



# Voluntary Sector Forum

## 04 September 2024





# Welcome and Introduction

**Cllr Nancy Baldwin**

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

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

### 10:00 – Welcome and Introduction

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

### 10:10 – Community Safety – Vulnerabilities and Neighbourhoods and their relevant to the VCS

10:35 Miranda Hibbert, Vulnerabilities Manager, and Kiru Krisnan, Serious Violence Officer, Richmond Council

### 10:35 – AccessAble local offer

10:45 Nada Warner, Partnerships Manager, AccessAble

### 10:45 – How to address equalities in funding applications

10:55 Julie Gavin, Capacity Building Manager, Richmond CVS and Eleni Ioannou, Policy and Review Officer

### 10:55 – The Community Resilience Project

11:05 Julie Gavin, Capacity Building Manager, Richmond CVS and Myles Wick, Senior Emergency Planning Officer, Richmond Council

### 11:05 – Age UK Richmond's Dementia Friendly Richmond, creating an inclusive borough for those with dementia and Nightingale Service, home support for those leaving hospital

11:25 Marie-Therese Keegan, Dementia Friendly Richmond Coordinator and Helen Monteiro, Nightingale Service Manager, Age UK Richmond

### 11:25 – Climate Strategy and engagement

11:35 Georgina Creighton, Partnerships and Engagement Officer (Climate Change and Sustainability), Richmond Council

### 11:35- Open Forum and Q & A

12:00

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



# Community Safety – Vulnerabilities and Neighbourhoods and their relevant to the VCS

**Miranda Hibbert**

Vulnerabilities Manager, Richmond Council

**Kiru Krisnan**

Serious Violence Officer, Richmond Council



# Community Safety Partnership Priorities

## Safer Neighbourhoods

- High-Volume Crime
- ASB
- Serious Violence

## Reducing Offending & Reoffending

## Hate Crime and Counter Terrorism

## Violence Against Women and Girls

# ENDING VIOLENCE AGAINST WOMEN AND GIRLS STRATEGY 2022- 2025

- Changing attitudes and behaviours
- Early identification and help
- Safety and support
- Holding perpetrators to account

REFRESH ONGOING – DUE TO LAUNCH 2025

# VAWG STATISTICS

## Nationally

### Domestic Abuse

- 1.4 million women and 751,000 men were subjected to DA in the year ending March 2023<sup>5</sup>.
- less than 25% of DA crime is reported to police\*.
- On average 3 women are killed a fortnight by a current or ex-partner, and an additional 3 women a week die by suicide caused by DA<sup>6</sup>.
- DA costs the UK approx. £23 billion p.a.
- Certain groups have increased rates of DA including: minoritised ethnic groups, migrant women, LGBTQ+, disabled women and substance misuse issues.
- 1 in 5 children live in a home where DA occurs.
- 1 in 4 perpetrators of DA are repeat offenders, and some have up to 6 victims.
- Less than 1% of perpetrators receive specialist intervention.

### Exploitation

- The number of people impacted by MDS in the UK is estimated to be close to 100,000\*.
- Research suggests 70% MDS victims are women and girls.
- There are 32,000\* sex workers in London alone.

\* Estimated

<sup>5</sup> Domestic abuse in England and Wales overview - Office for National Statistics (ons.gov.uk)

<sup>6</sup> Domestic abuse is a gendered crime - Women's Aid (womensaid.org.uk)

### Sexual Violence

- 85,000 women experience rape, attempted rape or sexual assault every year in the UK.
- 5 in 6 women and 4 in 5 men\* who are raped don't report it to the police.
- Less than 1% of rapes reported result in a conviction.
- 71% of UK women have been sexually harassed with over 95% not reporting the incident.
- Women are 27 times more likely to be harassed online than men, with 1 in 5 women having experienced online harassment/abuse.
- Black women are 84% more likely to receive online abuse than white women.

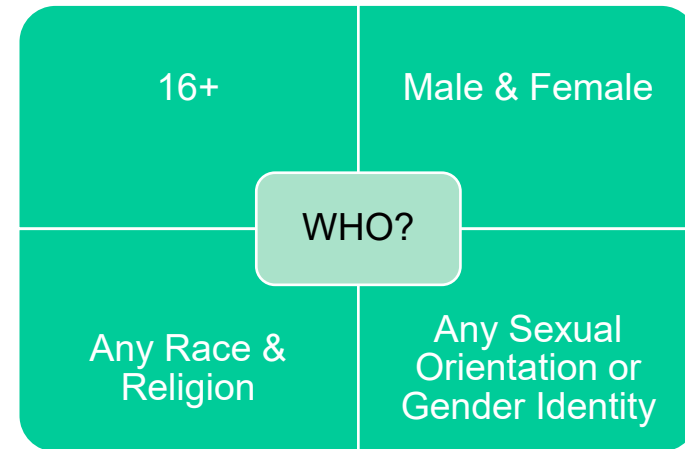
### Stalking

- 23% of women and 9.5% of men experienced stalking in England and Wales in the year ending March 2022
- 26% of domestic homicide cases showed stalking as a key theme.

