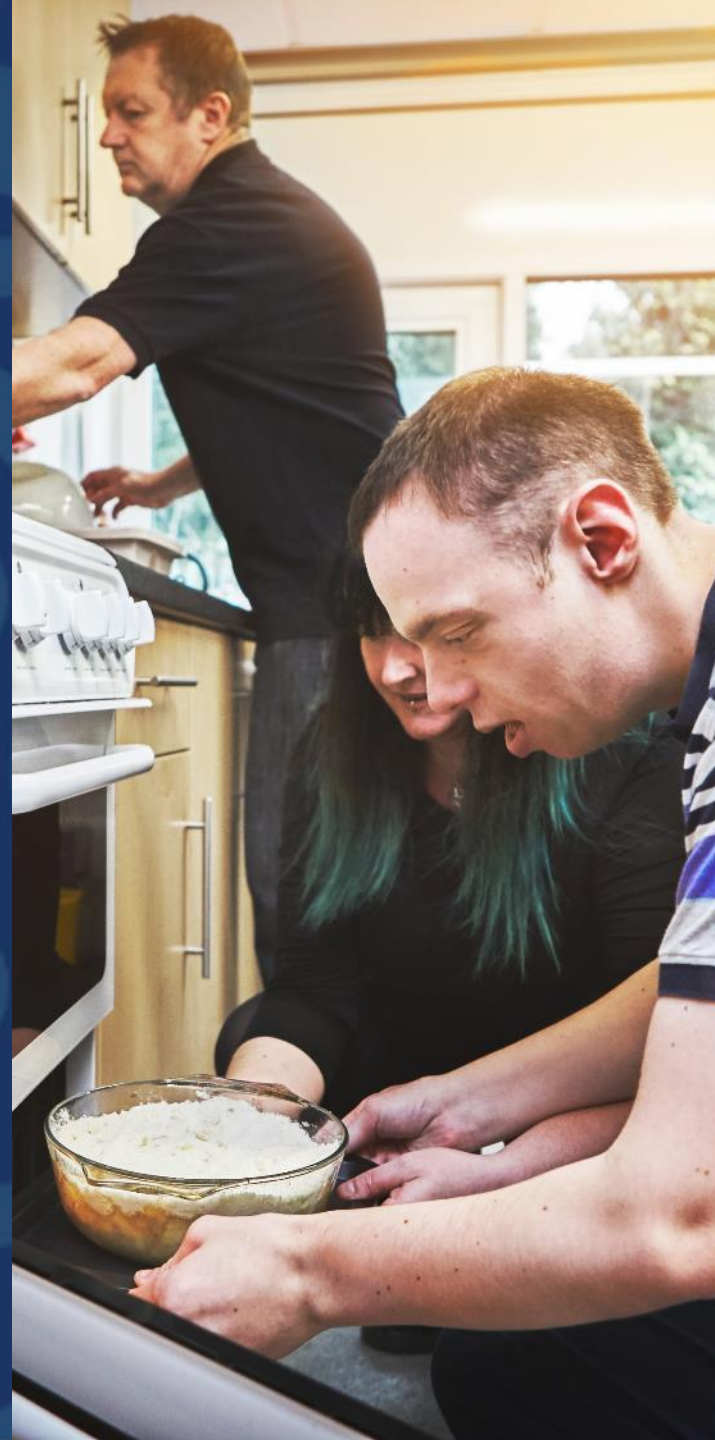
Creating opportunities to live well by relieving the burden of financial, physical and emotional hardship in our community

## Vision

An empowered, resilient and compassionate community where everyone has an equal opportunity to thrive

# The commitments we are making

- 1) Evidence based
- 2) Impact focused
- 3) Collaborative
- 4) Agile
- 5) Transparent





