

APPENDIX 1

TAMESIDE ANTI-POVERTY ACTION PLAN

Recommendation	Strategic Lead	Operational/Contributing Lead	December 2023 Update
“Raising incomes” – supporting residents to maximise income and access all benefits they are entitled to			
Influence employers in the borough to become both Living Wage and Living Hours employers, and provide support for them to do so through improved productivity and skills development through delivery of the Inclusive Growth Strategy.	Tameside Council (via the Inclusive Growth Board - IGB)	All Partners	Next IGB meeting is late November Good Employment Charter also attended the last Large/Medium Business Networking event, with 100 business contacts in attendance, with the aim of encouraging engagement in GEC
Further promote the effective use of the Tameside Money Advice Referral Tool in all appropriate settings and commit to updating as required. Promote a culture of effective referrals over signposting.	Action Together	Tameside Council, Action Together, Registered Provider's Partnership, CAB, Cash Box Credit Union	MART updated January 2023. Access to updated versions via email subscription on GMPA website to enable updated versions to be shared.
Strengthen our preventive approach to tackling poverty by facilitating easier access to advice at an earlier stage. This includes exploring opportunities to deliver increased outreach, welfare rights and debt advice and making sure everyone knows their role in tackling poverty and supporting residents.	Tameside Council	DWP, Registered Provider's Partnership, Tameside Council, Action Together, CAB	2 new posts commenced supporting residents with cost of living support and benefit take up for older people. In the process of setting up welfare rights outreach at the four family hubs, advice sessions at Age UK, piloting session at Cedar Park Pantry. Attended a number of helping hand events in the community. Co- located debt advisor at Tameside Housing Advice and currently recruiting additional adviser. One Customer Service Navigator in post and two further due to commence end November. Exploring development of a pathway with Health Visitors and Homestart to link into Navigator offer. Exploring options for CRM system to support Navigator offer.
Introduce and adequately resource a permanent Local Welfare Provision scheme which is responsive, easy to access and connects residents to support to resolve root causes of presenting issues providing timely help to those in crisis.	Tameside Council	Tameside Council	Household Support Fund and Tameside Resettlement Fund moved across to Welfare Rights and Customer Services to provide a more holistic offer. Working on securing external grants to boost crisis support across the council (Glasspool - Flexible Frontline Fund, decision due December 2023)
Proactively identify and support households on legacy benefits ahead of the 2024 managed migration to Universal Credit to ensure they are receiving everything they are entitled to.	DWP	Tameside Council, Action Together, Registered Provider's Partnership, DWP, CAB	Programme of migration in place to identify current claimants of income support and offering support through 'help to claim' service.
Ensure everyone who needs welfare rights advice can access support by securing capacity within the Welfare Rights Advice Team, associated services and other partners to carry out targeted work with groups known to be under-claiming benefits, such as older residents missing out on pension credit.	Tameside Council	Tameside Council	Additional resource secured in Welfare Rights and 2 new officers in post delivering cost of living support and older peoples benefit take up work. Recruiting additional debt adviser

Work with water and energy utility providers to identify opportunities for low-income customers to move to reduced or social tariffs	Registered Provider's Partnership	Tameside Council, Registered Provider's Partnership, DWP	Exploring opportunities for this across the Registered Provider Partnership and in conjunction with Strategic Property and Housing within the council.
Improve the ability of households to pay their energy bills by raising awareness of discounts and how to apply e.g. Winter Fuel Payment, Warm Home Discount, Cold Weather Payments, energy provider discretionary funds.	Tameside Council	Tameside Council, DWP, Action Together, Registered Provider's Partnership	Government scheme for households with Alternative Fuels has been completed by Exchequer. Awareness of energy support is a core part of the advice and information offer. Energy information included at www.tameside.gov.uk/helpinghand/energyefficiency
"Making Tameside Work for Everyone" – securing high-quality and high-wage employment for all residents			
Expand the capacity of the Routes to Work programme to meet demand.	Tameside Council	Tameside Council	Continuing to highlight positive outcomes of this service Evaluation underway to demonstrate the impact of residents reducing their use of Adult Services by increasing independence and moving into employment When/if available, bids will be prepared for any funding opportunities for additional resource
Reform Social Value approach to increase the weighting applied to "real living wage" and "real living hours" providers in tendering applications, ensuring that contract values enable this.	STAR Procurement	All Partners	STAR procurement are promoting accreditation of real living wage employers. An initial meeting with STAR procurement has taken place and a mapping exercise is currently being undertaken.