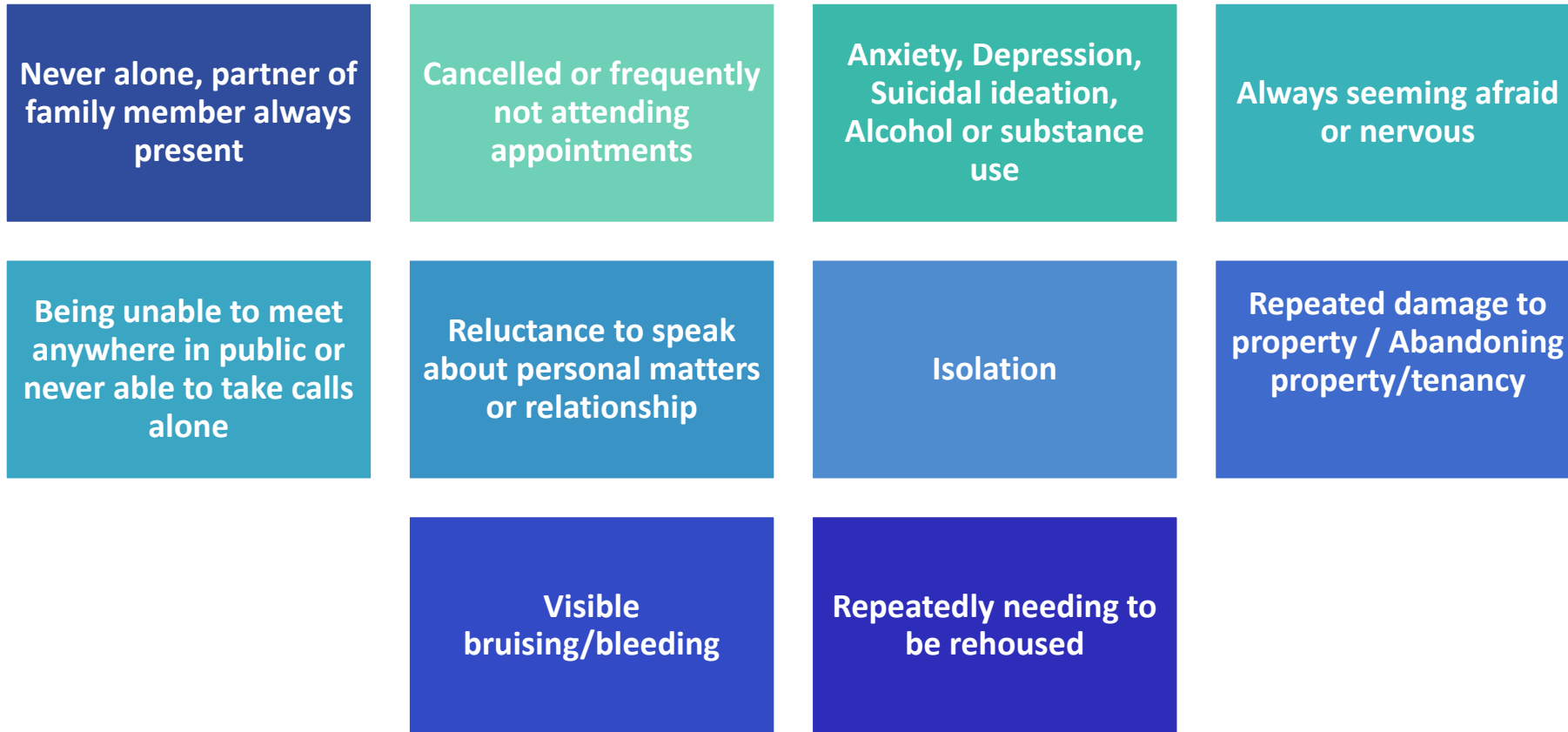
### Harmful practices

- 74% cases of forced marriage (FM) involved female victims in 2021.
- 137,000 women\* in the UK have undergone female genital mutilation (FGM)
- 60,000 under 15 are at risk of FGM.
- HBA offences have continued to rise since records began (2019).
- 12-15\* reported honour killings per year in the UK.

# DOMESTIC ABUSE



## KEY INDICATORS OF DOMESTIC ABUSE IN ADULTS



## IMPORTANCE OF PROFESSIONAL CURIOSITY

Increased referrals to specialist services, ensuring that provision is well utilised and that victims/survivors are accessing support designed for them.



Earlier identification ensures victims/survivors access support when they need it, not just during crisis.

Ingrains tackling VAWG in the culture of the organisation, making it 'everyone's business'

Increased identification of victims/survivors, which ensures that the organisation has a good understanding of need and demand.





## Richmond MARAC

- [RichmondMARAC@richmondandwandsworth.gov.uk](mailto:RichmondMARAC@richmondandwandsworth.gov.uk) (tag as Official Sensitive)
- Bethan Ridsdale
- For more information, please visit [here](#)



## WHERE TO REFER FOR SUPPORT LOCALLY

- **Hestia Independent Domestic Abuse Advisor (IDVA)** - 0203 879 3544 (Monday to Friday, 9am to 5pm) / [richwan.idva@hestia.org](mailto:richwan.idva@hestia.org)
- **Enhanced Needs IDVA Service**
- **One Stop Shop** - free drop-in service providing legal advice, information, and support to those experiencing domestic abuse.
  - Hampton Hill Citizens Advice, 1st Floor, 94-102 High Street, Hampton Hill, TW12 1NY.
  - Opening times: Every Friday between 10am and 12pm (excluding bank holidays).
  - Appointments: No appointment necessary
- **Voices of Hope Women's Sanctuary** – Vineyard Richmond, choir, and women's sanctuary for holistic community support
- [Where to get help for domestic abuse - London Borough of Richmond upon Thames](#)



## **VAWG Community Forum**

**Forum aimed at sharing ideas, collaborating, and ensuring there is a strong co-ordinated response across the system that supports women and girls at risk of abuse and violence**

## **Bystander training**

**Training sessions for local organisations, businesses, community groups, places of learning or sports teams to support everyone in gaining the tools to make a difference in our local community**

## **Richmond Safe Space**

**Location: The green marquee outside Richmond train station on Fridays and Saturdays between 9pm to 12 midnight**

# Hate Crime & Counter Terrorism

## Prevent

- Channel Panel
- Prevent counter-terrorism - London Borough of Richmond upon Thames

## Protect

- *Pending* (Martyn's Law)

## Hate Crime

- Hate Crime Forum
- Multicultural Richmond
- Community Tension
- Hate Crime Annual Conference

# Safer Neighbourhoods

- Multi-Agency Problem Solving Plans (locational and individuals)
- Community Multi-Agency Risk Assessment Conference
- Police Liaison Groups (PLGs)



# Multi-Agency Problem Solving

## Teddington Lock

### Issues

Young people entering water/jumping from lock bridge, drug/alcohol use, ASB

### Agencies involved

Council, Police, London Fire Brigade, RLNI, Achieving For Children, Schools

### Approach

Education/Engagement  
Target hardening  
Enforcement





# Multi-Agency Problem Solving

## Richmond Green

### Issues

Youth gatherings 'motives' with increased ASB, and offences including robbery and assault

### Agencies Involved

Council, Met Police, Achieving For Children, British Transport Police

### Approach

Education/Engagement  
Target Hardening  
Enforcement

# How can you help?

- Encourage reporting – we are working on 'how to report ASB' poster to circulate
- Share information and intelligence with the police /crimestoppers
- Support for victims/perpetrators and communities

# CMARAC

- High risk cases of individuals involved in crime and anti-social behaviour
- Referral form and risk assessment to be completed by lead agency based on risk to self, to others and from others.
- 13 new referrals were made from April-Nov 23
- For more information contact  
[CMARAC@richmondandwandsworth.gov.uk](mailto:CMARAC@richmondandwandsworth.gov.uk)

# PLG

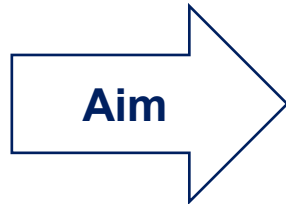
- Police Liaison Groups
- Discuss crime issues
- Set policing priorities
- Residents, businesses, local organisations can attend
- Sign up encouraged
  - Visit the MPS site and use the "Find Your Area" search to enter your address/area for more details.



# Serious Violence

- Richmond Communities Against Violence Forum
- Community Champions Initiative
- Community and Voluntary Sector Project Funding

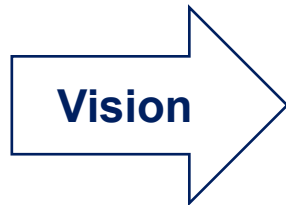
# Richmond Communities Against Violence Forum



To address violent crime through community collaboration and grassroots support.



To foster trust and broaden community involvement in combating violence, actively listening to and acting upon community feedback.



The Richmond Communities Against Violence Forum aims to be a hub of inclusive dialogue and proactive action, creating a safer community where everyone has a voice and contributes to meaningful change.

# Community Champions Initiative

- ✦ **Aim:** Increase the diversity of community members attending & engaging with the forum
- ✦ **How:** Self-nominated individuals bringing members of their community to the forum & feeding information back to their network
- ✦ **Why:** Encouraging diverse representation & increasing community engagement



# CVS Project Funding

<b>Funding Provider</b>	<b>VRU MyEnds Partnership Bid</b>
<b>Objective</b>	To collaborate with the community and grassroots organisations offering community-led responses to violence
<b>Delivery Timeline</b>	Throughout the financial year
<b>Eligibility</b>	Open to all community organisations delivering primary, secondary or tertiary interventions to reduce and/or prevent violence.
<b>Grant Amount</b>	£50,164 over two-years (1 April 2024 – 31 March 2026)  Bid up to £5,000 for each project  We will be circulating expressions of interest shortly for this bid.

