

Communities Can...



Cost of living support

Overview of current schemes and partners supporting residents

Michelle Tarbun – Group Manager – Wellbeing & Prevention
Samantha Preston – Group Manager - Customer

9 June 2022



Key Teams within CBC - Communities

Bereavement Services

Digital Access

Community Enabling

Healthy Homes

Private Sector Housing



Cost of living support - Overview of current schemes and partners supporting residents

Working together

Inequalities Funding

Communities Can

One Colchester

Active Essex

Tendring District Council

NEE CCG/ICS



Cost of living support - Overview of current schemes and partners supporting residents

Key Teams within CBC - Customer

Financial and Employment Support

Council Tax and Corporate Debt

Housing Benefit



Cost of living support - Overview of current schemes and partners supporting residents

Financial and Employment Support

- Benefits uptake campaigns
- Community outreach and drop in sessions
- Council Tax Rebate
- Discretionary Housing Payment
- Employment support and advice (with DWP)
- Exceptional Hardship Payment
- Funeral cost support
- Household Support Fund
- Housing Benefit & LCTS
- Welfare Benefits Advice



Cost of living support - Overview of current schemes and partners supporting residents

Example of multiple support provided to resident

Dear Cllr [REDACTED]

Referral re : [REDACTED]

Thank you for passing on this referral with regards to financial support for [REDACTED]

I have been in contact with [REDACTED] and would like to update you on the support that has been provided.

- A Discretionary Housing Payment has been awarded to support with rental arrears and ongoing rental shortfall
- A Household Support Fund payment has also been awarded to support towards a new washing machine, clothing and items of specific need for her baby
- A referral was made to C360 who supplied a Coop voucher to exchange for goods
- A food bank referral was made for a parcel to be delivered
- We have escalated the Universal Credit issue with the Manager at Job Centre Plus and have requested they contact [REDACTED] direct

I hope these measures will relieve some of the financial worry that [REDACTED] is experiencing at present.

[REDACTED] has been provided my personal contact details should she need any further advice or support.



Cost of living support - Overview of current schemes and partners supporting residents

Working with Partners

Financial Support Services through Partners

Direct Financial Support

- Essential living fund
- Credit Union
- Community 360 funding

Advice and Employment Support

- Citizens Advice (CBH funded dedicated post)
- Christians against poverty
- Step Change



Cost of living support - Overview of current schemes and partners supporting residents

Council Tax and Corporate Debt

- Soft reminders with support information
- More flexible payment arrangements
- Working with enforcement to offer additional support
- Breathing space/debt repayment plans



Housing & Energy Efficiency Support

- Private Sector Housing Enforcement
- Disabled Facility Grants
- Emergency Loan Heaters
- Energy efficiency advice and support – LAD3
- CBH – energy efficiency improvements to Council housing



Working with Partners

Energy Efficiency

- Essential living fund
- Green Doctor

Transport

- C360 community Transport
- Hospital / Health transport schemes
- Active Travel/Cycling/Bike donations & recycling
- Shopmobility

Help with Clothing

- Anti loo roll brigade community shop
- One Colchester Hub
- School Uniform Project
- North Essex Support Team
- Tots to teens
- Clothing for Job interview



Working with Partners

Help with Hunger

- Holiday Hunger schemes – FirstSite, Essex ActivAte
- Colchester Foodbank
- Cultural Foodbank (RAMA)
- BOAZ Outreach Project
- North Essex Support Team (NEST)
- GO4 Café - Foodbank & Community Fridge
- C3 Church – Community Supermarket
- Refugee Action Colchester

Crisis Support

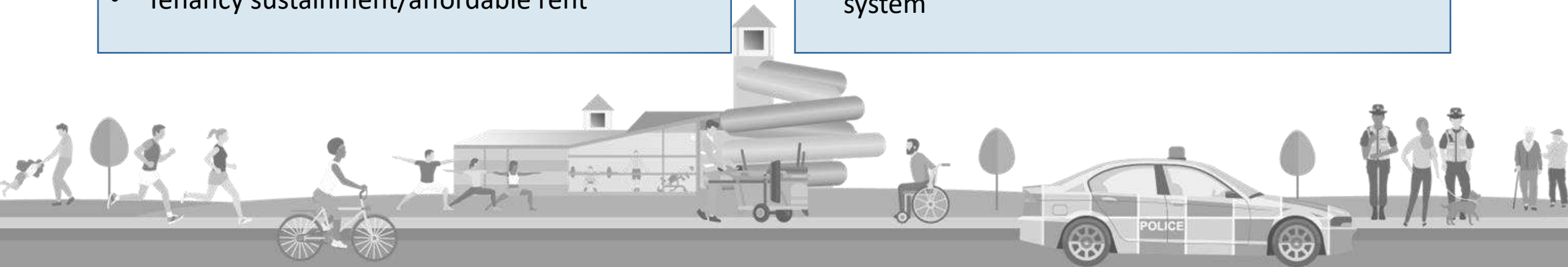
- Hospital Discharge bursaries at C360
- Mental Health bursaries at C360 – can also be used for practical support
- Essential Living Fund
- Hygiene Bank
- Catalyst grants for people with support needs
- Buttle UK
- Friends of the Elderly



Future considerations

- Resource/funding issues
- Recruitment/retention issues
- Measurement/metrics
- UC Managed Migration
- Government rebates & support via LA's
- Tenancy sustainment/affordable rent

- One Colchester Communications campaign
- Ukraine/Refugee crisis
- Ongoing Covid implications
- Sustainable solutions, not just short term crisis reaction
- Maximise other funding & resource across the system



Questions?