Use links with businesses to identify skills gaps in the local economy and drive education and training opportunities to match.	FE Colleges	Tameside Council, FE Colleges, DWP	There are a range of ongoing work streams sat with the Inclusive Growth Board and sub groups such as the Business Support group and Tameside Means Business network which are engaging with businesses around job opportunities and skills gaps. Engagement with GM growth Hub is currently the highest in GM and has been growing substantially. Good engagement from further education including the local colleges, who sit on the Inclusive Growth Board and also have ongoing paths to engagement with local businesses around relevant skills development across the borough, to match job opportunities.
Further develop the Tameside-in-work progression programme to enhance progression opportunities for those in work.	Tameside Council, DWP	All Partners	Service is funded until 31 Jan 2024 Proposal has been submitted to Treasury for funding from 1 Feb 2024 to 31 Mar 2025 which would scale up the offer to all GM LA's. Decision expected mid November
Promote awareness of skillsets that disabled and neuro-diverse people can offer to drive employment and support employers to reduce the barriers those groups face in the workplace.	Tameside Council	NHS, DWP, Action Together, Tameside Council	Development of Supported Internship offer to widen opportunities for young people in this group Creation of Neurodiversity Employee Group internally with TMBC Shared Starling training internally and with external business contacts
Improve access to employment opportunities and address in-work poverty for people in housing need or those at risk of becoming homeless, to help them sustain long-term housing.	Tameside Council, Registered Provider's Partnership	Action Together, Tameside Council, Registered Provider's Partnership	This is being reviewed by the council homelessness team in conjunction with the council Employment & Skills team.

"Poverty is Everybody's Business" – supporting residents, communities and partners to spot the signs of poverty and signpost to support			
Build on the 'Helping Hand' campaign to deliver a financial resilience communications plan to raise awareness of the support on offer for residents experiencing hardship both nationally and locally, highlighting priorities at opportune times such as The International Day for the Eradication of Poverty.	Tameside Council	All Partners	Mapping completed. List of food banks and food pantries is on the TMBC website.
Promote a 'no wrong door approach' by offering training to organisations in community settings (Community Champions, GPs, market traders, charity workers, hairdressers, schools etc.) to identify vulnerable residents, and refer them to appropriate support with sensitivity and compassion.	Tameside Council	All Partners	Approach under development. Poverty training roll out planned and delivered to community champions.
Partners across Tameside to explore how to increase capacity across VCFSE sector, acknowledging the increased demand upon services as a result of the Cost of Living crisis.	Action Together	Action Together	Programme developed and promoted Cost of Living Support in Oldham, Rochdale and Tameside Action Together
Strengthen coordination with local Registered Providers to share good practice and resources to best support their tenants and also the wider community, including incorporating lived experience into decision-making.	Registered Provider's Partnership	All Partners	Discussion around the role for registered providers to be picked up with the registered provider partnership.
Embed a customer focused approach by reviewing resident feedback of their journey through services to ensure support is easy to access, non-stigmatising and effective.	Tameside Council	Tameside Council, Registered Provider's Partnership, DWP, Action Together	Customer feedback is embedded within Welfare Rights and Customer Services. Currently developing customer feedback for the older peoples take up post to capture health and social care elements
"Climbing out of the debt trap" – Tameside residents have relatively high levels of debt, high insolvencies and poor access to good credit as a result.			
Formulate a task & finish group under the Health & Wellbeing Board to look in detail at the issue of why Tameside residents hold relatively high levels of debt, have high rates of insolvency and low credit scores to identify some preventative solutions.	Tameside Council	CAB, Tameside Council, Cash Box Credit Union, Registered Provider's Partnership, DWP, Action Together	Paper in development through IRG exploring the debt issue in Tameside, including a series of recommendations. Can be used as a basis for the task & finish group. Draft paper going to IRG 6th December, and HWBB in Jan 24.