# Communities Against Violence Forum Projects 2023/24

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## 1 to 1 Walk and Talk Therapy

by PATNAB

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## Community Interventions to Prevent VAWG in Youth Relationships

by Action Breaks Silence

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## Roehampton Self Defence Programme

by University of Roehampton

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## Enhancing Community Resilience

by Crying Sons

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## Richmond Street Pastors

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## Streetwise Poster Program

by Mothers Against Muggings



Streetwise Poster Program

For more information, please contact Nur Asif, Serious Violence Manager  
at [nur.asif@richmondandwandsworth.gov.uk](mailto:nur.asif@richmondandwandsworth.gov.uk)



Community Conversation

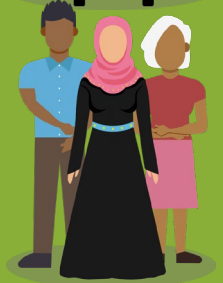
# AccessAble's local offer

**Nada Warner**

Partnerships Manager, AccessAble



**16 million**  
disabled people



**4.9 million** carers



**1 in 4** households  
affected by disability



**45%** people aged 65+  
have a disability



**£249 billion**  
estimated value of  
the Purple Pound

Potential UK audience

**20**  
million



**Good accessibility**  
is important for  
older people and  
parents

95%



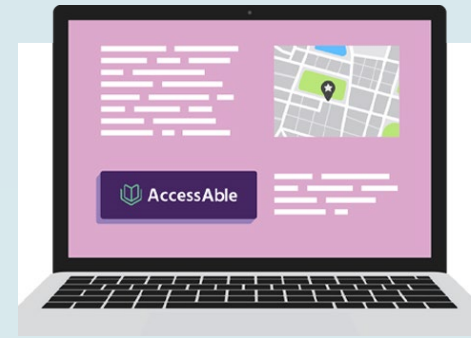
95% **check accessibility** in advance of going to a new place.

90%



90% said it was important or extremely important to **know about accessibility before visiting a place for the first time.**

87%



87% **expect accessibility information** to be on a venue's website.

95%



95% said they **had felt anxious before visiting** somewhere new due to worries about accessibility.





# A simple idea born from lived experience



**May  
2000**



**Sept  
2001**



**March  
2002**



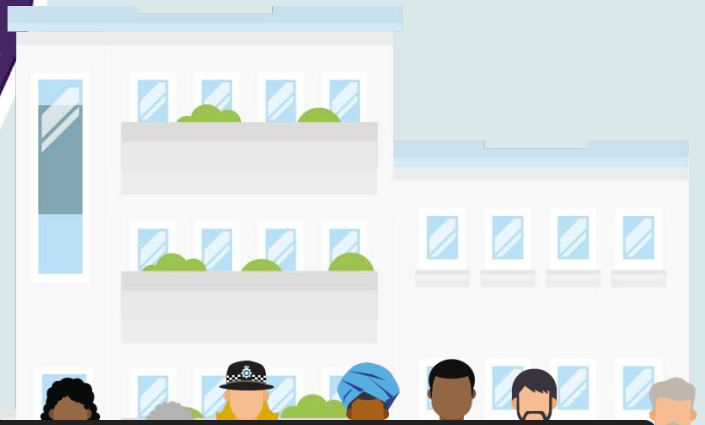
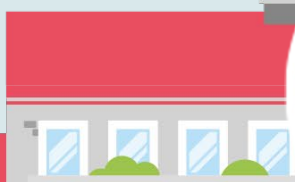
**+6**  
Million  
Unique Users

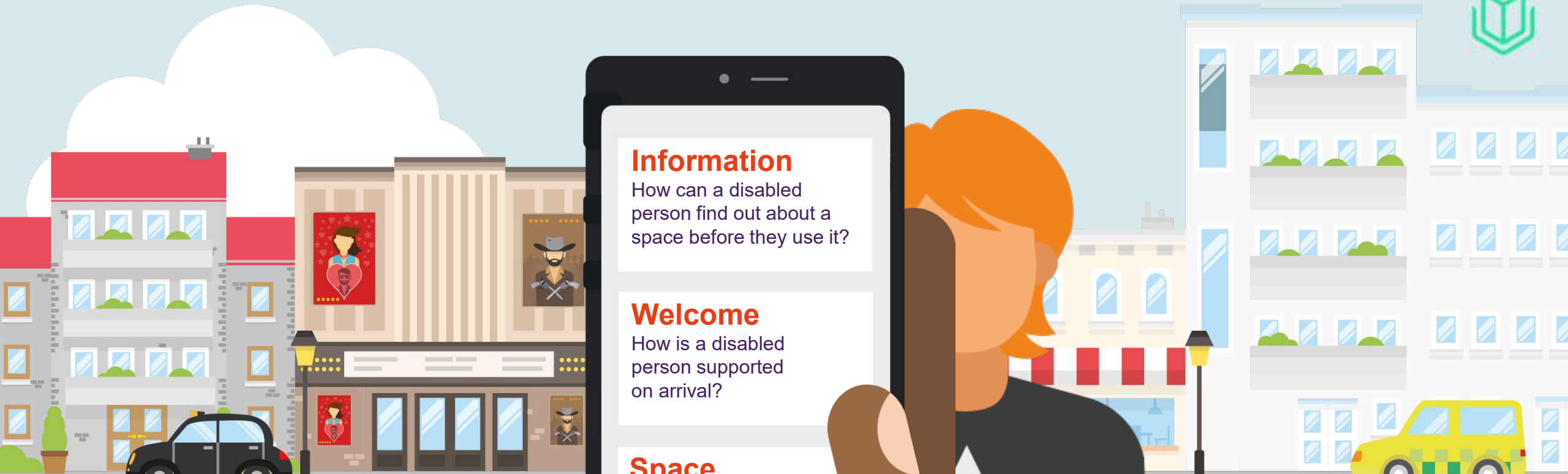


**+125,000**  
Venues  
Surveyed so far...



**+475**  
Partners  
Public and Private  
Sector Clients





**Information**  
How can a disabled person find out about a space before they use it?

**Welcome**  
How is a disabled person supported on arrival?

**Space**  
How can the space be more inclusive?

Search icon, Heart icon, Settings icon

**Improvements to the physical space**

**Manage expectation through information**

**The support as people arrive**

# London Borough of Richmond Upon Thames & Wandsworth Borough Council

- On-site assessments carried out by AccessAble surveyors throughout 2018.
- Over 194 Detailed Access Guides available that cover a variety of sites.

1<sup>st</sup> September 2023 – 31<sup>st</sup> August 2024

Users 14,080

Page Views 30,976

# AccessAble's Detailed Access Guides



## Detailed

100s of pieces of information per Guide



## Factual

Objective information - facts, measurements and photographs



## User Driven

100 + engagement events each year with disabled people

# AccessAble's Detailed Access Guides



## Surveyor Assessed

Experienced surveyors,  
unique technology, in  
depth assessment



## Consistent

Standardised  
information  
across the UK



## Quality Assured

Accredited  
processes ISO 9001  
up to date / accurate



# AccessAble

Your Accessibility Guide

## Website Demonstration

**Nada Warner – Partnerships Manager**

**AccessAble**





# Search for accessible places to go

## I'm looking for...

Try searching for restaurants, hotels, hospitals, universiti

## Near to...

Place, town or postcode

**Search**

Search for cinemas, shops, pubs, theatres, colleges, etc. Add a town, postcode or location to scope your search.