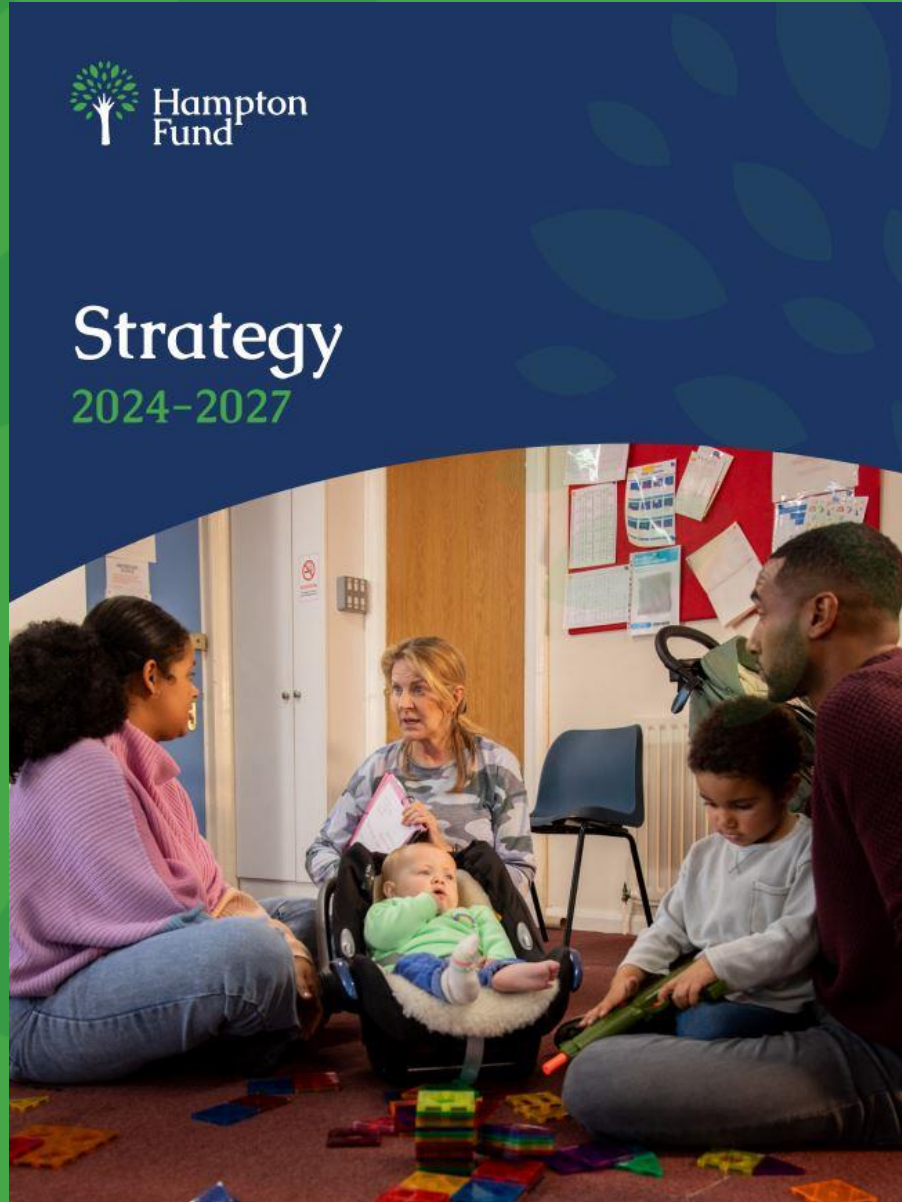
# What will it mean?

- 1) **Linking Individual & Community Grants**
- 2) **Long term & core funding**
- 3) **Changing criteria**
- 4) **New areas of funding**
- 5) **More consistency**



Read more

[www.hamptonfund.co.uk](http://www.hamptonfund.co.uk)