Improve access to, and promote the use of Cash Box Credit Union services, including savings accounts and sustainable and ethical credit.	Cash Box Credit Union	Tameside Council, Action Together, Cash Box Credit Union, DWP, Registered Provider's Partnership, CAB	Cash Box have been a key partner in the Helping Hands campaign and have attended a number of community events. Libraries provide support to the service and are used as a point of contact for credit union customers to send in documentation to support savings and loans. Cash Box operates payroll deduction schemes which now has around 50 employers in Tameside.
Implement the national breathing space debt respite scheme within the local authority, enabling TMBC Debt advisors to utilise the portal and raise awareness within the borough.	Tameside Council	Tameside Council, CAB	Council's debt service is signed into the portal and a user when a client facing eviction requires more time to resolve issues. Citizens Advice Tameside are a heavier user and did an initial press release/communication when it was introduced.
Explore the possibility of increasing the capacity of co-located advisors specialising in debt and housing advice for tenants living in the private rented sector	Tameside Council	Tameside Council, CAB	A service review will be as part of the Homelessness Improvement Project where prevention priority will be a key theme of delivery
Work across the partnership to proactively tackle illegal money lending by promoting awareness through training and campaigns, and developing procedures to better support affected residents.	GMP	Tameside Council, Citizens Advice, England Illegal Moneylending Team, Registered Provider's Partnership	Campaigns implemented on illegal money lending within Council, and signposting/ promotion of credit union.
"Breaking the cycle" – specific focus on providing the best start in childhood and education			
Establish a working group with school leaders to develop a mechanism to enable schools to better identify and overcome the barriers to learning that children and young people from families with less financial resources face.	Schools/Education Rep, FE Colleges	Schools/Education Rep, Tameside Council, FE Colleges	In development – scoping meeting in place Jan 24.
Work with relevant partners such as Tameside Hospital, GPs and other health community settings to increase take up of Healthy Start scheme by signposting and encouraging eligible service users to apply.	NHS, ICB, TMBC	Tameside Council, NHS, ICB	Public Health working with HV clinical lead on embedding HS across the 0-19 service better. Working towards embedding HS as mandatory questions within EMIS to be discussed at mandated contact points across Health Visiting appointments. Plans to provide monthly updates to all HV staff through Team Leads and Public Health to deliver Healthy Start training and information sessions on staff development sessions going forward as part of the workforce development offer. HV Clinic's to all have HS information displays, HV Clinic receptionists to discuss Healthy Start when booking families in for clinic appointments. Maternity service will also be restocked with HS resources for raising awareness of scheme across the service. Some Primary Care have attended HS training sessions and will be provided with print of promotional resources to have within practices.

Increase the uptake of Healthy Start vouchers, using public campaigns and assets (such as Community Champions) to ensure that all eligible families are aware of and can access the scheme.	Tameside Council	Tameside Council, NHS, ICB	Healthy Start uptake as of November 2023 was 73%. Tameside continues to be above the National average. Public Health continues to deliver training across the Tameside system with professionals and volunteers who are likely to come into contact with families with children under four or pregnant people. Training adverts shared with Community Champions Network comms contacts to promote the training available. Further training will be delivered in the New Year and open to community champions and any other professional/volunteer who works in Tameside to attend.
Investigate options of working with DWP to auto enrol or send personalised invitation letters to families eligible for Healthy Start vouchers through flagging of Universal Credit accounts.	DWP	Tameside Council	Meeting booked in for the New Year with Tameside DWP to discuss upskilling and workforce development of Work Coaches on Healthy Start as well as including embedding Healthy Start within the Universal Credit Journal.
Explore opportunities to enable auto-enrolment for Free School Meals for eligible families. Improve systems and processes around monitoring of Free School Meals to encourage uptake among eligible families through awareness-raising and improving school catering offers.	Tameside Council, Schools/Education Rep	Tameside Council, Schools/Education Rep	In development
Encourage employers to signpost eligible women about to go on maternity leave to the availability of Healthy Start vouchers and other benefits.	Tameside Council	ICFT, Tameside Council, Inclusive Growth Board	Toolkit and communications resource is in developed in draft and covers how employers can raise awareness of HS with their employees, for those with children as well as for those going on or already on maternity/paternity leave. Will work with Employment and Skills to share resource and communications with employers across Tameside.
Improve uptake and awareness of free early education and childcare entitlements for two, three and four-year-olds.	Tameside Council	Tameside Council, Childcare Providers, DWP, Health Settings	Early Education and Childcare (tameside.gov.uk) local offer promoted on Council website and via social media/ family hubs.