This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply.




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# Search for accessible places to go

I'm looking for...

Richmond

Battersea Court - Rich

Harrow, Richmond and Uxbridge Colleges

Tony Rich Teaching Centre

Hounslow and Richmond Community Healthcare NHS Trust

M6 - Charnock Richard Services - Northbound - Welcome Break

M6 - Charnock Richard Services - Southbound - Welcome Break

Near to...

Place, town or postcode

Search

Sea

pe your search.

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# Richmond

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Richmond upon Thames, a jewel in London's crown. Probably London's most attractive borough, it has long been a favourite retreat for Royalty and the rich and famous.

The River Thames runs for over 10 miles through the borough, linking Hampton Court Palace, Richmond Town Centre and Kew Gardens with London. Richmond rivals anywhere in London with its beautiful Royal Parks and open spaces, historic houses, theatres, museums, galleries, exhibits and town centres bursting with life.

Richmond is situated 10 miles southwest of Central London and can be accessed by tube, train, bus, car, bike, boat and foot. With easy access and a world to see and do, Richmond upon Thames provides the perfect getaway.



 020 8871 5401

 [Send email](#)

## AccessAble local partners



### Hillingdon

Civic Centre 3 West 01, High Street, Uxbridge, London, UB8 1UW

[View this organisation](#)



### Hounslow

Lampton Road, London, TW3 4DN

[View this organisation](#)



### Lambeth

Phoenix House, 10 Wandsworth Road, Brixton, London, SW8 2LL

[View this organisation](#)



### Merton

London Road, London, SM4 5QX

[View this organisation](#)



### Kingston Upon Thames

London, KT1 1EU

[View this organisation](#)



Enter your search

Search

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## Featured Detailed Access Guides

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Detailed Access Guides



Marble Hill Park

Richmond Road, Twickenham,  
London, TW1 2NL

[View this guide](#)



Old Deer Park

Kew Road, Richmond, London, TW9  
2AZ

[View this guide](#)



Richmond Theatre

Little Green, Richmond, London, TW9  
1QJ

[View this guide](#)



# Accessibility Shopping Areas for London Borough of Richmond upon Thames

[View all Accessibility Shopping Areas](#)



Accessibility Shopping Areas



## Barnes Shopping Area Guide - Station Road to Terrace Gardens

Barnes High Street, Barnes, London, SW13 9LW

[View this shopping area](#)

## Hampton Hill Shopping Area Guide - High Street

High Street, Hampton Hill, Hampton, London, Kew Road, Kew, London, TW9 3DT TW12 1NY

[View this shopping area](#)

## Kew Shopping Area Guide - Kew Road

[View this shopping area](#)



## Things to do

[View all Detailed Access Guides](#)



Cafes and Coffee Shops



Children's Centres



Community Halls



Galleries



Leisure Centres



Libraries



Museums



Parks and Gardens



Restaurants



Theatres



Tourist Attractions



Visitor Centres



### Richmond Access Guides

**Accessibility Symbols**  
0 selections

**Filter by Venue types**  
0 selections

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**Abhayam Food & Wine**

14 Kew Green, Kew, London, TW9 3BH

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 **Guide**




**Additional Aids Mobility**

80 High Street Whitton, Twickenham, London, TW2 7LS

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 **Guide**




**Admiral Nelson**

123 Nelson Road, Whitton, London, TW2 7BB

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 **Guide**



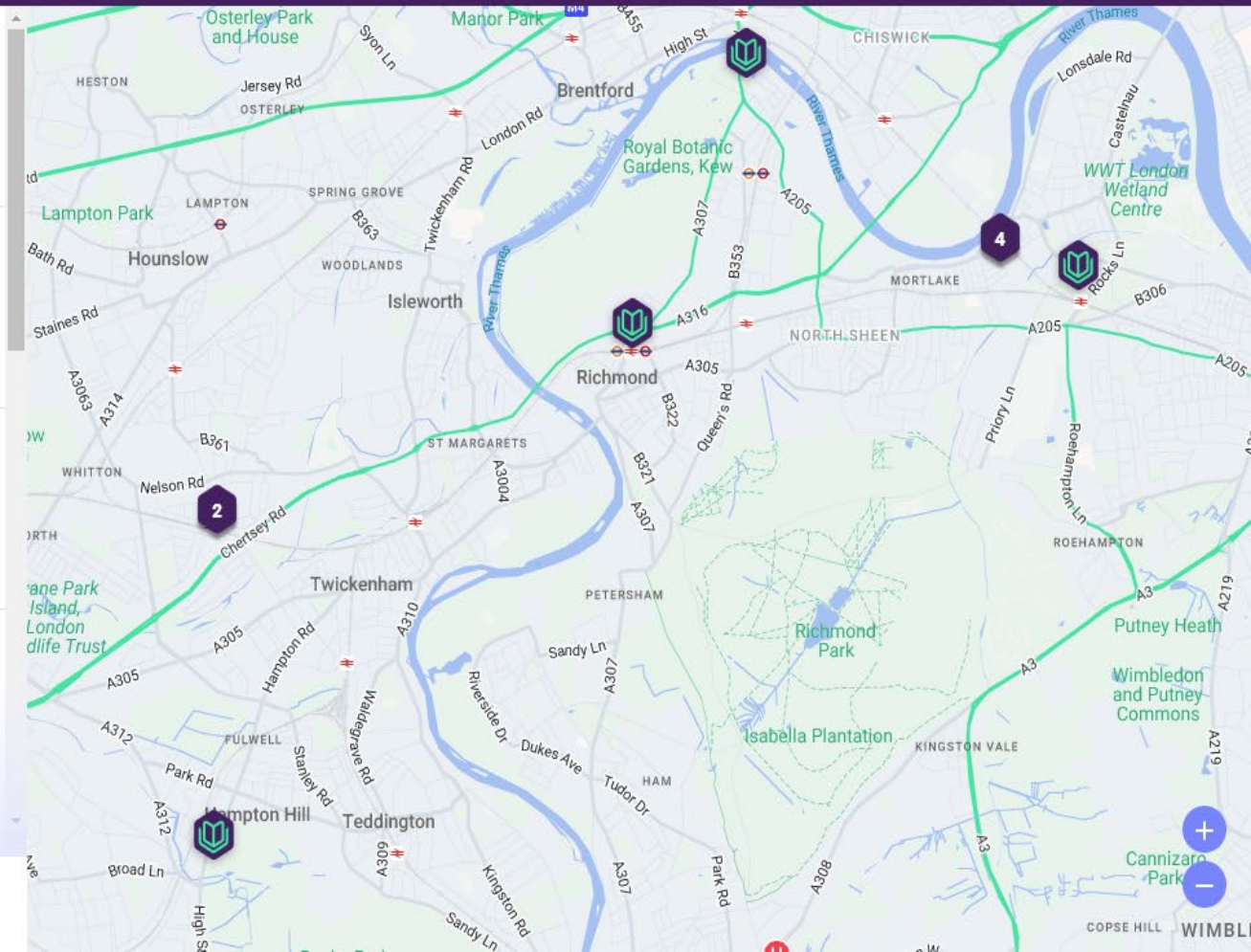
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 **Guide**

