



# Local Response Cost of Living Crisis



# Why is a local response needed?

- Poverty is more than just a lack of income, other areas such as physical and mental health, education, housing and the ability to participate fully in public life must also be considered.
- Tameside Council, alongside partners in the public, private and voluntary sector, recognises the severity of the current crisis and is working hard to support residents.

# What are we doing?

- Immediate Response Action Plan
- 'Helping Hand Tameside'
- Warm Welcome Hubs
- Longer Term Response
  - Needs Assessment
  - Strategy



# Needs Assessment – informing our response

- A comprehensive Needs Assessment has been created to identify the nature of poverty in Tameside and gaps in services and processes.
- Information for this Needs Assessment was gathered through the following exercises:
  - Service mapping to understand processes, pressures and pinch-points and capture the views of service users and front-line staff on causes and potential solutions to poverty.
  - Public consultation for 8 weeks, asking respondents “What do you think about poverty in Tameside?” and “What can we do about poverty in Tameside?”
  - Four focus groups with people with lived experience of poverty in Tameside, with the aim of taking a more in-depth look at the key themes emerging from the survey and service-mapping work.
  - Poverty was the headline focus of the July 2022 Partnership Engagement Network Conference
  - Input from the Poverty Truth Commission (PTC).
  - Data, research, literature and other good practice



# Key challenges identified from the Needs Assessment

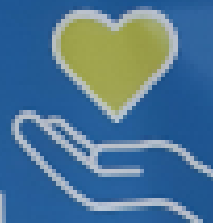
- **Benefits**
- **Debt**
- **Food Poverty**
- **Fuel Poverty**
- **Employment**
- **Council Tax**
- **Mental Health**
- **Disabilities**
- **Life Expectancy**
- **Carers**
- **Barriers to Accessing Services**
- **Service User Experience**
- **Child Poverty**
- **Social Housing**
- **Private Rent**
- **Homelessness**



# Response – Action Plan

- **Community Engagement, Partners, Contracts and Commissioning**
- **Current Capacity**
- **Data and Insight**
- **Workforce Engagement and Training**
- **Squads**





# Helping Hand Tameside

If you need a helping hand we can direct you to local services who can support you with:



Taking control of your finances and find out if you're entitled to financial support



Improving your mental health and wellbeing



Housing issues



Building your work skills and find routes into employment



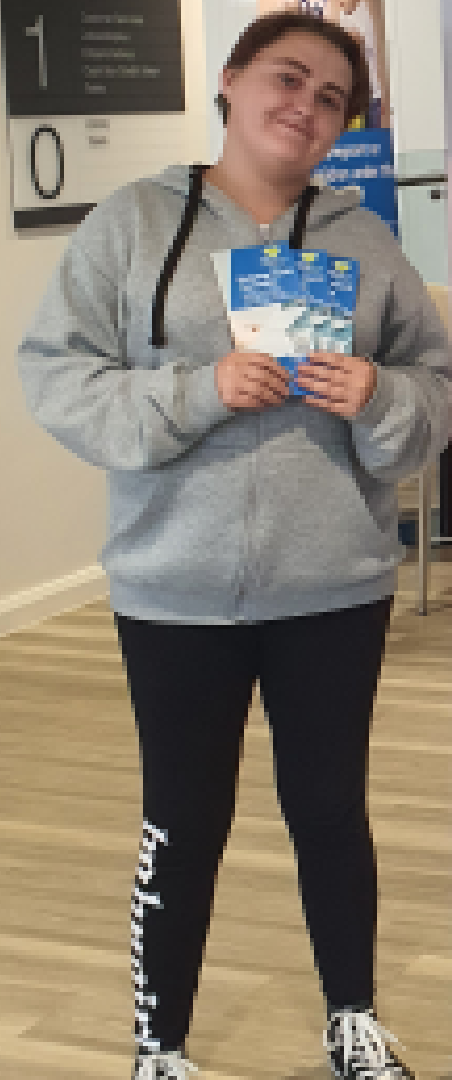
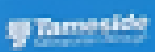
Finding local food pantries and foodbanks

Find help local to you

☎ Call our Customer Service Team on 0191 342 8555

🌐 Visit [www.tameside.gov.uk/helpinghand](http://www.tameside.gov.uk/helpinghand)

#HelpingHandTameside



TAMESIDE LIBRARIES

F7S

Helping families find projects

- One-stop-shop which directs people to our local support services, charities and organisations.
- This is a campaign for **ALL**.



## Helping Hand Tameside



Taking control of finances and finding out if they're entitled to financial support



Improving mental health and wellbeing



Assistance with housing problems



Building work skills and find routes into employment



Finding local food pantries and foodbanks

# We can help you boost your earnings

Our employment and skills services are here to help you.

☎ 0161 342 3111

✉ [employmentandskills@tameside.gov.uk](mailto:employmentandskills@tameside.gov.uk)

Visit [www.tameside.gov.uk/helpinghand](http://www.tameside.gov.uk/helpinghand)

**Tameside**  
Metropolitan Borough

Find help local to you.



#HelpingHandTameside

# Support to feed you and your family.

Help is available from food pantries or food clubs for more regular groceries or from food banks for emergency food support.