Redesign the Family Help offer across Childrens Services to bring a greater emphasis on direct help for improved parenting, including management of family plans, empowering independence and promoting structure and achievable goals. This will maximise access to work, childcare, education and training, household budgetary management, reduce parental conflict and neglect to create stronger, resilient homes built on love and care.	Tameside Council	Tameside Council, Action Together, Children's Safeguarding Board	<p>Early help/Family help's offer for children and families in Tameside is to ensure the best start in life, to grow, thrive, and be prepared for a successful adult life. We work alongside families building on existing strengths and increasing resilience to ensure children can aspire and achieve. When the need or emerging problems occurs, communities and organisations work together with children, young people and families to co-ordinate support thereby improving the overall wellbeing and quality of life of all Tameside's children and young people.</p> <p>In supporting this vision, we have set out a number of long-term outcomes that will enable us to achieve our commitment, championing prevention and early intervention to deliver effective early help in Tameside, including:</p> <p>Parenting and positive relationships – Parenting support 0-19 years, including SEND, improving families relationships and preventing family breakdown Be Safe - Staying safe – Risk of CRE, neglect, Staying safe in relationships: Families affected by domestic or interfamilial abuse Education and Attainment – Getting a good education and skills for life: Children who have not been attending school regularly</p>

			<p>Specific Support Need – Improving children’s life chances: Children of all ages who need additional support, from the earliest years to adulthood</p> <p>Work and Finance – Improving living standards: Families experiencing or at risk of worklessness, homelessness or financial difficulties</p> <p>Physical and Mental Health – Living well, improving physical and mental health and wellbeing: Parents and children with a range of health problems</p> <p>Community and Family Support Networks - Enable families to access services and information, to be confident and self-reliant.</p>
“Laying the foundations” – ensuring residents have access to what they need in order to live in comfort and dignity, including food, housing, warmth etc.			
Encourage people to seek Housing Advice through campaigns and other communications to raise awareness and prevent homelessness	Tameside Council	Tameside Council, CAB, Registered Provider's Partnership	Housing Advice and access to services is actively promoted through Helping Hands and Council website information
Increase the volume of nominations to the Housing Waiting List from Registered Providers in Tameside, for example through development of Choice-Based Lettings and/or a Common Housing Register.	Registered Provider's Partnership, Tameside Council	Tameside Council, Registered Provider's Partnership	Nominations have increased by a combination of increasing new builds and access to them, and also increasing nominations from current re-lets. Letting via nominations in Tameside has increased from 120 in 2020/21 to 345 in 22/23. There is currently a task and finish group in place looking at allocations.
Cultivate relationships with Private Rented Sector landlords to increase housing options for homeless households, recognise signs of poverty and motivate their tenants to seek support early to avoid eviction.	Tameside Council	Tameside Council, CAB, DWP, Cash Box Credit Union	The approach to this is being considered across Housing Standards and Homelessness teams within the council
Develop a Social Lettings Agency model to increase housing options in the Private Rented Sector.	Tameside Council	Tameside Council, Let Us GM	Exploring options around a potential approach to this via GM Combined Authority
Encourage the take up of free fire safety home assessments to support vulnerable residents to stay safe and access appropriate support.	GMFRS	Tameside Council	<p>Firefighters in Tameside have completed 1488 HFSAs so far this year (Apr-Nov) and continue to focus on high risk and vulnerable residents.</p> <p>We continue to encourage partners to refer all their clients, those that are able can complete self-assessments, using the tools on the website, those that need more support can be booked in for a visit by crews.</p> <p>A link to the animation on our website page for partners: https://www.manchesterfire.gov.uk/your-safety/partner-information/home-fire-safety-assessments-partners/</p>
Gain a better understanding of food poverty in Tameside through surveying, data collection and other engagement and consultation.	Tameside Council	Tameside Council, Action Together, Trussell Trust, Bread and Butter Thing	The Slow Cooker Project continues and evaluation is carried out with professionals/volunteers who refer households onto the project as well as with households who consent for follow up evaluation. The survey for residents asks about foodbank usage and all referrals are analysed to understand what IMD2019 decile/LSOA the referral is from.