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## Richmond Access Guides

**Accessibility Symbols**  
0 selections 


**Filter by Venue types**  
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Please select your requirements

- |  |   |  |   |
|--|---|--|---|
|  <b>Level Access and Automatic Doors (or No Doors)</b> <input type="checkbox"/> |  <b>Ramped/Sloped Access, and/or Manual Doors</b> <input type="checkbox"/> |  <b>Mobility Impaired Walker</b> <input type="checkbox"/>           |  <b>Ramped/Sloped Access that is Long / Steep (may have Manual Doors)</b> <input type="checkbox"/> |
|  <b>On-Site Parking</b> <input type="checkbox"/>                                |  <b>Off-Site Parking</b> <input type="checkbox"/>                          |  <b>Blue Badge/Accessible Parking Bays</b> <input type="checkbox"/> |  <b>Designated Drop-Off Point</b> <input type="checkbox"/>   |
|  <b>Accessible Toilet</b> <input type="checkbox"/>                              |  <b>Ambulant Toilet</b> <input type="checkbox"/>                           |  <b>Step Free Standard Toilet</b> <input type="checkbox"/>          |  <b>Gender Neutral Toilet</b> <input type="checkbox"/>   |

[Clear Selected Symbols](#) [Apply Symbols](#)

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**I'm looking for...**  
Try searching for restaurants, hotels, hospitals, universities

**Near to...**  
Place, town or postcode

[Search](#)


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## York House

Richmond Road, Twickenham, London, TW1 3AA

-  020 8831 6108
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## Accessibility Symbols



Ramped/Sloped Access, and/or Manual Doors



Mobility Impaired Walker



On-Site Parking



Blue Badge/Accessible Parking Bays



Accessible Toilet



Ambulant Toilet



Step Free Standard Toilet



Baby Changing Facility



Seat(s) Available



Assistive Listening



Large Print


For more information about what these symbols mean, view our [Accessibility Symbols Guide](#).

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York House

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Something changed?

Search Access Guide



Introduction



Location



Parking (York House)



Outside Access (Main Entrance)



Reception (York House)



Inside Access (York House)



Council Chambers - Ground Floor



The Terrace Room - Ground Floor



The Salon - Ground Floor



Toilet with Adaptations (Council Chambers Corridor)



Standard Toilet(s) (Council Chambers Corridor)



## Introduction

- Services / facilities within the grounds include gardens and a car park.
- The building services provide options for wedding facilities, functions and council services. There are the various rooms and options available: The Salon, The Hyde Room, The Clarendon Hall, The Winter Garden, The Octagon, The Terrace Room, The Loggia Room, Register Office, Council Chambers and Meeting Rooms.





Introduction >

Location >

**Parking (York House)**

Outside Access (Main Entrance) >

Reception (York House) >

Inside Access (York House) >

Council Chambers - Ground Floor >

The Terrace Room - Ground Floor >

The Salon - Ground Floor >

Toilet with Adaptations (Council Chambers Corridor) >

Standard Toilet(s) (Council Chambers Corridor) >

### Photos



## Parking (York House)

- The venue does have its own car park.

[Collapse all](#) [Expand all](#)

Venue Car Park

View

Drop-off Point

View

Comments

View

Introduction >

Location >

**Parking (York House)**

Outside Access (Main Entrance) >

Reception (York House) >

Inside Access (York House) >

Council Chambers - Ground Floor >

The Terrace Room - Ground Floor >

The Salon - Ground Floor >

Toilet with Adaptations (Council Chambers Corridor) >

Standard Toilet(s) (Council Chambers Corridor) >

### Photos



## Parking (York House)

- The venue does have its own car park.

[Collapse all](#) [Expand all](#)

### Venue Car Park

View

- Parking is not free for all users.
- Parking is free for Blue Badge holders.
- The car park is located directly outside the venue.
- The car park type is open air/surface.
- Parking spaces for Blue Badge holders cannot be booked in advance.
- There is/are 3 Blue Badge parking bay(s) within the car park.
- The dimensions of the Blue Badge parking bay(s) are 350cm x 490cm (11ft 6in x 16ft 1in).
- The nearest Blue Badge bay is 27m (29yd 1ft) from the main entrance.
- The furthest Blue Badge bay is 35m (38yd 10in) from the main entrance.





Introduction >

Location >

Parking (York House) >

Outside Access (Main Entrance) >

Reception (York House)

Inside Access (York House) >

Council Chambers - Ground Floor >

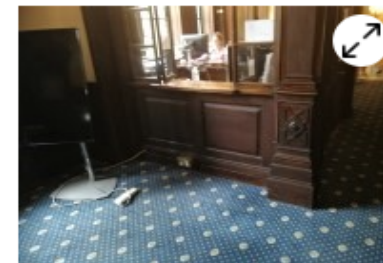
The Terrace Room - Ground Floor >

The Salon - Ground Floor >

Toilet with Adaptations (Council Chambers Corridor) >

Standard Toilet(s) (Council Chambers) >

## Photos



## Reception (York House)

- The desk/counter is 5m (5yd 1ft) from the main entrance.
- There is level access to the desk/counter from the entrance.
- The desk/counter is medium height (77cm - 109cm).
- The desk/counter does not have a low (76cm or lower) section.
- The lighting levels are adjustable.
- There is a hearing assistance system.
- The hearing system is available only on request.
- The type of system is a portable loop.
- Staff are not trained to use the system.



The Terrace Room - Ground Floor >

The Salon - Ground Floor >

Toilet with Adaptations (Council Chambers Corridor)

Standard Toilet(s) (Council Chambers Corridor) >

Other Floors (York Hall Reception Area) >

Lift (York Hall Reception Area) >

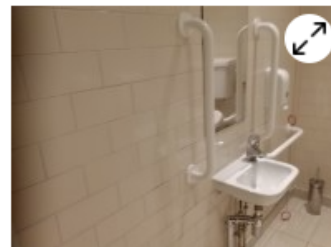
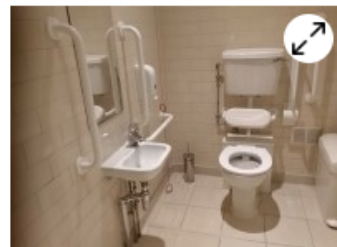
Outside Access (The Octagon Room) >

The Octagon Room - Ground Floor >

The Winter Garden - Ground Floor >

The Studio - Ground .

### Photos



## Toilet with Adaptations (Council Chambers Corridor)

- Accessible toilet facilities are available.

[Collapse all](#) [Expand all](#)

Location and Access

View

Features and Dimensions

View

Position of Fixtures

View

Colour Contrast and Lighting

View

Standard Toilet(s)  
(Council Chambers  
Corridor) >

Other Floors (York Hall  
Reception Area) >

Lift (York Hall  
Reception Area) >

Outside Access (The  
Octagon Room) >

The Octagon Room -  
Ground Floor >

The Winter Garden -  
Ground Floor >


The Studio - Ground

## Toilet with Adaptations (Council Chambers Corridor)

- Accessible toilet facilities are available.

