

6 months in: The impact of coronavirus on our clients

'Hi I am really struggling with money at the moment an i am a little bit worried as I have a 5 month old baby who is on formula and only has a little bit left and has nearly ran out of nappies I also have a 6year old. Son and can't afford food or milk I have no essentials washing stuff to wash our clothes or bath stuff I'm struggling a lot because im affected by the benefit cap is there any way you can help me as soon as possible I am desperate'

**citizens
advice**

Wandsworth

November 2020

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Introduction:

At Citizens Advice Wandsworth (CAW) we provide information and advice to help people manage the problems they face. We also spot patterns in the issues that people bring to us and work to address them where we can.

This report is the latest and most in-depth examination of the issues and problems local residents have approached us about in the coronavirus period. Throughout this report we use quotes from the messages that clients send us to illustrate the problems they have faced.

Between March 31st and September 30th 2020, we advised **5,176 people** on **13,271 issues**. Since the first Covid-19 lockdown we have worked hard to reach residents who might struggle to access our services while our offices are closed. We are really grateful to our local partners from across the sector who have helped us to do this. The borough-wide collaboration is something we should all be proud of.

Patterns in advice issues brought to us have unsurprisingly changed during this coronavirus period; with many more enquiries about housing and employment and a particularly steep rise in contacts from people experiencing immediate hardship and crisis.

The data in this report can help inform the continued response to the pandemic, highlighting where policy changes are necessary to better support Wandsworth residents. The experiences of our clients illustrates the need to both maintain and expand the support offered by local and central government in order to protect residents from the ongoing impact of the pandemic.

Our data also shows that the profile of our clients has changed. The report therefore prompts us to think about how, when and where we deliver our services to ensure we meet the needs of those residents who need us the most.

The national picture:

Since March, the number of employees on the payroll throughout Britain has fallen by **637,000**

1

Redundancies have increased nationally by **114,000**



2

Percentage of the national population claiming Universal Credit and Job Seekers Allowance ³

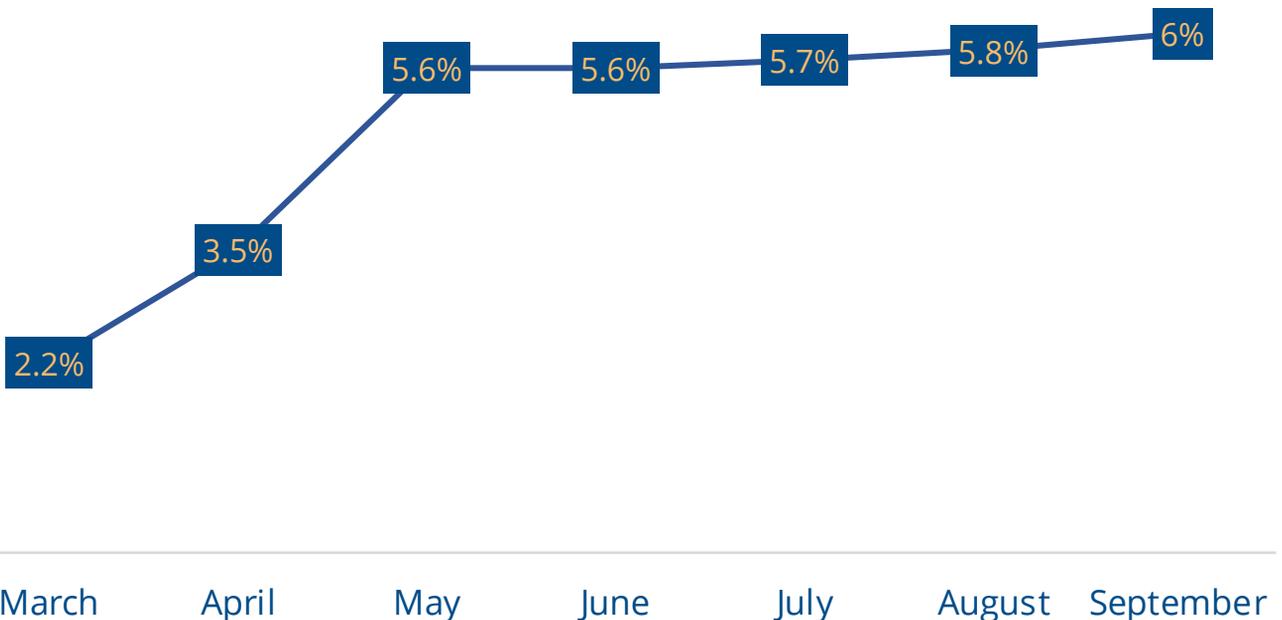
March
2020
3.0%

September
2020
6.6%

The Wandsworth picture:



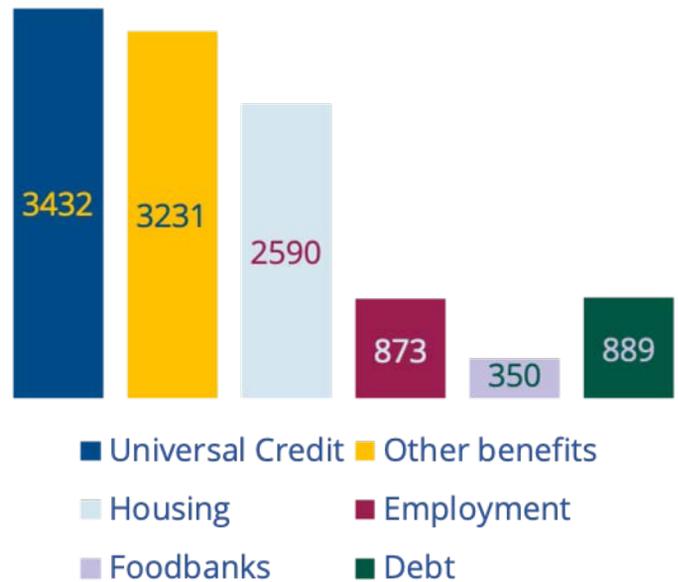
Percentage of people claiming Universal Credit and Job Seekers Allowance in Wandsworth ⁷