Work with food banks/pantries and partner organisations in Tameside to identify supply and capacity pressures and unlock funding and support to alleviate such issues.	Action Together	Tameside Council, Action Together, Trussell Trust, Bread and Butter Thing	TMBC Public Health supported Ashton Central Mosque to set up a foodbank through linking them up with welfare rights and other foodbanks in Tameside to ensure they were informed on processes and how to operate.
Support the expansion of food pantries and community gardens (including opportunities for new and existing allotments) to increase access to healthy food for residents who are experiencing, or at risk of, food insecurity.	Action Together	Tameside Council, Action Together, Trussell Trust, Bread and Butter Thing	TMBC has previously funded 5 additional food hubs, delivered by The Bread and Butter Thing (TBBT).
Map and publicise all community cooking sessions and classes taking place in Tameside.	Action Together	Tameside Council, Action Together	Action being driven via Food Partnership – new food plan in development.
Work with residents and partners to investigate and implement effective ways of reducing food waste	Action Together	Tameside Council, Action Together, Trussell Trust, Bread and Butter Thing	Council comms on energy saving and food waste reduction. One Pot at a Time recipe booklet includes food saving ideas. Slow Cooker project resident evaluation asks about reduction in food waste and using food waste compostable bags we provided in the packs and this was used by majority of recipients. TMBC previously commissioned TBBT to set up 5 new food hubs - TBBT divert food that would otherwise go to landfill to communities.
Collaborate with partners to ensure that the number of people living in homes below Energy Performance Certificate rating (EPC) C decreases over time.	Tameside Council	Tameside Council, Energy works, Registered Provider's Partnership, CAB	Environmental Development within Place in TMBC continue to work with housing providers to access support and funding to increase energy efficiency of housing stock. Jigsaw Homes have recently been successful in gaining funding from the national Social Housing Decarbonisation Fund which provides specific grant funding for registered providers to increase energy efficiency of their stock. For the private sector, there are also a range of wider domestic retrofit programmes which aim to increase the number of measures installed to improve energy efficiency and EPC ratings across all tenures. This includes targeted work for those living in fuel poverty as well as the Your Home, Better programme for those who do not qualify for funded measures, which provides a means to paying for energy efficiency measures to be installed in people's own homes.
Enhance approaches to address fuel poverty including ongoing work with GMCA and procured installers around Energy Company Obligation (ECO) funded measures to be installed across the borough	Tameside Council	Tameside Council, LEAP, GMCA	Environmental Development continue to work closely with GMCA to promote ECO / ECO4+ funded schemes to install energy efficiency measures (including insulation and heating) which is targeted at fuel poor households via an approved installer approach. This is widely promoted across Tameside. Groundwork have also been commissioned across GM and will be working in Tameside to target households in greatest need of support including via healthcare (GPs), which will increase the number of measures being installed to reduce the running costs of people keeping warm and paying for energy bills in their homes.
Explore the feasibility of expanding subsidised access to Active Tameside facilities, ensuring that residents experiencing poverty are not disadvantaged or excluded from activities that may be beneficial to their physical and mental health.	Active Tameside	All Partners	Active Tameside have over recent years had various subsidised programme of activities that encourage and facility health and wellbeing for all Tameside residents through the life course. These have included bespoke programmes for early years, young people ,children in care, Everybody Can(Disability provision) and Live Active(Long term conditions) these programmes have achieved national recognition and have become part of Active Tameside "raison d'être " to close the inequality gap in Tameside. Active Tameside has a range of additional concessions that impact on the residents and activity levels which are tracked through active lives surveys, including A pass programme.

			Over the course of the next period Active Tameside are reassessing the subsidised and concessions across the organisation that are on offer due to the current climate and running costs.
"Putting people first" – making sure that council working practices (both customer-facing and internal) are best placed to identify and support those in poverty			
Accept the recommendations of the Tameside Poverty Truth Commission and work with Partners to formulate a delivery response alongside this Strategy.	Tameside Council	All Partners	Inherently within the action plan as all recommendations accepted. But worth noting that majority of recommendations were for partners.