Community Conversation

# Questions?





# Superhighways: support and training available to help the voluntary sector use technology to its optimum

**Paul Firby**

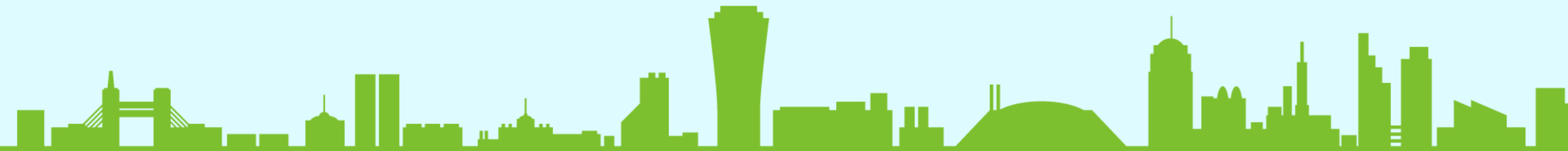
Tech Development Advisor, Superhighways





# superhighways

harnessing **technology** for **community** benefit



# What does Superhighways do?

Superhighways helps small charities and community groups gain essential digital and data skills backed by the right tech to achieve their goals.





What devices, software and online tools we can use.  
And how can they all fit together into a simple system?



# Superhighways in 2024!



**79 years service  
across the team**

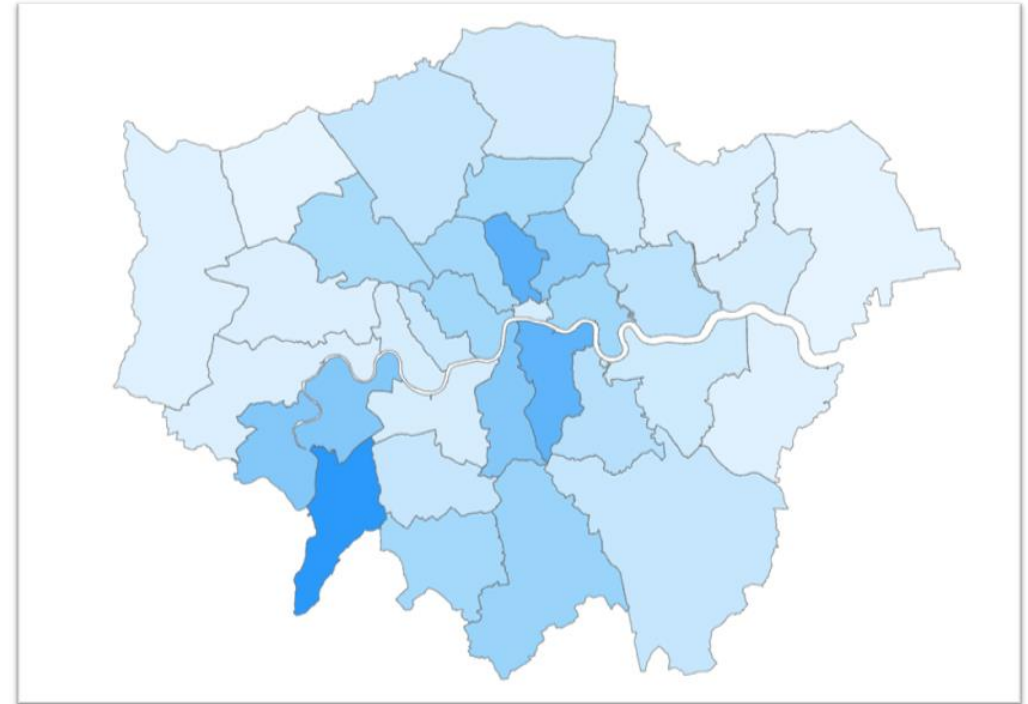
**286 Unique organisations supported**

**123**  
Training & events

**1270**  
Bookings

**334**  
Advice & support  
sessions

**275**  
Technical  
support requests



# Digital Foundations programme

There are many ways we can help small community organisations make sound choices about the digital tools and technology they use.