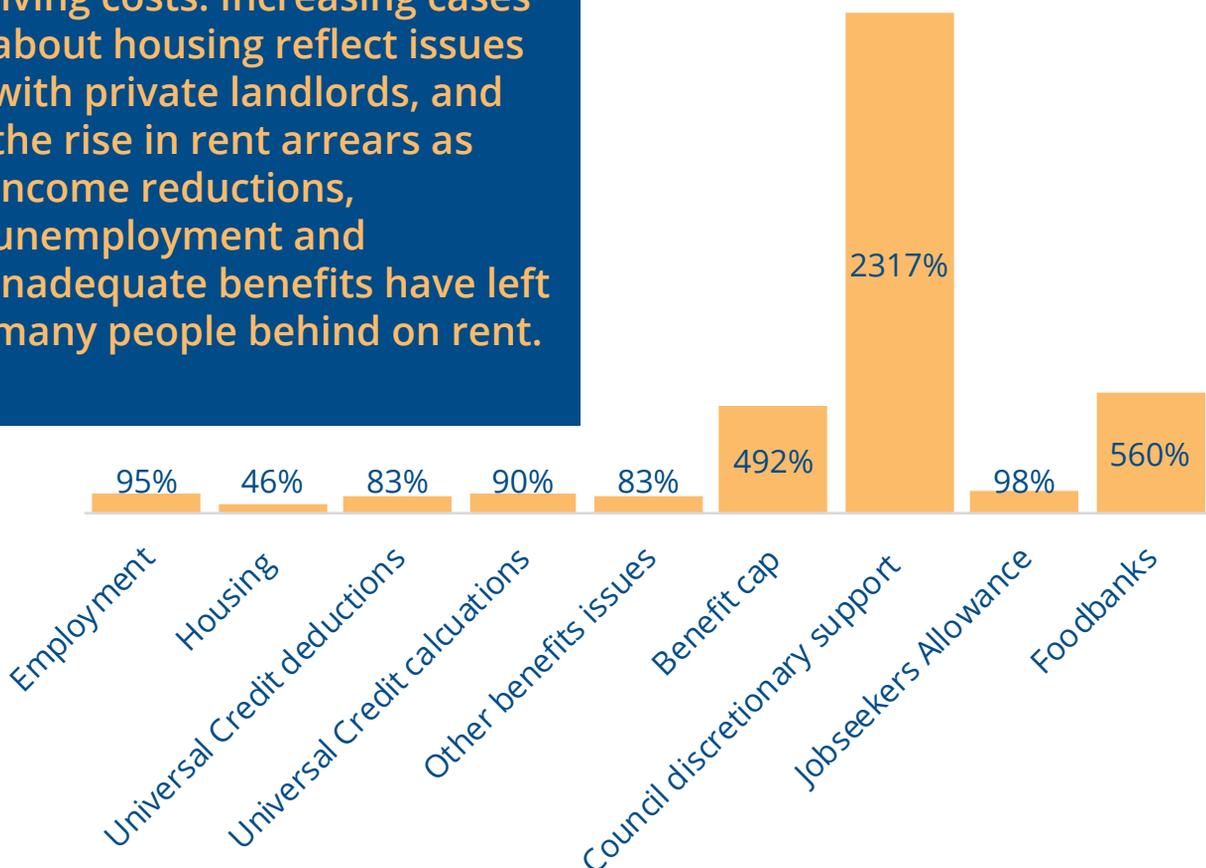
Our picture - Case increases:

Unsurprisingly, our data has largely followed national trends. Cases about employment have risen; reflecting issues with furlough, and increasing redundancies. High numbers of issues about Universal Credit and other benefits reflect the rise in benefit claims as unemployment increases. The increase in cases about foodbanks, council discretionary support and the benefit cap point to increasing hardship as many people's benefits are insufficient to cover their living costs. Increasing cases about housing reflect issues with private landlords, and the rise in rent arrears as income reductions, unemployment and inadequate benefits have left many people behind on rent.

Most common issues:



% increase in cases:

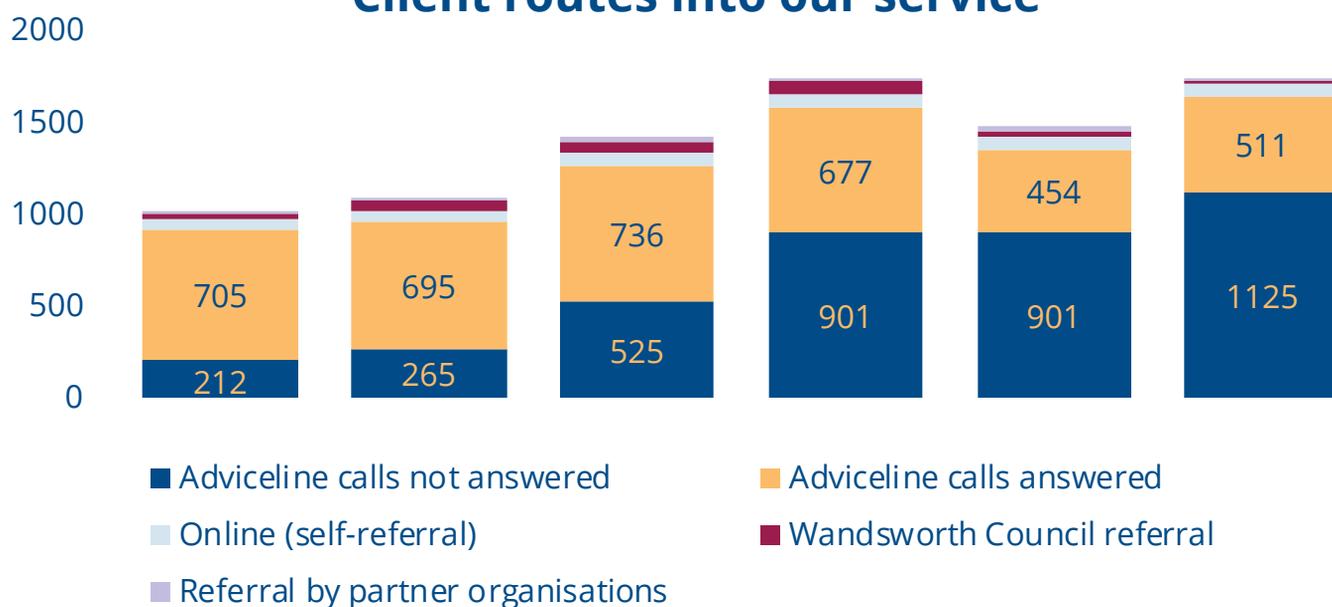


Our picture - Service demand:

Adviceline calls answered and referrals in



Client routes into our service



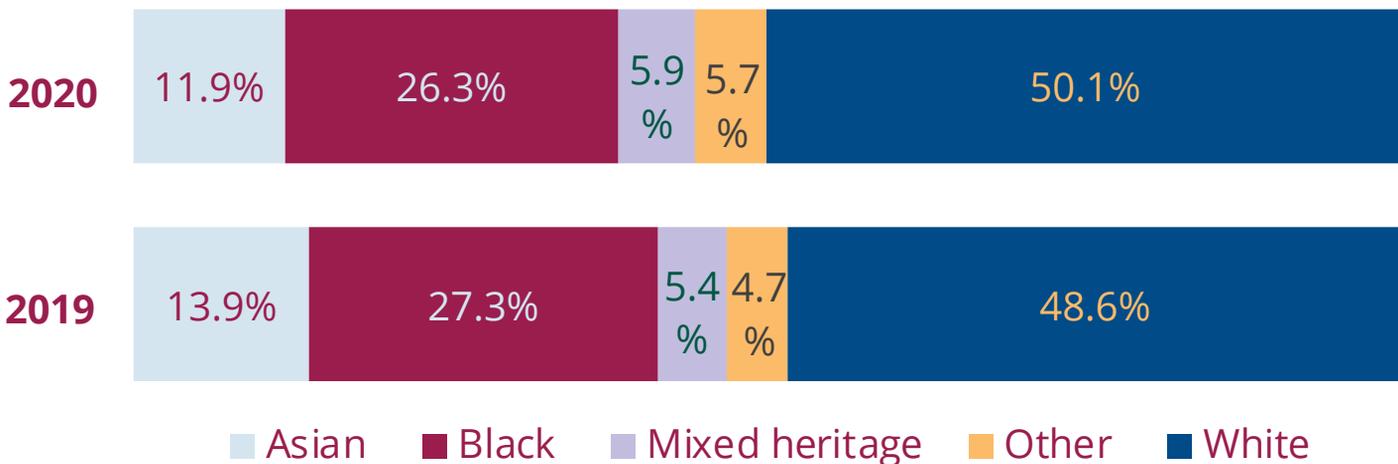
Service demand was lower during the first lockdown period. This is likely because of freezes to benefits reviews and changes; the temporary halting of court and bailiff related debt action; and the delay in job losses due to furlough. We were able to answer far more client calls between April and July. However, demand for our services has been increasing since June (reflecting the lifting of Government concessions) and people's issues are becoming more complex – thereby taking longer to progress. We were only able to answer 31% of calls made to our Adviceline in September. Since lockdown in March we have increased our remote access routes and strengthened our local referral relationships (e.g. with social services and schools) – to ensure access to as many vulnerable local people as possible. We have also seen an increase in the number of clients who have neither used our services, nor the welfare system before, reflecting that the pandemic has negatively impacted those who were not previously struggling.

Client profile - gender:



The ratio between male and female clients does not appear to have changed much during coronavirus.

Client profile - ethnicity:



The ethnic profile of our clients has remained fairly steady, suggesting we have remained accessible for all community groups during lockdown. We have been able to keep our service accessible through adaptations such as using a telephone interpretation service with clients who speak English as an additional language.

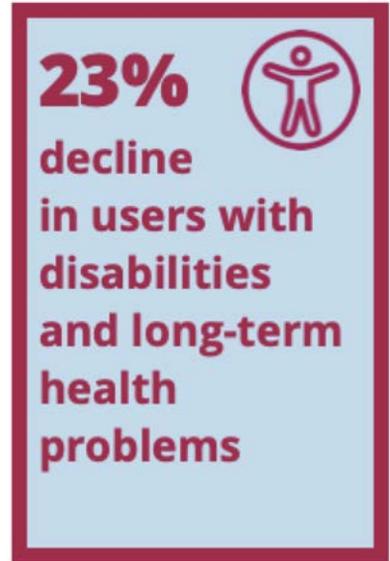
Client profile - disability:

Clients with disabilities and long-term health problems:



April – September 2019

April – September 2020



April

May

June

July

August

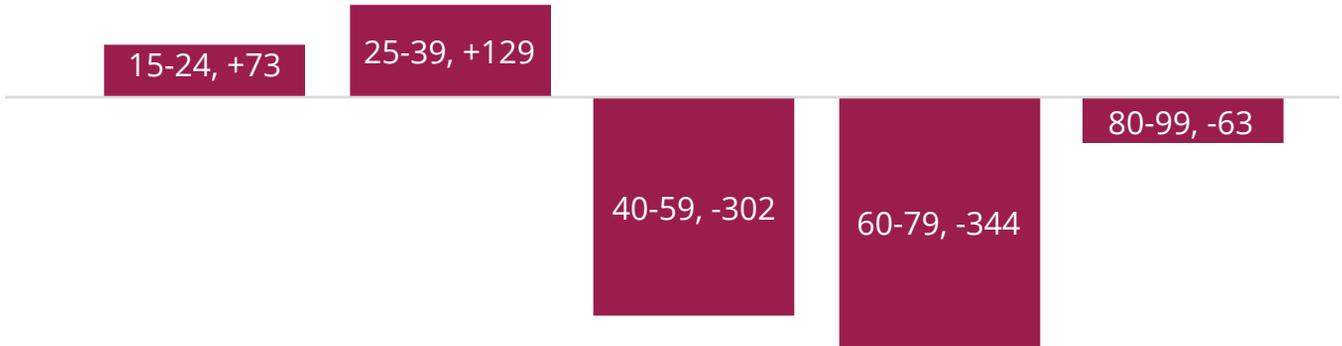
September

The decline in clients with disabilities and long-term health conditions partly reflects the suspension disability benefits reviews and assessments, which meant that these clients needed our support less. The increase since June (with the exception of August) reflects changing need as the benefits system return to normal.

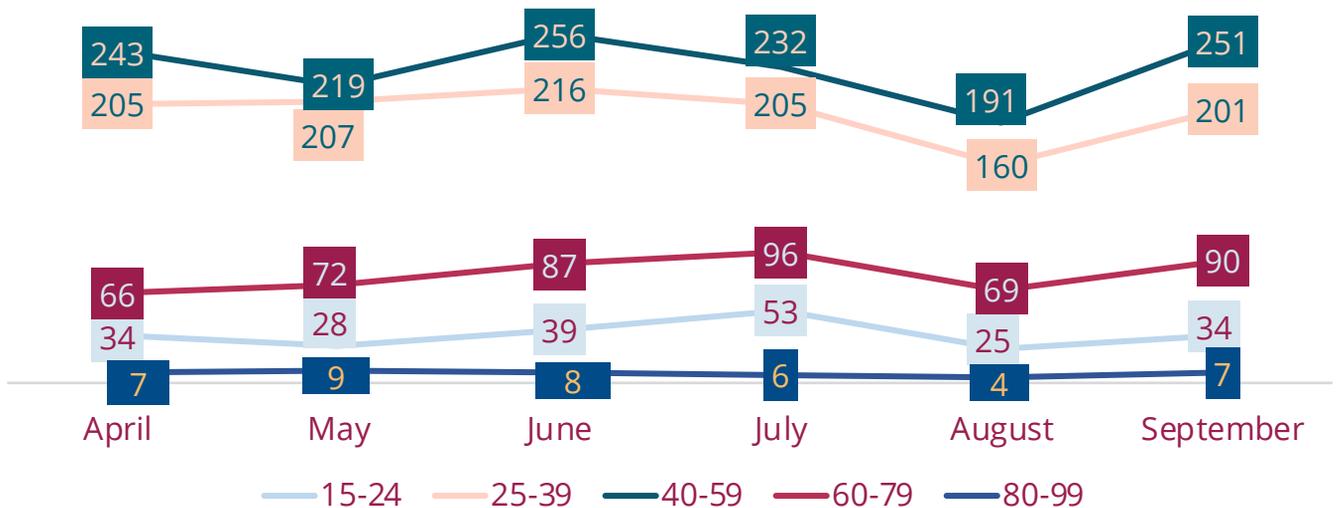
Our disability advice team have adapted to help clients through changes like collecting documents on the doorstep; liaising with the client's friends and families; and using sign language interpreters for zoom calls. However, they have reported that telephone casework is more time consuming, reducing the amount of clients they are able to help.