[Collapse all](#) [Expand all](#)

### Location and Access

View 

- There is pictorial signage on or near the toilet door.
- This accessible toilet is approximately 22m (24yd 2in) from the main entrance.
- This accessible toilet is located in the corridor on the right as you enter from the main entrance, opposite the council chambers on the ground floor.
- There is level access to this accessible toilet.
- This is by lift.

- This is a shared toilet.
- A key is not required for the accessible toilet.
- The door opens by sliding (Bi-Fold).
- The door is locked by a locking handle.
- The width of the accessible toilet door is 91cm (2ft 12in).
- The door is heavy.
- The dimensions of the accessible toilet are 144cm x 218cm (4ft 9in x 7ft 2in).
- There is not sufficient turning space in the cubicle for a wheelchair user.
- There is not a lateral transfer space.
- The tap type is lever.
- There is a mixer tap.
- There is an emergency alarm.
- The emergency pull cord alarm is fully functional.
- Disposal facilities are available in the cubicle.
- There is a/are sanitary and waste paper pedal bin disposal units.
- There is not a/are not coat hook(s).

- Wall mounted grab rails are available for the toilet.
- As you face the toilet the wall-mounted grab rails are on both sides.
- There is not a shelf within the accessible toilet.
- There is a mirror.
- Mirrors are not placed at a lower level or at an angle for ease of use.
- The height of the toilet seat above floor level is 47cm (1ft 7in).
- There is a hand dryer.
- The hand dryer can be reached from seated on the toilet.
- The hand dryer is not placed higher than 100cm (3ft 3in).
- There is not a towel dispenser.
- There is a toilet roll holder.
- The toilet roll holder can be reached from seated on the toilet.
- The toilet roll holder is not placed higher than 100cm (3ft 3in).
- There is a wash basin.
- The wash basin cannot be reached from seated on the toilet.
- The wash basin is not placed higher than 74cm (2ft 5in).



# How to address equalities in funding applications

**Julie Gavin**

Capacity Building Manager, Richmond CVS

**Eleni Ioannou**

Policy and Review Officer, Richmond Council



# Addressing equalities in VCSE funding applications

Voluntary Sector Forum

4 September 2024

## Working with voluntary sector partners to deliver equality for all residents across the borough

- ❑ Grant applications often include equality, diversity and inclusion (EDI) criteria which must be addressed to fully demonstrate how organisations will use funding from the Council to meet the needs of all the equality groups they serve.
- ❑ Council and all organisations have a duty to abide by the Equality Act 2010 which makes it unlawful to discriminate on the following grounds: age, disability, gender reassignment, marriage/civil partnership, pregnancy, maternity, race, religion/belief, sex (gender) and sexual orientation. These are known as “protected characteristics”.
- ❑ The Council has also adopted socio-economic status as a further characteristic to be considered and these groups include:
  - ▶ Those who live in relatively more deprived areas.
  - ▶ Low-income groups and unemployed people.
  - ▶ Carers.
  - ▶ Care experienced people.
  - ▶ Single parents.
  - ▶ Those with health inequalities.
  - ▶ Those with refugee status.

# What kind of equality issues is the VCSE asked to consider when applying for funding?

Many funding applications will include the following areas in their guidance on equalities which VCSE organisations need to address:

- ▶ They expect projects to be open to all who want to be involved, unless you can give a good reason why this should not be the case.
- ▶ If you plan to restrict who can take part you should explain why in your application, so that funders can consider whether this is acceptable.
- ▶ Groups and organisations applying should also consider how their project benefits and engages people from under-represented groups/communities, for example, people living with disabilities, people from Black, Asian and Minority Ethnic backgrounds, LGBTQI+ people, or people facing financial hardship.
- ▶ Applications should demonstrate how you plan on ensuring your project is inclusive and accessible to people with protected characteristics

# Where can we find data about people with protected characteristics in Richmond?

DataRich is a one stop shop for statistics and analysis for the Borough and provides information under a range of themes including:

- ❑ Population
- ❑ Economy and employment
- ❑ Equalities
- ❑ Health and social care
- ❑ Transport and travel
- ❑ Crime
- ❑ Community wellbeing
- ❑ Housing
- ❑ Environment

The site draws data from a wide variety of sources including the Office for National Statistics, NOMIS, DCLG and many more.

**It is accessible on the Richmond Council website**

**<https://www.datarich.info/>**

In addition - you should consider your own organisations(anonymised) service data. This is the data you hold on your service users including any on their protected characteristics.

# Thinking about how you can ensure your project is inclusive for all?

- ❑ If you have any queries around answering grant application questions on equality, diversity & inclusion contact:
  - ▶ RCVS - Julie will speak more on this now.
  - ▶ The Council team dealing with the funding for additional guidance.
  - ▶ NCVO - they provide a range of news/insights, guidance and training in the area of equity, diversity & inclusion:

<https://www.ncvo.org.uk/topic/equity-diversity-and-inclusion/>

# Richmond CVS is committed to:

- Considering equality, diversity and inclusion within our own service delivery, operations and governance.
- Supporting the sector to consider equality, diversity and inclusion as they develop and deliver projects and services, within their operations and at board level.

## **How?**

- Training and events - range of events delivered by expert partners including the HEAR Network, Getting On Board, Diversity Trust, etc.
- One-to-one support - improving the diversity of boards, project planning, supporting policy development.



# Showcasing your approach

- Organisational policies
- Partnerships
- Data - knowing your community
- Data - monitoring & evaluation



# Removing barriers to inclusion

- Accessibility
- Affordability
- Community engagement
- Feedback



# Inclusive governance

- Boards should reflect the communities they serve
- Open recruitment process
- Collect board diversity data
- Value lived experience alongside professional skills
- [Richmond Trustee Network Event – 9 September](#)

# Practical examples

- Vary timings of activities
- Provide childcare
- Consider partnerships
- Creating a service user advisory group
- Audit your facilities

## How do I find out more?

- If you would like to discuss how your organisation approaches EDI email me [julieg@richmond cvs.org.uk](mailto:julieg@richmond cvs.org.uk)
- Sign up for the Richmond CVS newsletter to stay informed about our work, [sign up here](#)



# The Community Resilience Project

**Julie Gavin**

Capacity Building Manager, Richmond CVS

**Myles Wick**

Senior Emergency Planning Officer, Richmond Council

# Community Resilience Project

**Julie Gavin**

**Capacity Building Manager**

**Richmond Council for Voluntary Service**

**JulieG@richmondcvcs.org.uk**



# RICHMOND EMERGENCY PLANNING TEAM



**Joanna Robb**  
**Head of**  
**Emergency**  
**Planning**

**Myles Wick**  
**Senior Emergency**  
**Planning Officer**

**Candice Oréal**  
**Emergency**  
**Planning Officer**

- We are responsible to ensuring the Councils are complying to the Civil Contingencies Act 2004.
- One of us is on call at all times to respond to Civil Emergencies within the Boroughs.

# Borough Resilience Forum (BRF)



The Borough Resilience Forum is a group of organisations that come together to coordinate planning and preparing for major incidents.

It was created by Civil Contingences Act. It meets 4 times every year.

It includes the emergency services, local government, and important private sector companies.



It creates links between key organisations, promotes cooperation and even co-writes plans for some major incidents such as flooding.