## Communications made easy

Raise your profile using digital tools to engage supporters and fund your future

[Read more »](#)



## Digital basics

Work and collaborate online using free and affordable digital tools and technology

[Read more »](#)



## Websites for communities

Put your website at the heart of your charity or community organisation's story

[Read more »](#)





# Partnership and funder

Five-year partnership programme:

- ✓ Refugee Council
- ✓ HEAR Equality and Human Rights Network
- ✓ Voice Online Communities CIC



# Bite-sized training series

Sample of the courses for the next couple of months

- ✓ Cyber security basics: an introduction to cybersecurity for everyone
- ✓ Let's play with Canva AI: An introduction to Magic Studio for small charities
- ✓ Exploring data using the Local Insight Tool
- ✓ Data Essentials for Raising Voice and Influencing Change
- ✓ Getting Started with Online Forms and Surveys
- ✓ Introduction to AI for small charities
- ✓ A Brief Introduction to Microsoft 365
- ✓ Introduction to data protection for small charities
- ✓ Hands on: Microsoft 365 forms



# One-to-one advice

Book with one of our friendly team for 30 minutes to 1 hour.

You can book more than once.

[info@superhighways.org.uk](mailto:info@superhighways.org.uk)



# Voice websites

- ✓ Free website platform for community groups & charities
- ✓ Build your own – using support materials, user group & discussion forum
- ✓ Minimum technical skills needed
- ✓ Build your own website in 2 days (Jan)



# Bring your Tech Days

Bring any devices you have and we'll try to resolve your issues.

Or book a one-to-one session to look at a digital application or software you'd like some support with.

**BRING YOUR OWN  
TECH DAY**

**STRUGGLING WITH LAPTOPS, COMPUTERS, TABLETS & SMARTPHONES TO RUN YOUR ORGANISATION?**

- Frustrations with slow devices?
- Concerns you have a virus?
- Messages about licence activations / upgrades?
- Cameras & microphones not working?

**JOIN US Tuesday 27th February**  
Choose your slot between 9.30 & 5  
Venue: Refugee Council, Stratford

**FIND OUT MORE &  
BOOK NOW**

Part of Digital Foundations run by Superhighways  
in partnership with HEAR Network, Refugee Council  
& VOICE Online Communities CIC.



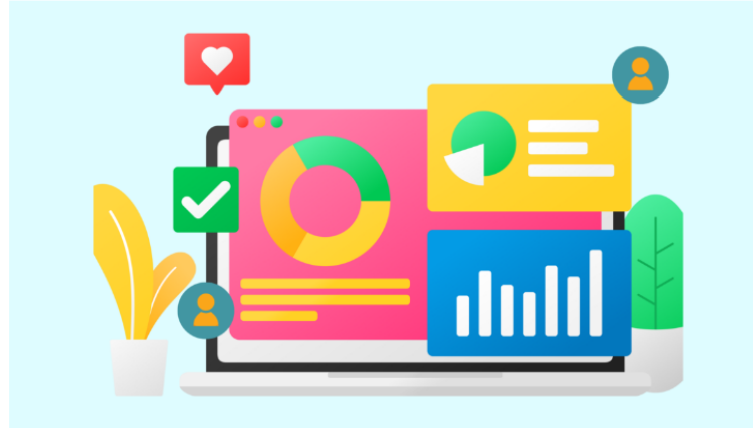
# Data essentials

Develop your data skills to evidence need and influence change

Join our regular training sessions and practical advice chats to gain essential data skills so that you can capture, analyse and present data effectively.

Training topics include digital data collection, Excel, mapping your data, creating presentations, simple video storytelling and more.

[See our training programme](#)



## Local Insight or Census 2021 one to one session registrations

Superhighways has a subscription to the Local Insight platform allowing us to analyse and visualise a range of open data sets across London's boroughs, wards and other geographies. Find out more about this platform at <https://datawise.london/resources/local-insight-data-platform>.

We are also supporting organisations explore the Census 21 data using a range of ONS tools including creating a custom dataset. Find out more at <https://datawise.london/resources/census-2021-data>.