Client profile - age:

Change in number of clients:



Number of cases by age group



The increase in younger clients and decrease in middle-aged and older clients may be partly because younger people are more likely to live in the private rented sector and be in unstable employment. The decline in older clients is partly due to freezes to benefit reviews and changes. The rise in cases among clients between ages 60-79 since June suggests such clients have begun to return now that benefits reviews and changes have resumed. However, the fact that cases among clients in the 40-59 and 80-99 age categories have not risen since April suggests these clients may have found the shift to digital and telephone contact less accessible.

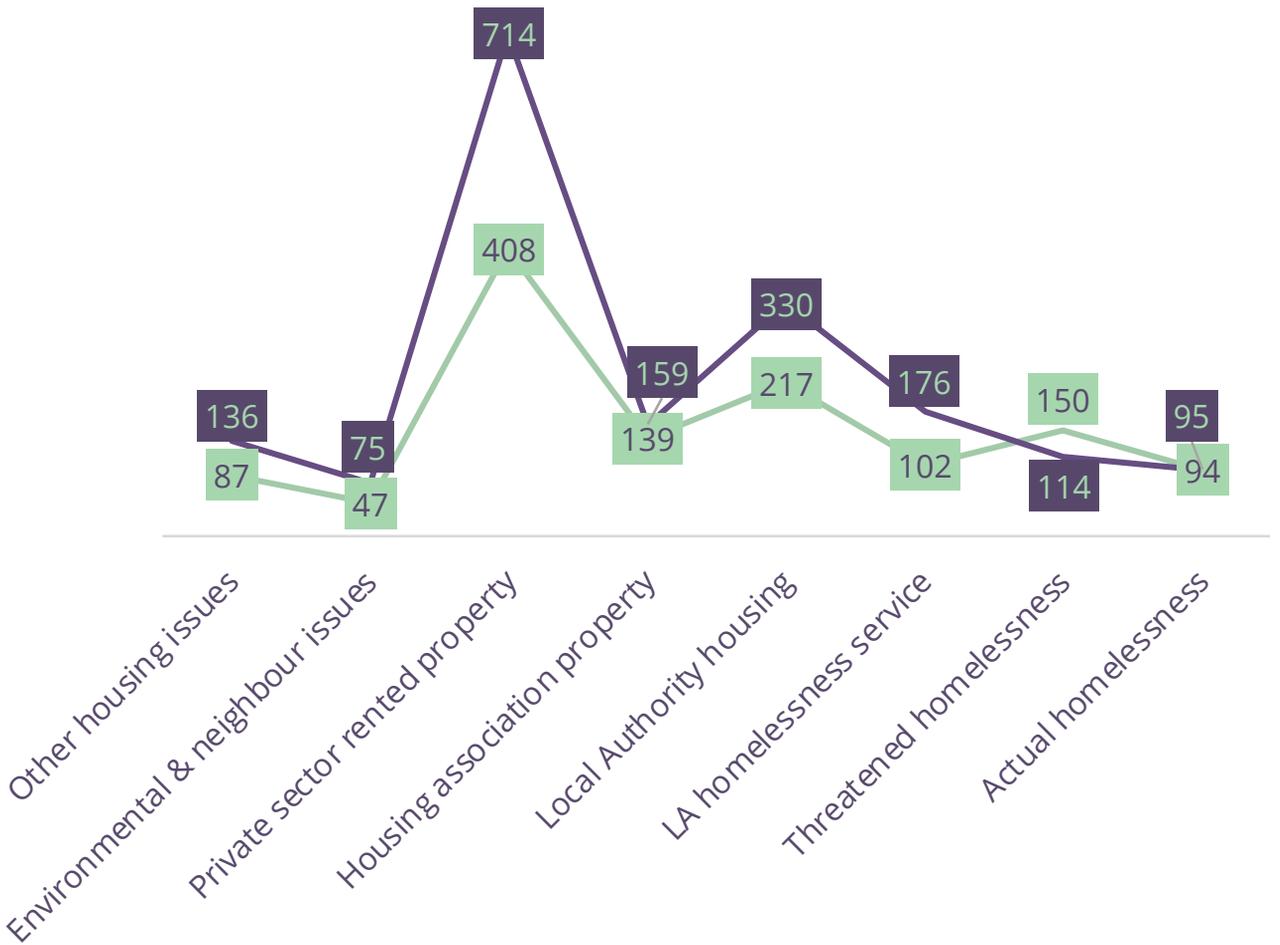
Housing:

653 more clients have come to us about housing



Cases about private rented sector properties have increased by **57%**

We have seen a **48%** increase in clients with rent arrears to private landlords



● = number of cases, April - September 2020
 ● = number of cases, April - September 2019

Housing:

The 209 cases we have seen of threatened or actual homelessness suggest some landlords have not been deterred by the evictions ban. We have seen several cases of actual or threatened illegal evictions during the pandemic. There needs to be more local support for tenants against exploitative landlords and illegal evictions.

When Peter lost his job as a result of coronavirus, he found his finances spiralling out of control. His Universal Credit payments did not even cover rent, leaving himself and his partner in rent arrears. Though evictions were halted due to the national ban, Peter's landlord changed the locks and illegally evicted them. He and his partner were left sofa surfing and rough sleeping until they could access emergency accommodation, and found themselves using foodbanks for the first time.

Amma is a pregnant single mother, who was reliant on her part-time employment to pay her rent. When she lost her job during lockdown, she began to claim Universal Credit. Though her Universal Credit paid her full rent directly to her landlord, her landlord lied and told her she had rent arrears, and threatened to evict her if she did not pay extra.



Housing:

13

'I am being charged to pay £4,536 in rent charges which I cannot pay as I have not worked all throughout the coronavirus period and thus could not pay rent. I need help and would like some advice. My situation is very serious.'

Despite high numbers of clients coming to us with very significant rent arrears the eviction ban has meant that actual homelessness has barely increased. However, we are concerned that when current restrictions are lifted many people with rent arrears will lose their home. We would like to see the council offering more support for those with rent arrears to prevent a tsunami of homelessness.

