



Cost of Living Crisis

Pete Richmond

Approach to the Crisis

Money in your
pocket

Keeping a roof
over your head

Community
Response

Crisis Fund

Money in your pocket

- Financial Inclusion Teams
- Debt advice & debt management
- Welfare benefits advice
- Accessing other funds – DHP, Homeless Prevention Fund
- Employment and training advice & support

Roof over your head

‘We will not evict anyone due to poverty’

- Building on the preventative approach adopted during the pandemic
- Proactive income management and support
- Income case managers: supportive and persistent
- Support for alternative accommodation

Community Response

- Building and supporting local networks – Energy Redress Scheme
- Direct support to local groups
- Understanding the local networks:
 - Food banks
 - Family support
 - Youth services
 - Crisis prevention
 - Mental health support
- Advice and information to help customers access services

Crisis Fund

- Front line staff have access to small grants scheme:
 - Fuel costs
 - Food
 - Emergency supplies
- Easy access with simple eligibility criteria
- Monitoring of regular users to offer additional support

Other issues

1. Fire Safety
2. Housing conditions – damp and condensation
3. Rent levels

Questions