# Choosing and implementing a fit for purpose database

50% of work		10% of work		40% of work		
1. Scope	2. Plan	3. Specify	4. Select	5. Prepare	6. Test & train	7. Implement
Taking stock - what have we currently got?	How are we going to approach it?	What do we need the database to do?	Which database should we choose?	Get everything ready	Put it to the test	Use it everyday
Time & budget Attitude towards change Technical skills Data stakeholders Software & equipment audit Outcome & evaluation framework	Appoint Project lead Timeline Staff & Volunteer buy-in	Mapping data to outcomes Reporting needs User requirements	Explore database options Map how the new database will fit in with your current systems	Database customisation Data clean up and migration User support materials New working processes	Testing & fine tuning User training	Full roll-out Ongoing user support Database maintenance Continuous improvement



# Lots of help on offer

- ✓ 60-minute training series e.g. cyber security
- ✓ One-to-one advice
- ✓ Setting up the right system for you
- ✓ Free community websites



# Thanks for listening



superhighways  
harnessing **technology** for **community** benefit

Paul Firby  
[paulfirby@superhighways.org.uk](mailto:paulfirby@superhighways.org.uk)  
[www.superhighways.org.uk](http://www.superhighways.org.uk)



Community Conversation

# Questions?







# Leisure Strategy and Richmond Moves campaign: How the voluntary sector can help residents become more active

**Rowan Griffin**

Transformation Project Manager, Richmond Council

**Jo Ann Taylor-Villanueva**

Senior Public Health Lead, Health Improvement (Prevention, Obesity and Healthy Weight), Richmond Council

# RICHMOND MOVES

ACTIVE PEOPLE

ACTIVE ENVIRONMENTS

## Every Day. Your Way

Our goal is to make physical activity, leisure and sport, a natural and accessible part of daily life.

We are one of the most active boroughs in the country and with hundreds of open spaces, clubs and facilities, there is something for everyone!

Being active has fantastic health benefits, and with rising inactivity levels and obesity rates, and more people with long-term health conditions, it has never been more important.

We know it's not always easy to be active, so we will be doing more to provide accessible and inclusive opportunities for every person to move more, in their way, every day.

Find out more info/get involved  
<https://www.richmond.gov.uk/movemore>

### CHAMPION WOMEN & GIRLS IN SPORT

Boost participation, inspired by the Women's Rugby World Cup final, held in our borough

### FAIRER ACCESS

Offering price concessions for council facilities to more people

### BUDDY SYSTEM

Helping people build confidence at local leisure centres and ParkRuns

### SUPPORTING PEOPLE

To live well and age well through physical activity, with a focus on prevention of long-term health conditions like heart disease and diabetes

### LOCAL ACTIVITIES

Develop the London Sport online activity Finder for Richmond, making local options easy to find

### STRONG PARTNERSHIPS

Between voluntary and community sector, schools, businesses and health organisations

### ACTIVE COMMUNITIES

### ACTIVITY CHAMPIONS

A network of champions to support connectivity and community engagement

### ENABLING ACCESS

For non-English speakers and sanctuary seekers

### MAKING THE MOST

of underused facilities, including those in schools, for wider benefit

### NEW COMMUNITY HUB

Hampton Youth Club will be reopened as a new community wellbeing and physical activity hub

### UPGRADING OUR FACILITIES

like leisure centres, pitches, tennis courts, cricket strips and nets

### INVESTMENT PLAN

Developing a long-term infrastructure investment plan

### DID YOU KNOW:

- That regular exercise can reduce your risk of early death by up to 30%
- That residents can use Richmond's swimming pools for a reduced price
- We have 7 weekly Health Walks - a gentle way keep active and meet new people
- That physical activity can boost self-esteem, mood, sleep quality and energy



# Contact

**Rowan Griffin, Transformation Project Manager,**  
[Rowan.Griffin@richmondandwandsworth.gov.uk](mailto:Rowan.Griffin@richmondandwandsworth.gov.uk)

**JoAnn Taylor-Villanueva, Senior Public Health Lead,** [j.taylor-villanueva@richmondandwandsworth.gov.uk](mailto:j.taylor-villanueva@richmondandwandsworth.gov.uk)



Community Conversation

# Questions?





# How to distribute sector news via Council channels

**Katherine Foreman**

Communications Manager, Richmond Council



# Submit your news and events through Community News

The screenshot shows the Richmond.gov.uk website interface. At the top, there is a search bar and navigation links for 'News', 'The Council', and 'My Account'. The 'News' link is circled in red, with an arrow pointing to a 'News' section below. On the left, there are 'Popular' and 'Council services' menus. The 'Community news' section on the right features a 'Sign up to our weekly newsletter' link with an envelope icon, a 'Get in touch' section with a 'Submit your news' link circled in red, and a 'Filter news' list where 'Community news' is highlighted with a red arrow. Below the navigation, there are three news articles: 'Struggling to pay your annual fuel bills? We can help', 'Join VisitRichmond on the countdown to Christmas!', and 'Charity Christmas carol concert in Twickenham returns'.