James was reliant on income from carpentry jobs prior to the virus. During lockdown his work dried up, and his benefits did not cover his living costs. James is now thousands of pounds in debt with rent arrears and other debts, and has become reliant on foodbanks. His landlord has become increasingly aggressive, and James is worried that without the eviction ban, he will be made homeless.

Sarah had just begun working as a beauty technician when the pandemic hit. Her furlough payments combined with her Universal Credit did not even cover her rent, and left her with rent arrears of £4000 and debts with her bills. She is expecting a baby this winter, but her landlord has threatened to evict her because of her arrears. Without urgent help, Sarah faces homelessness with a newborn.

Employment:

Though the government have offered welcome support in the form of the Self Employment Income Support Scheme (SEISS), some clients were not eligible for this due to peculiarities in the system. Others found that this scheme still left them short.

Jason had been a carer for his terminally ill mother until summer 2019, when he returned to work as a self-employed personal trainer. When gyms shut, Jason found his income significantly reduced. However, because he had only recently begun working again, he was not eligible for the government self-employment grant. Jason's Universal Credit barely covers rent. He is now in debt, and threatened with court action.

We have dealt with **378%** more cases about self-employment and business

Cases about employment have **doubled**



I run a small LTD tour company, as a director with no premises I find myself in a situation where the PAYE relief leaves me around £450 short a month to cover rent and bills. As I have savings in a Help to Buy ISA, I'm struggling to make a claim for Universal Credit relief. If there are any steps to take to try and get any support from the government I would be truly grateful for your advice.

Employment:

Some of our clients were not eligible for the furlough scheme or weren't furloughed because their employer could simply reduce their hours, These clients had to make tough decisions about either risking the health of themselves (or a loved one) or facing financial hardship.

Maeve is a shop assistant who is in the high-risk category for Covid. Maeve did not want to work during lockdown due to her health problems, and got a sick note from her GP. However, Maeve's employer did not offer her furlough, and instead placed her on statutory sick pay. Maeve could not live on statutory sick pay, and had to apply for universal credit. However, her low Universal Credit payments have left her with debt and rent arrears.

We urge for further support for those who cannot work because they or their family members are high risk.

Marco was the manager of a pub before lockdown in March. When hospitality reopened Marco was unable to go into work as he was still shielding. His employer made him redundant. Marco is worried he has been made redundant because of his health condition, and is unable to find another job because he needs to shield.

Daniel is a hospital porter. He was nervous about working because his child is in the high-risk category. However, Daniel's employers refused to furlough him, and instead offered unpaid leave, which he could not afford to take.

Employment:

Before lockdown, Delano worked as a part-time chauffeur. Because of his diabetes, his GP told him to shield. Delano's employer placed him on furlough. However, in June they pressured him to return to work, despite his sick note still being valid, and his furlough agreement lasting another month. When Delano refused, his employer offered for him to either work significantly reduced hours, or accept a redundancy package.

Several of our clients have faced unfair dismissal when they refuse to succumb to their employers' pressure to disregard government guidelines.

Maria was on holiday in Spain, when the two-week quarantine period was introduced. She immediately informed her employer. However, her employer threatened to fire her if she did not return at the end of her holiday. She nevertheless abided by the quarantine, and when she returned to work she was verbally fired, without any formal warning.

I would like to check whether or not I have been unfairly dismissed... The company has yet to give an official reason why they have sacked me, but it was because I didn't want to go into the office due to the coronavirus pandemic, and my work were telling me I had to.



Employment:

We are concerned that decisions surrounding redundancy will be made on discriminative bases, and that disabled and BAME people in particular may be more at risk.

138 more clients have contacted us about redundancy



Dora worked as a dinner lady prior to lockdown. She was furloughed, but was never asked to return when schools reopened. Dora is struggling to survive on furlough, and has had to claim Universal Credit. She wants to return to work, but her employers said they would 'see if there were a few hours' for her when her furlough ended. Dora worries she has been racially discriminated against as she and the only other colleague who have not been invited to return are black.

Sofia had been shielding as her disability makes her vulnerable to coronavirus. Her employer was resistant to furloughing her, and tried to pressure her to come into work. Though she was eventually furloughed, Sophia has now been made redundant through a scoring criteria. She was selected for redundancy because of 'poor attendance'.



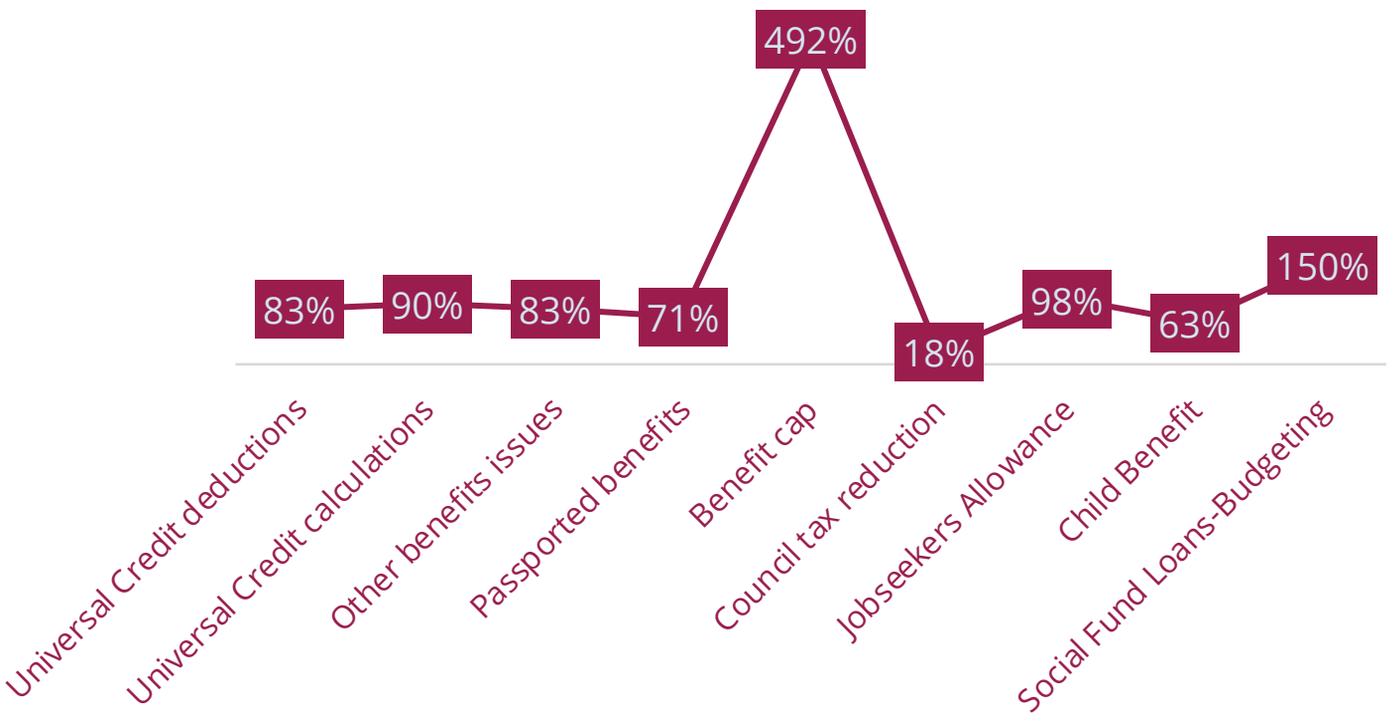
Benefits:

1963 clients
have asked us
about making
an initial
Universal
Credit claim
since April

The restaurant I used to work at part time has closed down because of corona virus and therefore I have no income. I've applied for universal credit but it pays me only £900 and my expenses reaches to £1600 per month , from the universal credit I can't even pay my full rent of £1300, no bills and food money . I have no family in this country to ask for help and at the moment I have £0 I am without food for a week, I am in desperate need of some help or advise thank you very much

For many of our clients, despite the £20 weekly increase to social security benefits, their benefits have still not covered their living costs.

% increase in cases during coronavirus period:



Benefits:

"I'm a single mum. I lost my job due to corona virus. I'm now solely getting universal Credit but this isn't enough to pay even my rent. I left my previous job and was about to start a new job but the business withdrew their offer when they shut. I've been told they won't be preceding with the job offer when they reopen. I can't work because my child is off school. To make matters work my previous employment over paid me and are now demanding I pay it back by September. I can't afford to pay all my rent let and the many other out-going's."

Though the standard allowance of Universal Credit has temporarily increased by £20 a week, the benefit cap has not changed. This means that many of our clients haven't benefitted.

Ed lost his job at the start of the pandemic, and started to claim Universal Credit for the first time. The benefit cap left him and his child with £350 a month to live on after paying rent. Ed found himself having to rely on food vouchers, and Wandsworth's Discretionary Social fund in order to feed himself and his child.

59 more clients have enquired about the benefit cap



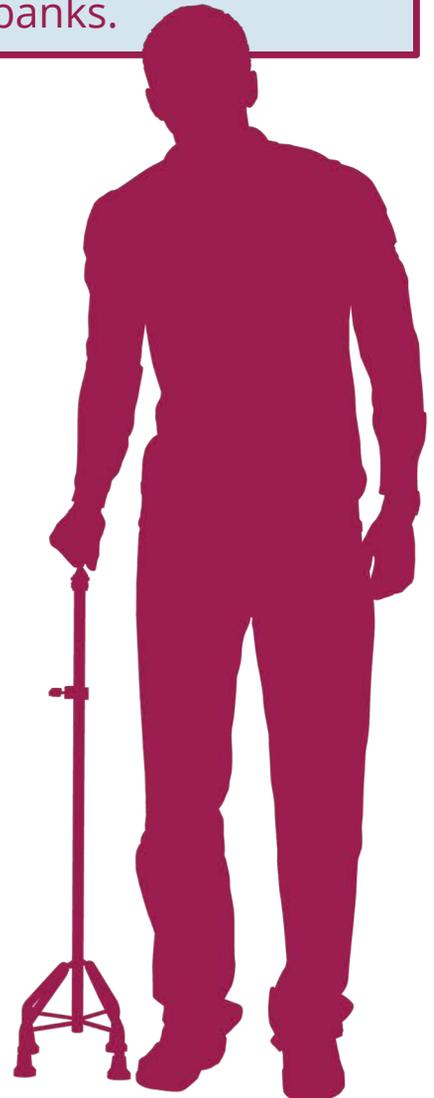
I am struggling with food. I have no money and I have two young children. I was told I can apply for a box of food for the week but I'm not sure how to apply. I am on universal credit and affected greatly by the benefit cap.

Benefits:

Clients suffering with long-Covid have felt unsupported by the benefits system, and are confused about the help they are eligible for.

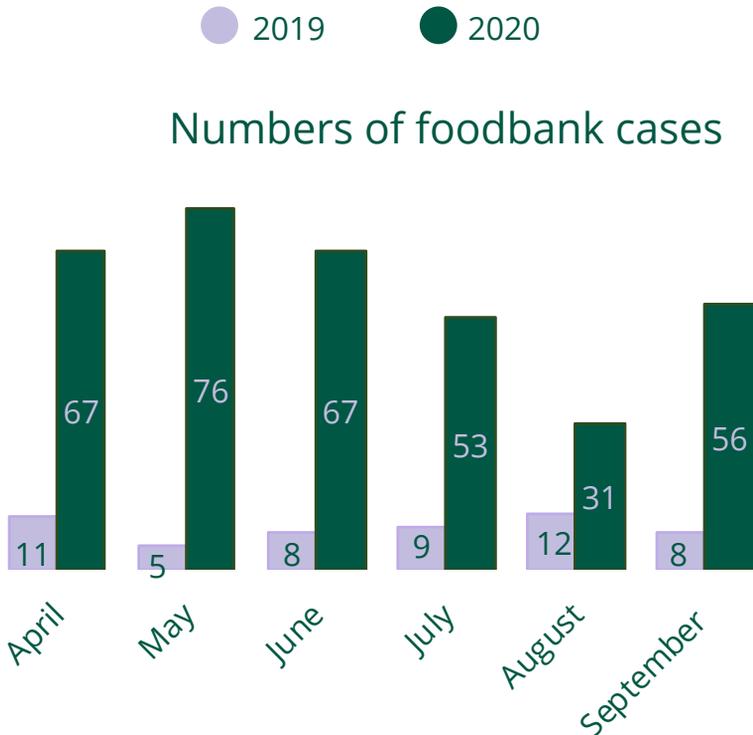
Katie was made redundant several months before the pandemic hit, and was actively looking for work whilst claiming Universal Credit. Her Universal Credit was lower than her living costs, but she was managing through using foodbanks. Katie's life changed when she got infected with coronavirus. For months, Katie has been suffering with 'long Covid': she cannot make food, bathe, or work. She has been reliant on the kindness of her neighbours and Wandsworth's Discretionary Housing Payment for food and rent.

Mike was a self-employed builder before the pandemic. He began to claim Universal Credit during lockdown. After catching Covid-19, Mike was left unable to work as he suffers from ongoing pain. Mike now has no money for food, and has had to use foodbanks.



Hardship:

Job losses, income reductions, and inadequate benefits have meant that more and more of our clients have struggled to make ends meet.



Rakesh is a nurse. Whilst working with Covid patients, he contracted Covid-19. Being on statutory sick pay for a month left his family unable to pay their rent, and they had to use a foodbank for the first time. They are now in rent arrears.

