

Tackling Hardship Crisis in Wandsworth

Wandsworth Hardship Crisis Network

12th July 2016

Welcome



Wandsworth



Agenda

2.00 **Welcome and Introduction:** Malik Gul, WCEN

2.15 **Introduction to the Help Through Hardship and Crisis Project:** Phil Jew, CAW

2.45 **Roundtable Discussion**

- How would you like to work with the project?
- What contributions are you able to make?
- What type of information and training would you find useful?
- What type of reporting and feedback would you like?

4.00 **Group Feedback**

- We will be documenting the project throughout the next 4 years using a variety of multi-media ways. These will be shared through our online platforms and at workshops and conferences to share lessons and good practice. **Please let us know if you would not like to be filmed or recorded.**

Hardship in the UK

“Despite improvements to the UK economy, a significant proportion of people continue to experience poverty (13 million across the UK; Joseph Rowntree Foundation, 2014). In addition, over the last few years, one of the most worrying trends is the significant increase in situations where people have reached an emergency in relation to a lack of basic needs such as food, shelter, fuel and basic health and/or social care.”



Big Lottery Fund, summer 2015

Hardship in Wandsworth: A reminder

- **Food Poverty:** Emergency food for 4078 people in 1011 households, 15/16: 25% increase
- **Benefit caps and sanctions:** food poverty and homelessness. 760 households to be affected by reduction in benefit cap later this year, Council Tax Reduction Scheme cuts affect nearly 5,500 low income households
- **Care of the elderly:** excess winter deaths highest in London (JSNA 2014)
- **Homelessness:** WBC accepted 7 large families as homeless in 09/10 and over 100 in 14/15. Disproportionate effect on BAME population.



Hardship in Wandsworth: A reminder

- **Mental health:** 48,500 people, £53m cost to CCG. BAME over-representation (JSNA 2014)
- **60% of Citizens Advice clients have mental health problem:** 50% of people with debts have a MH problem; 62% of homeless people have a MH problem (Citizens Advice)
- **Domestic violence:** 21% annual increase in reported domestic violence offences (JSNA 2014)

Thanks to a £470K grant from the Big Lottery Fund over the next 4 years we have an opportunity to do something about this.

Together!



#smileyface

Help Through Hardship Crisis Project

- We have been funded to work in partnership with local community, social and faith agencies and networks and other local services to provide tailored, **community-based advice and advocacy** for local people facing hardship.

Outcomes

- People who have experienced hardship crisis are better able to improve their circumstances
- People who are at high risk of experiencing hardship crisis are better able to plan for the future
- Organisations are better able to support people to effectively tackle hardship through sharing learning and evidence
- Those experiencing, or who are at high risk of experiencing, hardship crisis, have a stronger, more collective voice, to better shape a response to their issues

A social network approach: our theory of change

“In our experience networks and organisations embedded deep inside our communities - churches, mosques and temples, VCS groups, local schools, sports clubs, tenants associations - are often the first point of contact when people experience hardship. They are best placed to identify those who have become isolated and vulnerable and be a friendly contact, but may lack the knowledge or expertise to support or refer people to appropriate services. This is where people fall through the gaps.”

(Extract from our funding bid)

So, what will we do?

Relationships, networks, learning

- Relationships, relationships, relationships: the project is all about them
- The platform for our project is establishing links and trust between agencies, groups and people wanting to tackle hardship
- We will build a hardship crisis network to learn from the lived experience of people in hardship
- A network of trained people in the community, able to provide 'advice first aid' and refer on to CAW advisers
- 2 Network events and 1 conference per year
- On-going evaluation and learning (with Natasha Choudrey from London Met's support)

Building a trained community network

- We have started to build new relationships: Mushkil Aasaan, STORM, IAPT, Hope Atrium
- We want a diverse range of community groups to commit to being involved
- We want strong links and involvement agreements with statutory services: social services, mental health services, housing and homelessness etc
- We will offer (accredited) Citizens Advice training in advice first aid for at least 30 people per year
- We will deliver training on mental health and dealing with highly stressed people as part of the project

Advice & advocacy

- We have two new advisers who will work on the project: Jo Fairclough and Beverly Baines
- We can provide advice and casework for 240 people in year one and 320 in years 2 to 4
- Agencies and groups who want to be involved will have a direct referral route to CAW advisers
- Our advisers will work with other local services to provide holistic support to improve people's circumstances
- Trained people in the community will help to support people
- We will have a small **crisis fund** to help meet immediate needs for food, shelter, fuel and basic health or social care

Roundtable Discussion

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- What type of reporting and feedback would you like?