# Complete the quick form and we'll get to sharing!

[Home](#) / [News](#)

## Submit a community news story

If your organisation has some news or an event you'd like to share with residents on the community news pages, via our social media accounts or in the weekly community e-newsletter, tell us about it here.

---

### You will need

- An image or photograph to illustrate your story, if possible. Make sure you have permission to use it.
- A website URL where further information can be found.

### Images

Images must be:

- Landscape
- High resolution
- Without text - we cannot use images of posters

---

### Before you start

Please ensure:

- You do not use bullet points within the text
- Any images or photographs you submit are high resolution

### Events

Events can also be published on the [Visit Richmond events page](#). Please **upload your event directly** to the Visit Richmond website.

### Content considerations

All material submitted must:

- Adhere to the Council's [Equality and Diversity policy](#), and must not infringe anti-discrimination legislation
- Not constitute political advertising
- Be of a non-commercial nature (except for events or advertising sponsored by the Council or its approved agencies)
- Not directly promote a religious cause - speakers or sales of work in religious venues should be considered as community events
- Not be likely to cause offence to public taste and decency.

---

### What happens next

We will review your submission. Inclusion of any story is at our discretion and copy may be edited before publication. Stories will be considered for:

- [Community news](#)
- [Our social media accounts](#)

**Submit your story**

Questions about Community News?  
[communitynews@richmond.gov.uk](mailto:communitynews@richmond.gov.uk)

# Social media

Richmond.gov.uk

Search this site

News Services The Council My Account

Home / News / Press Office / Communications

## Social media index

**On this page**

- X (Twitter)
- Facebook
- YouTube
- Instagram
- Contact

A list of all the social media accounts currently operated by the London Borough of Richmond upon Thames along with those of some partner organisations.

### X (Twitter)

Formerly known as Twitter.

The following X accounts are operated by us or our partners.

**Council**

- Richmond Council @LBRuT
- Richmond Council Community Engagement Team @RichmondComLink
- Richmond Council Customer Services @LBRuT\_Help
- Mayor of Richmond @LBRuTMayor

**Business**

- Visit Richmond @Visit\_Richmond1
- Richmond Card @RichmondCard

**Arts**

- Richmond Moves [www.facebook.com/RichmondMovesYourWay](https://www.facebook.com/RichmondMovesYourWay)
- Richmond Moves Facebook Group [www.facebook.com/groups/richmondmoves](https://www.facebook.com/groups/richmondmoves)

## Community projects

- Community BlueScapes [www.facebook.com/CommunityBlueScapes](https://www.facebook.com/CommunityBlueScapes)

## Local Area Facebook Groups

- St Margarets and East Twickenham [www.facebook.com/groups/StMargaretsandEastTwickenham](https://www.facebook.com/groups/StMargaretsandEastTwickenham)
- Hampton Wick Village [www.facebook.com/groups/HamptonWickVillage](https://www.facebook.com/groups/HamptonWickVillage)
- Richmond Village [www.facebook.com/groups/RichmondVillage](https://www.facebook.com/groups/RichmondVillage)
- Teddington Village [www.facebook.com/groups/TeddingtonVillage](https://www.facebook.com/groups/TeddingtonVillage)
- Hampton Village [www.facebook.com/groups/HamptonVillagePlan](https://www.facebook.com/groups/HamptonVillagePlan)
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- Whitton and Heathfield Village: [www.facebook.com/groups/WhittonAndHeathfieldVillage](https://www.facebook.com/groups/WhittonAndHeathfieldVillage)
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- Strawberry Hill Village [www.facebook.com/groups/StrawberryHillVillage](https://www.facebook.com/groups/StrawberryHillVillage)

# Community Noticeboards & Staying Updated

## Community noticeboards

The Community noticeboards provide information on the work of the Council and local community groups together with details of local events and activities.