Develop a bespoke Poverty Monitor to gather and warehouse comprehensive, relevant and up-to-date data and information about poverty in Tameside.	Tameside Council	Tameside Council	Completed. Published on the TMBC website as part of the JSNA pages. https://www.tameside.gov.uk/tamesidepovertymonitor
Review council tax collection practices and Council Tax Support Policy to support those with vulnerabilities including people on low income. Explore adopting the Citizens Advice Council Tax Arrears Good Practice Protocol.	Tameside Council	Tameside Council, CAB	Processes for Council Tax collection and the CTS scheme are reviewed. Exploration of changed CTS scheme are commencing in 2024/2025 to be implemented for 2025/2026. Consideration of the Citizens Advice Council Tax Arrears Good Practice Protocol are on-going to be completed by 31 March 2024.
Provide enhanced support to residents seeking advice about council tax and housing benefit, and explore the option of establishing regular and clearly advertised drop-in sessions.	Tameside Council	Tameside Council, CAB, DWP, Cash Box Credit Union, Registered Provider's Partnership	Updated Customer Service/Welfare Rights drop-in and appointment sessions now in place
Where possible, facilitate the principle of a Single Point of Contact for customer-facing services to address the issue of vulnerable people re-telling their stories.	Tameside Council	Tameside Council, CAB, DWP, Cash Box Credit Union, Registered Provider's Partnership	The newly developed Navigator roles will be one way to facilitate this, although a suitable CRM system is essential to prevent people having to re-tell their stories
Streamline the application process for all Council discretionary support, including s.13a, DHP, TRS and HSF	Tameside Council	Tameside Council	Household Support Fund and Tameside Resettlement Fund has moved across to Welfare Rights and Customer Services. The new Navigators will consider all the schemes if someone needs support. Work still needs to be done on the application process to bring all the schemes under one application.
Improve the process for applying for s13.A Discretionary Council Tax Reduction, by creating an online application form, based around the discretionary housing payment portal.	Tameside Council	Tameside Council	A process is in place for Section 13A applications. Exchequer are currently exploring possible Digital options for 2024/2025 which may include an on-line claim form for Section 13A.
Ensure appropriate resources are being allocated to S.13A Discretionary Council Tax reduction to enable residents to receive financial assistance towards their council tax liability when they need it.	Tameside Council	Tameside Council	Residents are routinely made aware of the ability to request a Section 13A payment when appropriate.

Roll out automatic claims for council tax support upon a claim being submitted for Universal Credit	Tameside Council, DWP	Tameside Council, DWP	This has been actioned for new claimants of Universal Credit from April 2023 and will be reviewed for the 2024/2025 scheme.
Continue to expand of the range of face-to-face services available from Tameside One, and clearly communicate the offer.	Tameside Council	All Partners	Helping-Hand-TABLE.pdf (tameside.gov.uk) timetable kept under review and demand monitored to ensure best use of the offer. Timetable available on website, tv screen in T1 and social media
Implement the socioeconomic duty in Tameside to ensure that socioeconomic disadvantage is considered, and relevant organisations and people with lived experiences of poverty consulted in the development of all relevant council policies.	Tameside Council	All Partners subject to Equality Act 2010	Completed for TMBC. Agreed by Executive Cabinet in October 2022. Confirmed as a local protected characteristics in EIA form by Executive Cabinet in September 2023. Item 5: https://tameside.moderngov.co.uk/ieListDocuments.aspx?CId=134&MId=8592&Ver=4 Item 6: https://tameside.moderngov.co.uk/ieListDocuments.aspx?CId=134&MId=8701&Ver=4
Review resourcing within Tameside Housing Options to maximise its potential for homeless prevention, including exploring opportunities to expand capacity within the service to meet increasing demand	Tameside Council	Tameside Council	Service review underway.
Establish channels for continuing engagement with people with lived experience of poverty to enable enhanced collaboration and co-design of council processes, strategies and action plans. Coordinate a public directory of these opportunities through Action Together.	Tameside Council	All Partners	Ongoing. To be part of the PEN and Community Champions review.
“No one left behind digitally” – specific focus on digital inclusion			
Register for the “Good Things Foundation National Data Bank Centre”, enabling us to “gift” data and free SIMS to eligible residents. Explore delivery through libraries and warm spaces.	Tameside Council	Tameside Council, Registered Provider's Partnership, Action Together	Free SIMs and data available to gift via all 8 libraries. Since scheme commenced in March 23 gifted over 140 sim cards with data.