For details visit [www.tameside.gov.uk/foodbanks](http://www.tameside.gov.uk/foodbanks)

You can pop into a library during staffed hours for assistance. Contact our customer service team: ☎ 0161 342 8355

Visit [www.tameside.gov.uk/costoflivingsupport](http://www.tameside.gov.uk/costoflivingsupport)

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#HelpingHandTameside

# Ensure all residents know how to get in touch for support and what help is available

## Getting in touch with us



Online and Web-chat: [www.tameside.gov.uk](http://www.tameside.gov.uk)  
By phone: 0161 342 8355  
By email: [customer.services@tameside.gov.uk](mailto:customer.services@tameside.gov.uk)

### Local Libraries

Beyond books, Tameside libraries can help with reporting problems to services, verifying some documents, assistance using a PC to fill out forms and more.

Find out how libraries can help you, locate your local library and find staffed hours at

[www.tameside.gov.uk/libraries](http://www.tameside.gov.uk/libraries)

### Don't forget!

You can find information 24/7 on our website

[www.tameside.gov.uk](http://www.tameside.gov.uk)

Find help local to you

☎ Call our Customer Service Team on 0161 342 8355

🌐 Visit [www.tameside.gov.uk/helpinghand](http://www.tameside.gov.uk/helpinghand)

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Metropolitan Borough

## How to Book an Appointment for support:



We have a range of services available for bookable face-to-face or telephone appointments.

Book an appointment:

- Via our web chat at [www.tameside.gov.uk](http://www.tameside.gov.uk)
- Call 0161 342 8355
- Email [customer.services@tameside.gov.uk](mailto:customer.services@tameside.gov.uk)
- Visit level one of Tameside One, Market Place, Ashton-under-Lyne, OL6 6BH.
- Visit your local library.

Find help local to you

☎ Call our Customer Service Team on 0161 342 8355

🌐 Visit [www.tameside.gov.uk/helpinghand](http://www.tameside.gov.uk/helpinghand)

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Metropolitan Borough



# Ensuring Accessibility

We want to make sure **everyone** can access the information HH provides.

- This campaign is available in both print and digital formats.
- Online material can be accessed using Recite Me and the accessibility toolbar.
- Social media assets have descriptive text for those who use screen reading programmes.
- Print formats translated into a variety of languages and accessible versions (bigger fonts for visually impaired) and available upon request.
- Printed material distributed into community locations such as libraries, supermarkets, schools, GPs, Partner organisations.
- Local media have supported the campaign in both print and online via newspapers and Radio
- Empowering Community Leaders to have conversations and recognise signs – training eg poverty and MECC
- 3 Helping Hand Events

# Focussing in

As well as broader signposting, the campaign focusses in on more detail in specific areas and programmes of work, for example;

- Warm Welcome Hubs
- Food poverty
- Scam awareness
- Debt advice and risks associated with poverty and the Cost of Living Crisis
- Fuel poverty - Energy saving tips
- Accessing benefits entitled to



**Could you be entitled to benefit support?**

If you are struggling financially, you could be entitled to benefits to support you.

If you already receive benefits, check what you are receiving is right for you.

Check your eligibility in 10 minutes by visiting [www.entitledto.co.uk](http://www.entitledto.co.uk)

For FAQ's on benefits please visit [www.tameside.gov.uk/housingbenefit/faqs](http://www.tameside.gov.uk/housingbenefit/faqs)

Visit [www.tameside.gov.uk/helpinghand](http://www.tameside.gov.uk/helpinghand)

**Tameside Metropolitan Borough**  
Find help local to you.



#HelpingHandTameside



**Tameside Metropolitan Borough**

**THE PENSION TOP up**

**In Tameside, £5.2 million worth of pension credit remains unclaimed, this means 3,042 households are missing out on support.**

**Time you topped up your pension?**

You can find out if you are entitled to more financial support at our Community Support Sessions.

**Find a Community Support Session local to you 10am-12noon:**

Thursday 21st July: The Grafton Centre, Grafton Street, Hyde, Cheshire. SK14 2AX

Friday 22nd July: The Together Centre, 287 Birch Lane, Dukinfield SK16 5AU

Thursday 28th July: The Wellbeing Corner, Ashton Market, Bow Street, Ashton-u-Lyne OL6 6.

Friday 29th July: Clarendon Sq Shopping Centre, Market Street, 111 - 113 The Mall, Hyde, SK14 2QT.

Tuesday 2nd August: Tameside One, Market Place, Ashton-u-Lyne, OL6 6BH (10am-1pm)

Tuesday 9th August: 4C Community Centre, Taunton Road, Ashton-u-Lyne, OL7 9DR

# Visit our libraries for a Warm Welcome this Winter



There's access to free WiFi, computers, books and soft seating as well as our friendly staff who can help you with a range of customer service support.

[www.tameside.gov.uk/HelpingHand](http://www.tameside.gov.uk/HelpingHand)



- Warm, Safe, Welcoming, Free
- Libraries well placed with a wide existing offer
- Working with VCSE to map the offer across the borough

Would you like to register your building in Tameside as a Warm Welcome Hub?



Get in touch with us by emailing [communications@tameside.gov.uk](mailto:communications@tameside.gov.uk)

For more information visit [www.tameside.gov.uk/helpinghand](http://www.tameside.gov.uk/helpinghand)



# Long Term Response

- Health & Wellbeing Board
- Poverty Strategy
- Emerging Themes
  - Raising incomes
  - Poverty is Everybody's Business
  - Climbing out of the debt trap
  - Breaking the cycle
  - Laying the foundations
  - Putting people first
  - No one left behind digitally
  - One size doesn't fit all
  - Advocating for change