We have 16 boards around the borough allowing residents to keep up to date with local information and see what is happening in the area in which they live.

Local community or resident groups, charities or not for profit organisations can apply to display information about an event or opportunity that people in the area would be interested in.



## Community news



[Sign up to our weekly newsletter](#)



### Email Updates

This form is hosted by Granicus.  
To sign up for updates or to access your subscriber preferences, please enter your contact information below.

Email Address \*

Your contact information is used to deliver requested updates or to access your subscriber preferences.

[Privacy Policy](#) | [Cookie Statement](#) | [Help](#)

### Subscription Topics

- Click to select all email updates**
- News and Updates
- Waste and Recycling
- Roadworks
- Council Tax
- Parking News and Updates
- Planning Updates
- Climate Change
- Community Conversations
- Cost of Living Support
- Health and Wellbeing
- Adult Social Care
- Business Support
- Richmond Card Updates & Offers

# Sharing your voluntary sector news through Council channels

## Community News

Share your news stories and events with residents by submitting information through our 'Submit a community news story' webpage → [www.richmond.gov.uk/submit a community news story](http://www.richmond.gov.uk/submit_a_community_news_story)

Your submissions will be published on our Community News page → [www.richmond.gov.uk/news](http://www.richmond.gov.uk/news)

You can view all Community News stories by using the filter on the righthand side of the screen. We will then link to your story in our weekly e-newsletter to residents and help share on our main social media accounts. We may also share your news in our topical newsletters where relevant, such as our climate newsletter.

Make sure you're subscribed to our weekly e-newsletter (and our topical mailing lists!) here → [www.richmond.gov.uk/newsletter](http://www.richmond.gov.uk/newsletter)

If you have any questions about Community News, please email [communitynews@richmond.gov.uk](mailto:communitynews@richmond.gov.uk).



## **Events on Visit Richmond website**

Your events can also be published and advertised for free on the Visit Richmond events page →

[www.visitrichmond.co.uk/events/events-calendar](http://www.visitrichmond.co.uk/events/events-calendar)

Upload your event directly to the Visit Richmond website → [www.visitrichmond.co.uk/information/submit-your-event](http://www.visitrichmond.co.uk/information/submit-your-event)

## **Social Media**

Easily view all social media channels managed by the Council → [www.richmond.gov.uk/social\\_media\\_index](http://www.richmond.gov.uk/social_media_index). Feel free to tag us in your relevant posts and we'll help to share where we're able!

We manage 14 local area Facebook groups (links to each at the URL above). From your organisation's Facebook page, request to join the group(s) in which you'd like to post news

## **Community Noticeboards**

There are 16 community noticeboards in the borough that accept posters meeting certain guidelines →

[www.richmond.gov.uk/community\\_noticeboards](http://www.richmond.gov.uk/community_noticeboards)

For more information, please call 020 8734 3308 or email [communitynoticeboards@richmond.gov.uk](mailto:communitynoticeboards@richmond.gov.uk).

**Save the date!**

**Our 24-25 Community Heroes Awards nominations will launch w/c 13 January 2025!**

**We'll be updating our Community Heroes webpages with all the relevant information and online nomination form that week.**

**View information about last year's winners and shortlisted nominees on our website!**

**Scan the QR code below or go to [www.richmond.gov.uk/community heroes awards](http://www.richmond.gov.uk/community_heroes_awards) for more information.**



**We'll need your help to spread the nomination news far and wide.**

**Want to receive a stakeholder toolkit directly to your inbox, or be mailed a bundle of promotional materials?**

**Email [events@richmond.gov.uk](mailto:events@richmond.gov.uk) with the subject line 'Community Heroes Awards 24-25' to be added to our distribution list!**



Community Conversation

# Questions?





Community Conversation

# Open Forum and Q & A