Investigate possibility of recruiting Digital Assistants (either through a paid role or volunteers) to provide capacity in Library Services to deliver digital and IT support to residents.	Tameside Council	Tameside Council	Actively recruiting TechKnow Buddies (volunteers) to offer 121 support in libraries. Currently have 3 enrolled and 2 in the process. Tameside College students are given the opportunity to undertake work experience supporting group drop-in workshops; 2 students so far. AbilityNet scheme; weekly drop-in targeted at people over 65. Stalybridge Library running, Dukinfield in development.

Promote and raise awareness of programmes to improve digital literacy among residents, including TechKnow Buddies, Learn My Way, Online Job Search and Idea	Tameside Council	All Partners	Digital Inclusion Officer post currently vacant, awaiting start date of new DIO to progress this. Promotion is ongoing via Tameside Libraries and the Digital Champion. In addition TechKnow Festival in June 23 engaged with approx. 750 people at 47 events. Digitober (Oct 23) promotions and events; 65 events/ 292 participants. Delivered by a number of providers including libraries, PCRefurb, Henshaws, and AbilityNet
Unlock funding and support to allow people in poverty to access technology and the internet using programmes such as the Device Gifting Scheme.	Tameside Council	Tameside Council	Digital Inclusion Officer post currently vacant, awaiting start date of new DIO to progress this
“One size doesn’t fit all” – additional support for residents identified as being at particular risk of poverty (disabled, carers, ethnic minorities, mental health etc)			
Increase targeted employability support for groups which have been identified as under-served in regards to mental health provision and/or vulnerable to falling into poor-quality employment, particularly ethnic minorities, young people and residents over 50+.	Tameside Council, DWP	Tameside Council, DWP, Action Together, Registered Provider's Partnership	UKSPF provision is being procured by DWP, part of this includes a community grants scheme to procure locally driven provision with grants of £10-100k available. EES are supporting the grants panel work and raising awareness of this to ensure it works with this aim.
Increase availability and promotion of domestic abuse services for victims, and targeted perpetrator programmes to break the cycle of abuse.	Tameside Council, GMP	All Partners.	Detailed DA comms & engagement strategy developed. Three targeted campaigns delivered in recent months (Sitting Right With You; Cut It Out; and Open Up campaigns). Planning in place for White Ribbon Campaign (Nov/Dec 2023) and Take Control Campaign. Ongoing regular engagement activity with people with lived experience and professionals. Core DA Support Service currently out to tender with new specification and contract to go live in April 2024 - enhanced elements of the service around access to support as per the Tameside DA Strategy. Work has taken place to develop the perpetrator offer across the borough with new behaviour change programmes in place (adults and children) and work with schools, Children's services and Youth Justice around promotion of this offer and wider preventative work including tackling VAWG
Explore the possibility of developing Mental Health Awareness Training for staff and volunteers, working with residents experiencing poverty to help address the known impacts of poverty on mental health and signpost them to further support (income maximisation, welfare rights, food security etc.)	Pennine Care NHS Foundation Trust	Tameside Council, ICFT, ICB, Mental Health Providers	To follow-up
Encourage uptake of community-centred approaches to people in poverty suffering with mental health issues, such as peer support groups to challenge isolation and provide lasting support beyond the scope of commissioned services.	Pennine Care NHS Foundation Trust	Action Together, ICB, Tameside Council, Primary Care Providers	To follow-up

<p>Develop measures to ensure that carers, particularly from seldom heard groups, are identified as early as possible and are assessed, informed, empowered and supported as needed.</p>	<p>Tameside Council</p>	<p>Tameside Council</p>	<p>This is a priority 1 within the new Carers strategy, 'Identifying and Recognising Carers'. We are currently offering Outreach within Supermarkets and GP Surgeries in the Hyde area, this will be rolled out across the Borough. One of our Priority Areas will be to build relationships within the BAME community and offer support and Carers assessments within this community. This is in line with some of the work we have been part of in the GM Groups and a toolkit has been developed to support this work at GM.</p> <p>We currently run a monthly Coffee morning, Qtrly Carers Forum and Courses such as First Aid and partnership work with Age UK for Dementia Carers. We ask for feedback within these groups on a regular basis and all of these groups have been part of the consultation process for the new Carers Strategy.</p> <p>.</p> <p>See 9.7 update Also see 9.7 update.</p> <p>Relationships with the Job Centre, Tameside in Work, Routes to Work have been developed. We signpost Carers to the Wellbeing College, to take part in courses and we have been part of the course delivery.</p> <p>As part of the Carers Strategy one of our focus areas are younger carers and the transition to adult services. This is priority 5 of the new Carers Strategy and we are currently working with young carers and transitions to develop a robust pathway for younger carers. This work will include working with Colleges in the local area to support younger carers in to work and education.</p>
