

How we will support residents through the cost of living crisis

SUPPORT INFRASTRUCTURE	TARGETED APPROACH	BENEFIT TO RESIDENTS
<p>Develop the Residents Support Fund which is:</p> <ul style="list-style-type: none"> • Immediate crisis support for residents experiencing financial difficulties • Additional £2 million funding • Continue to administer Govt support 	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Immediate support to prevent further hardship • Clear visibility of benefits and funds available to support those in crisis • Easy to use application process
<p>Supporting communities, individuals & VCFS</p> <ul style="list-style-type: none"> • Investment in community-led approach in partnership with Barnet Together Alliance • 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 	<p>Target resources to residents in accessing benefits and care services support:</p> <ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Local spaces which provide targeted activities and initiatives to residents, specifically warm spaces initiatives as we lead into winter. • Warm clothing and school uniform banks for children and families. • Holistic support network that is community-led and run that represents the unique needs of residents
<p>Public awareness and information dissemination:</p> <ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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 families and individuals 	<ul style="list-style-type: none"> • 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

Three-pronged approach and measures