I need urgent assistance with buying food. My salary and benefits do not cover my monthly food bill. I approached the local foodbank and they have provided a link via email to contact Citizen Advice and get reference for food vouchers this month. I am actively looking for work. I am running out of money completely on by the end of next week. I am afraid to be left without any food. I will try to sell some of my items such as a computer or monitor to buy some food.

Hardship:

297

more clients needed our help to access foodbanks



139 more people spoke to us about accessing localised social welfare



Clive lost his job as a result of the pandemic, and begun to claim Universal Credit. However, after rent he was left with little to cover bills and buy food. At first he was able to get by through borrowing from friends, and using Wandsworth's Discretionary Social Fund. But by September, he was desperate and required a food bank parcel. He wrote to us: "am juggling bills with gas and electricity and food. I am with great embarrassment reaching out for help with a foodbank referral"

Chantelle had just moved into her first flat since leaving care. She had no basic essentials, money or internet access. This made it hard for her to apply for charitable grants. We helped Chantelle access local charitable aid and food vouchers. However, her lack of laptop and internet access meant she could not complete her apprenticeship course over lockdown, and now she has to retake the year.

Council discretionary support has been helpful for many of our clients. However, alone, they have often been inadequate and most of our clients have relied on multiple sources of aid. We would like to see Discretionary Social Fund rates increased.

Hardship:

We are particularly concerned about the lack of support offered to those with no recourse to public funds. We urge for more support for these groups.

Hassan came to the UK from Syria. He applied for asylum two years ago, but decision still hasn't been made about his status. Until coronavirus, he was able to get by through doing odd cash in hand jobs. However, now there is no work available and he has no money for food or essentials. Hassan's immigration status means that he has very limited access to government financial support.

Henry worked as a self-employed DJ before the pandemic. The closure of pubs and clubs meant Henry was unable to afford his rent, and so applied for Universal Credit. However, because he is not a British citizen, Henry was denied access to Universal Credit. Henry has been unable to claim Wandsworth's Discretionary Housing Payment because he is not in receipt of either Housing Benefit or Universal Credit. He is increasingly worried about eviction due to his rent arrears.

Cases about asylum seekers have increased by

367%



Debt:

Overall, we have seen a decline in cases about debt. However, this largely reflects pauses to bailiff action and debt related court cases during coronavirus, rather than an actual decline in debt. In fact, for many clients their reduction in income coupled with inadequate benefits has led them to fall into debt, as their income does not cover their living costs. We are concerned that many will be unable to pay off these debts.

Donna's maternity allowance ended this summer, but she has been unable to work because childcare was closed. Donna's Universal Credit leaves her with little money after rent. She has become reliant on foodbanks to provide for herself and her child. Donna now has credit card debts and rent arrears, and she and her baby face eviction.

Celia was already in debt before the pandemic. But she got by through working as an actress and a freelance journalist. She was expecting to pay off her debt with her upcoming work, but coronavirus meant all her shows were cancelled. She is not eligible for either SEISS or furlough because of the nature of her work, and has no assets she can sell. Currently, Her situation is causing her intense anxiety because she has priority debts that can carry serious consequences if not addressed.



When coronavirus hit, Ian could no longer work in his hospitality role. Because of his zero-hour contract, Ian's furlough has been very low, and he has found it difficult to keep on top of his bills, meaning he has got into debt and required food parcels.

Debt:

The council's Discretionary Housing Payment scheme has been useful for many of our clients. However, peculiarities in the benefit system have made this support unstable for many. We are concerned that now local council hardship funding is decreasing, more and more people will be unable to keep up with their rent arrears and council tax debts.

Jemma worked as a cleaner before the pandemic. However, because she was high-risk for Covid, she was reluctant to continue working during the first wave. The benefit cap and benefit deductions for previous debts left her with £15 a week after paying rent, which did not even cover Jemma's utility bills. Jemma was able to receive Wandsworth's Discretionary Housing Payment. But, when she began to work again in June, her Universal Credit stopped, and she fell further into debt. Jemma's debts have increased to over £12,500, and she has been unable to pay her council tax. She has relied on foodbanks and electricity vouchers to survive.

Andy was about to return to teaching after taking several months off to treat his cancer. He was surviving off statutory sick pay, but he is no longer eligible for this. Andy now has rent and council tax arrears, and is behind on his gas and electricity bills. He has had to use a foodbank and is applying for benefits for the first time.

44 clients
have come to
us about
Council Tax
arrears



Demand predictions:

As we progress further into the pandemic, and its economic impact is increasingly felt, we expect an increase in service demand, and a continued increase of first-time clients. In particular we expect to see a rise in cases about:

- **Benefit claims** as redundancies and unemployment increase.
- **Hardship** signified by increasing contacts from people without money for basic essentials.
- **Debt issues including rent arrears** as increasing numbers of people are unable to make ends meet, and as debt collection resumes.
- **Evictions and homelessness** as landlords regain the ability to take action against tenants with significant rent arrears.

We are concerned that we will be unable to meet this increased demand.

Currently, despite additional Covid funding, we are only able to answer around 30% of calls to our Adviceline. We are managing to focus resources on people most in need of support but services like our Crisis Project, which offers casework support to vulnerable people, are stretched beyond capacity.

We know we can never fully meet demand for our services, but we are concerned our short-term additional Covid funding will end without Covid-related demand declining.

Conclusions and Recommendations

Housing:

Covid-related loss of income has meant that many tenants in both the private and social housing sectors have been unable to pay their rent and have fallen into rent arrears. The council provides support to residents struggling to pay their rent in the form of the Discretionary Housing Payments (DHPs). However, many people claim DHPs after arrears have built-up, and others are ineligible. We worry that we will face a homelessness crisis when concessions are lifted, and ask that the council:

1. Offer extended DHP award periods to prevent a cycle of reassessment. This would both reduce administration for the Council and offer security and peace of mind to tenants facing shortfalls in rent over the medium rather than short term.
2. Work to avoid a significant increase in homelessness by establishing a system of grants and loans for local people who need to repay their rent arrears to avoid eviction.
3. Continue their supportive approach, retaining the suspension of possession proceedings for those in local authority housing with rent arrears and holding off any recovery action for people with Council Tax arrears. As circumstances improve we ask that the Council don't take any action against a Wandsworth resident without fully exploring why they have arrears, and options short of eviction.

Conclusions and Recommendations

Housing (continued):

4. The experiences of our clients also demonstrate that some landlords have acted abusively during the pandemic. We ask local landlords to be mindful of the situation and comply with their legal duties to tenants.
5. We also propose that Wandsworth Council creates a designated team to regulate the private rented sector and be a responsive reporting centre for tenants; offering conciliation with, and support against, abusive landlords.
6. We know that some landlords rely on rental income and struggle financially when tenants can't pay their rent. We ask that landlords speak to tenants about getting advice about claiming extra financial support when they start to fall into arrears.