<p>Expand income maximisation and money advice services to carers (both working and non-working) to ensure that they are receiving all appropriate guidance around carer's allowances and other benefits.</p>	<p>Tameside Council</p>	<p>Tameside Council, DWP, CAB, Action Together, Registered Provider's Partnership</p>	<p>We have developed relationships with Welfare Rights and CAB to make sure all Carers are receiving the correct and relevant information around benefits and Carers Allowance. We have invited these services to our events at Carers Rights Day 2022, Carers Week 2023 and Carers Rights event on the 23rd November 2023. Health and Wellbeing staff attend regular training and information regarding benefits and Carers allowance so they are able to signpost and support Carers.</p>
<p>Facilitate focus groups with carers to improve and build on our offer for working carers, recognising and respecting their views and opinions as expert partners.</p>	<p>Tameside Council</p>	<p>Tameside Council</p>	<p>Working Carers are one of our priority areas and is Priority 6 in the new Carers Strategy 'Carers in/into employment and training'. As part of the action plan we will be developing support for Carers in work and feel that we need to start with Carers who are currently working for the local authority. There is a protocol for working Carers that has been developed through the GM Groups</p>
<p>Promote and encourage support for working carers in Tameside from employers in the borough, linking in with the GM Carer's Charter/Employer's Forum and covering issues such as flexible working policies, guaranteed assessment schemes and emergency time off.</p>	<p>Tameside Council</p>	<p>Tameside Council, GMCA, DWP</p>	<p>Relationships with the Job Centre, Tameside in Work, Routes to Work have been developed. We signpost Carers to the Wellbeing College, to take part in courses and we have been part of the course delivery.</p> <p>As part of the Carers Strategy one of our focus areas are younger carers and the transition to adult services. This is priority 5 of the new Carers Strategy and we are currently working with young carers and transitions to develop a robust pathway for younger carers. This work will</p>
<p>Provide comprehensive and wrap-around support to help carers get into employment if they want to, ensuring that they are</p>	<p>Tameside Council</p>	<p>Tameside Council, DWP, CAB</p>	<p>As part of the Carers Strategy one of our focus areas are younger carers and the transition to adult services. This is priority 5 of the new Carers Strategy and we are currently working with young carers and transitions to develop a robust pathway for younger carers. This work will</p>

informed of and are supported to achieve their rights, opportunities and responsibilities as both carers and employees.			include working with Colleges in the local area to support younger carers in to work and education.
Work with Action Together to develop and improve links with community organisations supporting ethnic minority residents and those for whom English is not a first language to improve access to and understanding of information related to poverty.	Action Together	All Partners	Action Together continue to develop their internal approach to anti-racism including training all staff on anti-racism and working with their Board to develop their approach i.e. making the funding they disseminate more easily accessible for non-English speaking communities. Anti-racism is a focus of Action Together VCFSE Workforce Development programme funded through UKSPF which will give opportunities to all local VCFSE groups to receive accessible training and workforce development opportunities on all elements of running a VCFSE group and in leadership. Action Together deliver their 1:1 capacity building support through neighbourhood development workers so that all sections of communities with an idea to improve things in their community can get support to make it a reality. Action Together partnerships team has worked with VCFSE groups to identify which areas they want to focus on in 2024-25, one of those areas is poverty taking the work that Action Together undertook in 2022-23 forwards to gather intelligence and use it to develop approaches that support people experiencing poverty to get the help they need and influence system partners to understand and make sure poverty is in the forefront of the decisions they all make.
Carry out work to understand whether local support to residents with refugee status, (including those seeking asylum, facing financial hardship, or subject to No Recourse to Public Funds restrictions) could be improved, and to understand how best to support EEA+ nationals with pre-settled status.	Tameside Council	All Partners.	Service is currently being reviewed and will be part of the Homelessness Improvement Actions.
Provide free period products within libraries and explore opportunities to expand this to all publically accessible council buildings and partner organisations.	Tameside Council	All Partners	Period products from Hey Girl charity available in 3 libraries.