How we will support residents through the cost of living crisis

• Support partners to amplify initiatives

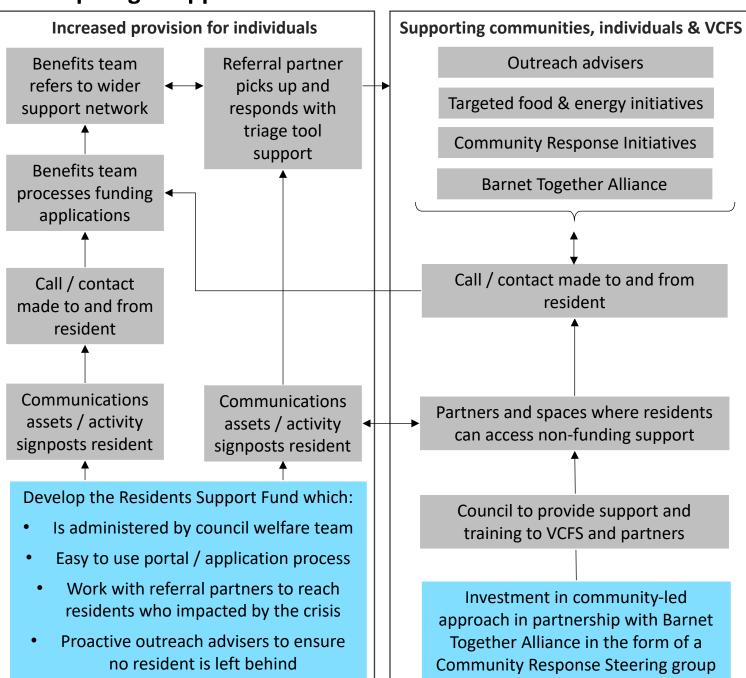
SUPPORT INFRASTRUCTURE	TARGETED APPROACH	BENEFIT TO RESIDENTS
 Develop the Residents Support Fund which is: Immediate crisis support for residents experiencing financial difficulties Additional £2 million funding Continue to administer Govt support Supporting communities, individuals & VCFS Investment in community-led approach in partnership with Parent Together Alliance 	 Officers to work with referral partners (DWP, etc.) to reach residents who are impacted by the crisis. Proactive outreach advisers using insight and intelligence to ensure no resident is left behind Target resources to residents in accessing benefits and care services support: 	 Immediate support to prevent further hardship Clear visibility of benefits and funds available to support those in crisis Easy to use application process Local spaces which provide targeted activities and initiatives to residents, specifically warm spaces initiatives as we lead into winter.
 Provide food and fuel vouchers to wide range of partners and VCFS Support food hub infrastructure Coordinating third and faith sector response to 'warm places' and 'coat banks' Investment in current infrastructure: CAB & BOOST 	 Work with Age UK on specialised support to pensioners Work with Inclusion Barnet and utilise our own BSL interpreter services to support residents who are disabled or deaf and hard of hearing Work with New Citizens Gateway to support for migrants and refugees 	 Warm clothing and school uniform banks for children and families. Holistic support network that is communityled and run that represents the unique needs of residents
 Public awareness and information dissemination: CoL information leaflet disseminated Develop a public awareness campaign that informs residents on central and local support funding and resources; Support partners to amplify initiatives 	 Use data and insight to make informed decisions about where we target our resources and reach residents in need; Conduct public opinion research with diverse group of residents to understand local challenges; Proactively reach financial hardship – low-income 	 Inform residents of central and local support available Clear visibility to residents of the holistic support network available to residents Ongoing learnings on how we can improve our services and keep teams updated to ensure a

consistent high quality service throughout the

residents journey

families and individuals

Three-pronged approach and measures



Information dissemination and public awareness

Key objectives:

- Proactive reach financial hardship lowincome families and individuals
- Inform residents of central and local support available
- Support partners to amplify initiatives

It is important that the entire support network is visible and kept informed throughout the crisis period.

As such it was recommended that the:

- Establish a formal network of teams supporting residents through the cost of living crisis ensuring faster information dissemination across services and regular debrief sessions
- Define what the holistic offer for cost of living support is across the teams (internal & external) and create a 'virtual' collaboration between teams, so residents receive a more joined up response
- Provide training, resilience support and regular updates to services, partners and VCFS on the current state of play