Conclusions and Recommendations

Council discretionary support:

Job losses, income reductions, the limitations of the benefit systems, and peculiarities in accessibility of furlough and SEISS have left many people in financial hardship. Wandsworth Borough Council have recognised the greater need for financial support during the pandemic, and we acknowledge the additional investment and flexibility that has gone into the discretionary social fund (DSF). However, for many of our clients, particularly those who lack access to other forms of support, the DSF is not enough to alleviate their hardship (being paid at 50% of basic benefit rates). We therefore ask that the Council:

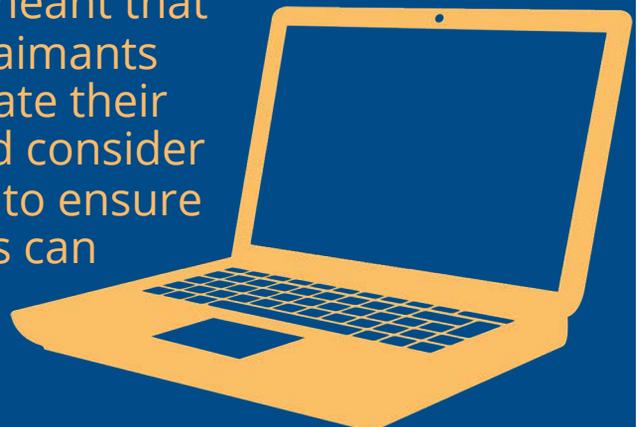
1. Increases the generosity of the discretionary schemes and continues to promote the availability of these payments, making this a regular part of their communication with residents.
2. Increases the efficiency of the scheme – ensuring that people experiencing severe hardship receive their crisis payment without delay.
3. Offers people with no recourse to public funds (NRPF) expanded access to the discretionary support schemes. In particular, we ask that struggling families without recourse to public funds are granted supermarket vouchers during the Christmas and February half-term holidays.
4. Creates a team to support people with NRPF.

Conclusions and Recommendations

Digital Access:

Covid-19 has led to a rapid shift to online services and the closure of digital inclusion projects and services. We are concerned that some groups have been left behind. As our case studies show, some clients in extreme hardship do not have access to computers. Equally, older clients, and those with disabilities, can find technology inaccessible. Digital exclusion impacts the ability to access employment, benefits, and our services, leaving vulnerable residents in greater hardship. Therefore, we need an urgent local response to counter digital exclusion.

1. The council should designate hardship funds to purchase data, IT training and support, and computers, available for free to all residents – thereby giving them the ability to access council services.
2. The council have worked to ensure the Discretionary Social Fund is accessible by telephone. They should continue to take an inclusive approach and ensure that none of their services are only accessible online.
3. Currently, the libraries offer 30 minutes access at a time. This is not long enough to make online benefit claims, and has meant that some Universal Credit claimants have paid people to update their journals. Libraries should consider extending their sessions to ensure those without computers can apply for benefits, and update their journals.



Conclusions and Recommendations

Central Government and Wandsworth MPs:

1. Wandsworth Council have worked to support residents during this crisis by increasing the amount of discretionary support available. This was made possible by central government funding. We ask that this investment is maintained to address the ongoing economic impact of Covid-19.
2. The experiences of our clients illustrate the extreme hardship many experience when relying on benefits. In light of this evidence, we urge the Government to maintain the increases in Universal Credit and Working Tax Credit. We propose that these increases are extended to legacy benefits. We ask that our MPs campaign for greater investment in benefits more widely to mitigate hardship.



Conclusions and Recommendations

Central Government and Wandsworth MPs (continued):

3. The benefit cap should be suspended so that all benefit claimants can gain from the £20 weekly uplift, in order to mitigate hardship.
4. We ask that the Government consider changing the policy on Local Housing Allowance, which restricts under 35's from claiming full housing costs in their Universal Credit allowance. This policy means that young people who find their income reduced by the pandemic are unlikely to be able to afford their rent, increasing the chances of homelessness. We suggest that this policy is abandoned for the duration of the pandemic and ensuing recession, to avoid aggravating our existing homelessness crisis.
5. Our data suggests that for many clients, furlough has left them unable to cover their living costs. We propose that furlough is now increased to 100% for those earning under the median salary.
6. Several of our clients have not been eligible for furlough or SEISS, or have found these payments too low to survive on. This has left clients who are high-risk in a dilemma. In light of the experiences of our clients, we ask that all income replacement benefits are increased to cover living costs.

Our commitments

Introduction:

We know that we also have to change the way we work. We're committed to adapting our services to meet the needs of residents and innovating to overcome the challenges created by Covid-19, in both the short and long term.

Meeting demand:

We have never been able to meet the demand for our services. This is not an organisational failure, but rather is reflective of the number of people in need throughout our society, and the economic constraints on our charity.

1. We will continue to work our hardest to reach as many residents as possible using our current resources.
2. We will continue to apply for new funding to increase our capacity and offer more residents access to specialist advice.

Reaching everyone:

1. We will review the changes we made in response to Covid-19 to ensure that our services remain as accessible as possible, particularly to vulnerable, disadvantaged and marginalised residents.
2. We will experiment with new approaches to access and remote advice, with the goal of offering everyone a service that meets their needs regardless of national restrictions.

Our commitments

Campaigning and raising awareness:

We will continue to speak up for our residents and push for the change at both a local and national level.

In relation to employment issues, we'll:

1. Raise awareness about employment rights amongst our clients, our partner organisations and within the wider local community.
2. Ensure everyone in our team is comprehensively trained to identify when discrimination in the workplace has occurred, particularly in regard to decisions around furlough and redundancy.

Volunteering and opportunity

1. We will review how changes to our services affect the demographics of our volunteers to ensure that our teams reflect the diversity of our borough
2. We will continue to invest in our volunteer services so that we can provide the training, equipment and support needed to make volunteering accessible to everyone.
3. We will investigate how we can increase the training and development opportunities we can offer through apprenticeship schemes.

References:

- ¹ Office for National Statistics, 'Coronavirus roundup' (2020) <https://www.ons.gov.uk/peoplepopulationandcommunity/healthandsocialcare/conditionsanddiseases/articles/coronaviruscovid19roundup/2020-03-26#labour>
- ² Ibid.
- ³ Wandsworth Borough Council, 'Economy and Employment' (2020) <https://www.datawand.info/economy-and-employment/>
- ⁴ Ibid.
- ⁵ Wandsworth Borough Council, Paper 20—201, 'Joint Report by the Chief Executive and Director of Resources on the services falling within the remit of this committee's response to the COVID-19 pandemic' <https://democracy.wandsworth.gov.uk/documents/s75100/COVID%2019%20July%20FCROSC%20report.pdf>
- ⁶ Ibid.
- ⁷ Wandsworth Borough Council, 'Economy and Employment' (2020) <https://www.datawand.info/economy-and-employment/>