The horizontal bar at the bottom of the slide features a collection of logos for the following organizations:

- London Ambulance Service NHS Trust
- Environment Agency
- London Borough of Richmond upon Thames
- LFB London Fire Brigade
- NHS South West London
- British Transport Police
- The Brighter Borough Wandsworth
- Metropolitan Police
- Network Rail
- Cadent Your Gas Network
- UK Power Networks Delivering your electricity
- Ministry of Defence
- South Western Railway
- Met Office
- Battersea Power Station
- Transport for London
- Port of London Authority
- Richmond CVS empower - enable - involve
- Thames Water
- Twickenham Principal Partner British Airways

# What is community resilience?

*The ability of a community to recover from a disaster or persist sustainably in the face of a new, ongoing challenges or hardship*



# Our Project (March to November 2024)

- 3 main outcomes:
  1. Improved relationships between the VCS and statutory agencies
  2. Increased community preparedness for emergencies, through joint planning
  3. Improved data & insights on community preparedness
- Achieved through a mapping exercise

# Progress so far

- [The survey is currently live!](#)
- Questions cover areas including:
  - support provided in previous emergencies
  - business continuity or emergency response plans
  - information about assets/premises
  - support required from RCVS and statutory partners

# How can you engage?



- Not too late to complete the survey
- Interviews and focus groups
- Workshop – **October 10<sup>th</sup> 9.30-12.30**
- Contact **Carmen Vicos**  
[carmenv@richmond cvs.org.uk](mailto:carmenv@richmond cvs.org.uk)





# Age UK Richmond's Dementia Friendly Richmond, creating an inclusive borough for those with dementia and Nightingale Service, home support for those leaving hospital

**Marie-Therese Keegan**

Dementia Friendly Richmond Coordinator, Age UK Richmond

**Helen Monteiro**

Nightingale Service Manager, Age UK Richmond





*'Age UK Richmond has been very important to me - meeting new people, outings - has given me a purpose. The staff are amazing.'* Mrs S



Local and independent charity  
supporting older people in  
Richmond upon Thames

[ageukrichmond.org.uk](http://ageukrichmond.org.uk)  
Registered Charity No. 1084211



'Who knew you could make another group of close friends in your 60s?'

Mrs C



# Who we are

Age UK Richmond upon Thames is an independent local charity. We've been working in the local community to help older people for nearly 60 years. We have 50 dedicated staff and over 100 volunteers helping us to deliver services and activities for older people in the London Borough of Richmond upon Thames.

## Our Mission

Providing and empowering a community where all local older people can love later life.

## Our Vision

Provide support to help local older people to live healthier, happier and more independent lives.



# Our Services

INFORMATION & ADVICE

WELLBEING SERVICES

CONNECT TO TECH

HOME SERVICES

NIGHTINGALE SERVICE

DEMENTIA FRIENDLY RICHMOND

MENTAL HEALTH PEER SUPPORT



'Age UK Richmond is my other family'  
Mrs J



# Dementia Friendly Richmond

*A partnership of organisations aiming to make  
Richmond a dementia friendly borough.*

**020 8744 1965**  
**dementiafriendly@ageukrichmond.org.uk**

# What is Dementia Friendly Richmond?

**Dementia Friendly (Communities) Richmond is a Richmond Council funded project delivered by Age UK Richmond.**

DFR aims to create an inclusive borough where residents affected by dementia are empowered & supported to live well. It supports those with dementia and their carers to:

- **TRAVEL** to where they want to go safely
- **LIVE** somewhere they feel supported, understood and included in community life
- receive the help they need to **ACCESS** quality health, care and support services
- be able to **PARTICIPATE** in all that London has to offer in arts, culture and leisure
- **FEEL CONFIDENT** to visit local high streets and town centres.

Age UK Richmond co-ordinates the activities of **Dementia Friendly Richmond**. We work with people living with dementia, organisations and businesses across the borough keen to become more dementia friendly.

# Who is Dementia Friendly Communities Richmond

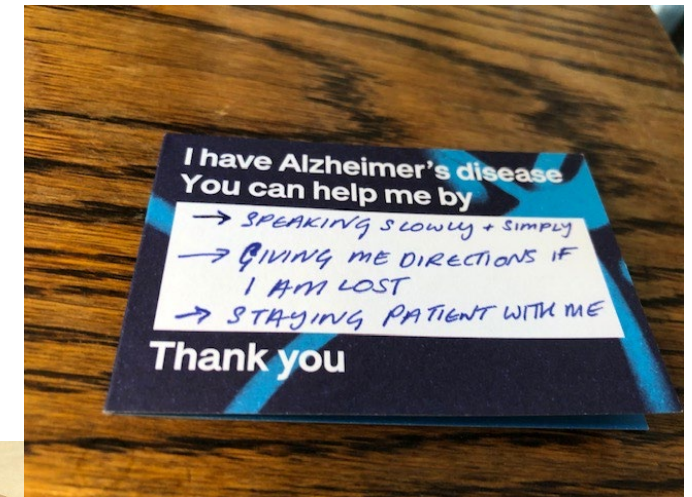
- ✓ 110 members ( and growing) from charities, organisations and local businesses
- ✓ Each member commits to 2 dementia friendly actions ( minimum)
- ✓ We arrange Alzheimer's Society's Dementia Friends Information Sessions.
- ✓ We hold quarterly network meetings





# The scale of the challenge

- **982,000 people** are living with dementia
- By 2040, this will **increase to 1.4 million**
- **1 in 3 people** born in the UK today will develop dementia
- Dementia is the **leading cause of death** in England and Wales
- Developing dementia is the **greatest concern** for people over 60





# The situation locally

Estimated number of people living with dementia in Richmond: 2,200 in 2022 and expected to rise to 3,835 by 2035.

Two thirds of people with dementia live in the community.

Positive note: We can cut our risk of dementia by if we apply the healthy heart, healthy head advice:

*What is good for the heart is good for the brain. Following this advice post diagnosis can slow down the progress of dementia.*

Positive note: Our community is making a difference through working together to make Richmond dementia friendly.



# My Role

- Support the DFCR with their actions
- Provide opportunities for networking to share ideas and resources and highlight your work
- Give access to guidance and dementia friends resources
- Share information about what's happening in Richmond for people living with Dementia



# Dementia Friends 5 Key messages

1. Dementia is not a natural part of aging
2. It is caused by diseases of the brain
3. It's not just about memory loss
4. It's possible to live well with dementia
5. There is more to the person than the dementia



# Living with Dementia... Mike is still here.







A council funded project delivered  
by Age UK Richmond



## Get in touch

### Dementia Friendly Richmond Coordinator

Marie-Therese Keegan

**020 8744 1965**

**[dementiafriendly@ageukrichmond.org.uk](mailto:dementiafriendly@ageukrichmond.org.uk)**



# The Nightingale Service

A free, short-term service for those leaving hospital or who have become unwell in the community.

**020 8876 2449**

**[nightingale@ageukrichmond.org.uk](mailto:nightingale@ageukrichmond.org.uk)**



# What is the Nightingale Service?

- Service commenced in September 2015
- Aim: to support the discharge process and to save the NHS bed days / AND to avoid hospital admissions.
- Referrals mainly from Kingston, WMUH, RRRT but any Health and Social care professional can refer. Any hospital discharging a Richmond resident.
- Self-referrals taken
- **SHORT TERM/ Free service!**



# Referral Criteria

- Living in Richmond Borough
- Over 65 (for any clients under this age, please discuss with Service Manager)
- Living alone or with another vulnerable adult: **NOT** for people with family or friends who can help - unless there is good reason!

## Current service hours

- Core: Monday - Thursday 9am - 5pm
- Extended hours: Friday 9am - 8pm (rota basis)
- Access to Volunteers
- Access to Age UK Richmond Handyperson Service (limited)



### The team:

Manager: Helen Monteiro

Team of Home from Hospital Coordinators

Team of enthusiastic volunteers: Keysafes / furniture moves

# Before Discharge Help

- Installing quality key safes
- Setting up micro-environments
- Ensuring the home is ready for discharge
- Purchasing items required for safe discharge
- **NEW** - Alcove pendant alarm installation
- Waiting for deliveries



# Ensuring the home is ready

- Clearing out old food/ light cleaning / making up bed
- Checking heating
- Check lighting
- Removing obvious trip hazards
- Reporting any concerns that we cannot manage





# Some results in pictures

Before / After



# Support at home: essential

- If someone becomes unwell at home and they need support, we can do **all** the things we do for hospital discharges.
- Short-term until alternatives arrangements made
- Keysafes
- Micro-environment set up
- Shopping / collecting prescriptions
- Laundry – Finding a long-term solution
- We will ensure that the client has the best ongoing support before ending our interaction. There is no prescribed time limit to our help.
- Our team also supports with referring to other services like Welfare Benefits advice, help with shopping, combating social isolation, support to attend appointments and ongoing help at home.



# How to make a referral

- Complete referral form (link on the Age UK Richmond website)  
**[www.ageukrichmond.org.uk](http://www.ageukrichmond.org.uk)**
- Send D2A
- Send email with referral form to **[nightingale@ageukrichmond.org.uk](mailto:nightingale@ageukrichmond.org.uk)**  
Please include your CRN / Mosaic number too
- All workers have access to this email address, so this is the **best way** of ensuring that your referral is seen
- Nightingale telephone: **020 8876 2449** – Mobile numbers being phased out.





# Climate Strategy and engagement

**Georgina Creighton**

Georgina Creighton, Partnerships and Engagement Officer  
(Climate Change and Sustainability), Richmond Council

# Climate & Sustainability Updates Voluntary Sector Forum

**4 Sept 2024**

Georgina Creighton

Partnerships & Engagement – Climate Change & Sustainability



# Updates

1. New Richmond Climate & Sustainability Strategy
2. Richmond Resident Climate Action Pack
3. Library of Things, Twickenham
4. Microgrants





help  
us **shape**  
our new

# Climate Strategy for Richmond 2025-2030

 LONDON BOROUGH OF  
RICHMOND UPON THAMES





# New Richmond Climate Strategy

- New strategy for 2025 – 2030
- Opportunities to get involved
  - End Sept - Online Commonplace platform
  - 17 Sept - Resident workshop online
  - 26 Sept - Resident workshop in person
  - 10 Oct - Community group workshop
  - 4 Oct - Stakeholder breakfast (invitation only)

[https://www.richmond.gov.uk/climate\\_emergency\\_strategy](https://www.richmond.gov.uk/climate_emergency_strategy)





**CLIMATE  
EMERGENCY**



**Richmond**

**RESIDENT**

**ACTION PACK**





# Richmond Resident Climate Action Pack

- Published end 2023
- Links to local services & organisations

[https://www.richmond.gov.uk/climate\\_emergency](https://www.richmond.gov.uk/climate_emergency)

Richmond Climate Emergency Resident Action Pack

## OUR COMMUNITIES

We're fortunate in Richmond to have strong communities and welcoming neighbourhoods as well as many groups and organisations active in creating community solutions to the climate crisis.

These groups often provide multiple additional benefits such as saving residents money and improving our lives and wellbeing.

### ADDITIONAL BENEFITS

**Wellbeing**  
Community initiatives can help with social cohesion and connectedness, creating access to local services and activities as well as opportunities to make new social connections.

**Money-saving**  
Shared resources and spaces create opportunities for residents to save money on items they purchase and the energy they save on their home energy bills.

### WHAT CAN YOU DO?

**Our community matters and these projects help improve them.**

- Our [Community Spaces](#) include libraries and free or low-cost voluntary and community sector friendly spaces for residents to keep warm in winter and engage with others. The [Cool Spaces](#) website has information of places to take refuge from the heat in summer across London.
- [Richmond Furniture Scheme](#) collect surplus furniture from homes and businesses and redistributes to people who want it.
- Various repair cafes are thriving across the borough including [Twickenham Repair Café](#) encouraging residents to bring their toys, electrical items, clothing, household objects and gadgets to extend their use.
- Richmond [Library of Things](#) (2023/4 launch) will be a facility for members of the public to borrow household equipment when needed.
- [The Real Junk Food Project](#) has sustainable food at its heart, matching surplus waste with needs at various locations and times across the borough.
- The [South West London Energy Advice Partnership](#) is a partnership between [Habitats & Heritage](#) and [Crew Energy](#) who provide free and low-cost energy solutions to houses on low income around the borough as well as energy saving tips and advice on their website.
- [Friends of the Earth Richmond & Twickenham](#) have created a 'Green Richmond' guide to sustainable living in Richmond Borough, full of resources, contacts and ideas for reducing our impact on the environment.

These community groups are vital in creating a culture of sustainable behaviours and innovation in finding solutions we can all adopt.

5





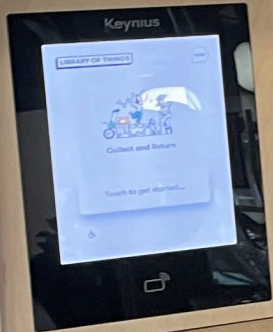
# LIBRARY OF THINGS

Affordably  
rent 30+  
useful items

Collect & return

## How it works

- 1 Join and reserve items online at [libraryofthings.co.uk](http://libraryofthings.co.uk)
- 2 Collect items from the lockers
- 3 Return items for others in the community to use



Need help?  
Call us  
07541 492736

Book online,  
collect here



Multiple Things  
Wash Machine  
Shower Gel  
Curtain Rings  
Curtains  
Spare Tires  
Car Tyres  
Car Tyres  
Car Tyres  
Car Tyres  
Car Tyres

Dehumidifier  
Extracts moisture from your home and belongings

16





# Library of Things, Twickenham

- Launched Feb 2024, located in Patch
- Items to borrow: cleaning, DIY, hobbies, gardening, adventuring, cooking, hosting...
- Please help us spread the word
- **<https://participate.libraryofthings.co.uk/twickenham>**





supported by



LONDON BOROUGH OF  
RICHMOND UPON THAMES

# CLIMATE ACTION MICROGRANT

# Climate Action Microgrants

- £100 and £500 to community groups, schools, individuals, or non-profits
- 16 awarded to date
- These grants support events, activities and initiatives that promote positive behaviours around climate change and sustainability.
- Monthly rolling programme for 12 months – last application deadline Nov 2024

[https://www.richmond.gov.uk/climate\\_action\\_microgrants](https://www.richmond.gov.uk/climate_action_microgrants)







**Thank you**

[ClimateChange@Richmond.gov.uk](mailto:ClimateChange@Richmond.gov.uk)

[Georgina.Creighton@RichmondandWandsworth.gov.uk](mailto:Georgina.Creighton@RichmondandWandsworth.gov.uk)





Community Conversation

# Open Forum and Q & A

