

Cost of Living update

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Partnership Manager

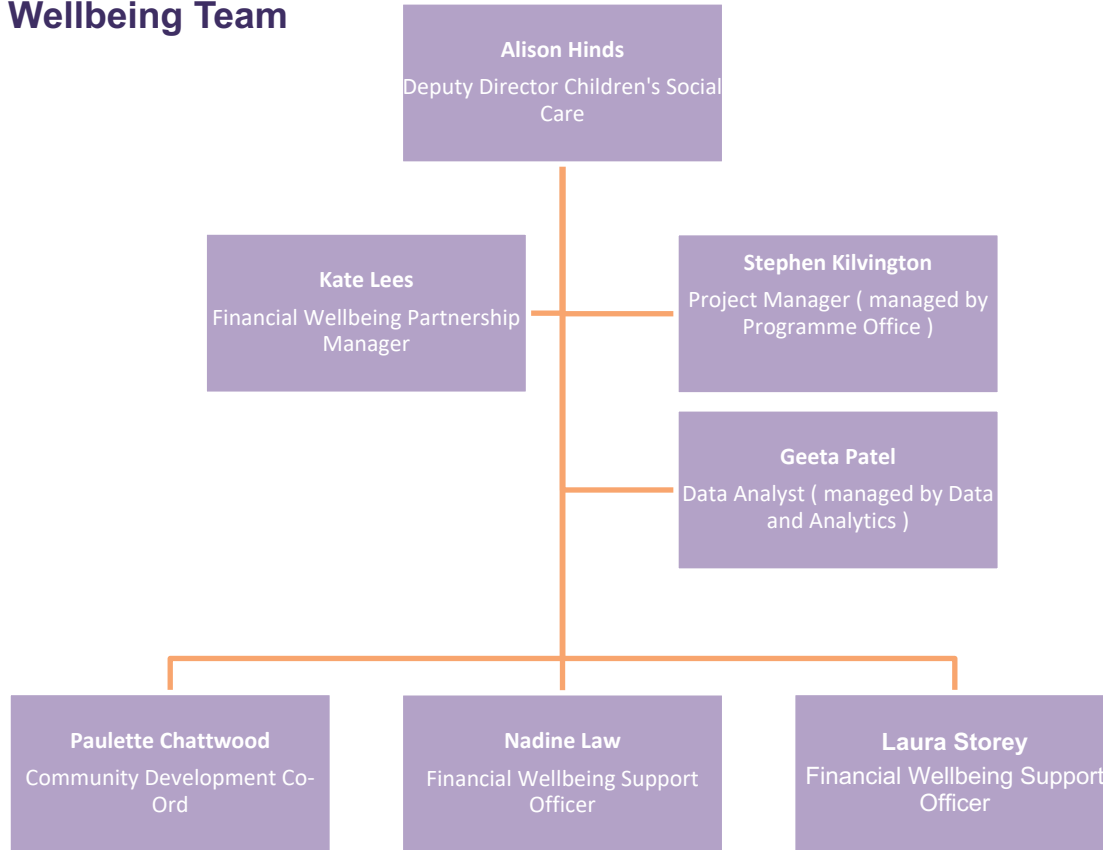
Tackling the cost of living crisis

Landlords Forum February 2023

CITY OF
WOLVERHAMPTON
COUNCIL

wolverhampton.gov.uk

The Financial Wellbeing Team



The Power of Partnerships

- Welfare Rights Service
- Revenue and Benefits Service
- Royal Wolverhampton Hospital Trust
- 0-19 Service
- Reach Team
- Early Intervention
- Children's Social Care
- Adults Social Care
- Community Support
- Alz café (Dementia Care)
- Friends and Di's Kitchen
- BIG Venture Centre
- Low Hill Community Centre
- Dovecotes TMO
- Bushbury Buddies
- Stratton Street Community Centre
- Credit Union
- CAB
- St Georges Hub
- RMC
- P3
- Good Sheppard Ministry
- Fathers Home
- The Well
- Excel Food Bank
- Elias Mattu Foundations
- Everyone Prosper SBD
- Catering Services
- Travel Unit
- Simple Acts of Kindness
- Parent and Carer Support Group
- The Haven
- Voice 4 Parents
- Bushbury Hill EMB
- Wolverhampton Homes
- Hub 4 Grub
- Oasis of Love
- Mount Zion
- New Park Village TMC
- St Chads & St Marks Church
- Changing Lives
- Every Family Counts
- Meals on Wheels
- Hope Community Project
- ACCI
- WFRC
- Gatis St Community Space
- Bilston Support Network CIC
- Bilston Resource Centre
- Age UK
- Customer Services
- School Improvement
- School Uniform Swap Shop
- New Communities & Housing
- England Illegal Money Lending Team



Community Shops

*cost of
living
support*



- Average active membership 400 - 700
- Average savings per household of weekly shop (reported £30 -50).
- Locations are listed: [Cost of living support | City Of Wolverhampton Council](#)
- 3 more sites to one before the end of 2022. These include, Graiseley, City centre and Eastfield.



wolverhampton.gov.uk/costofliving

Food Support Network



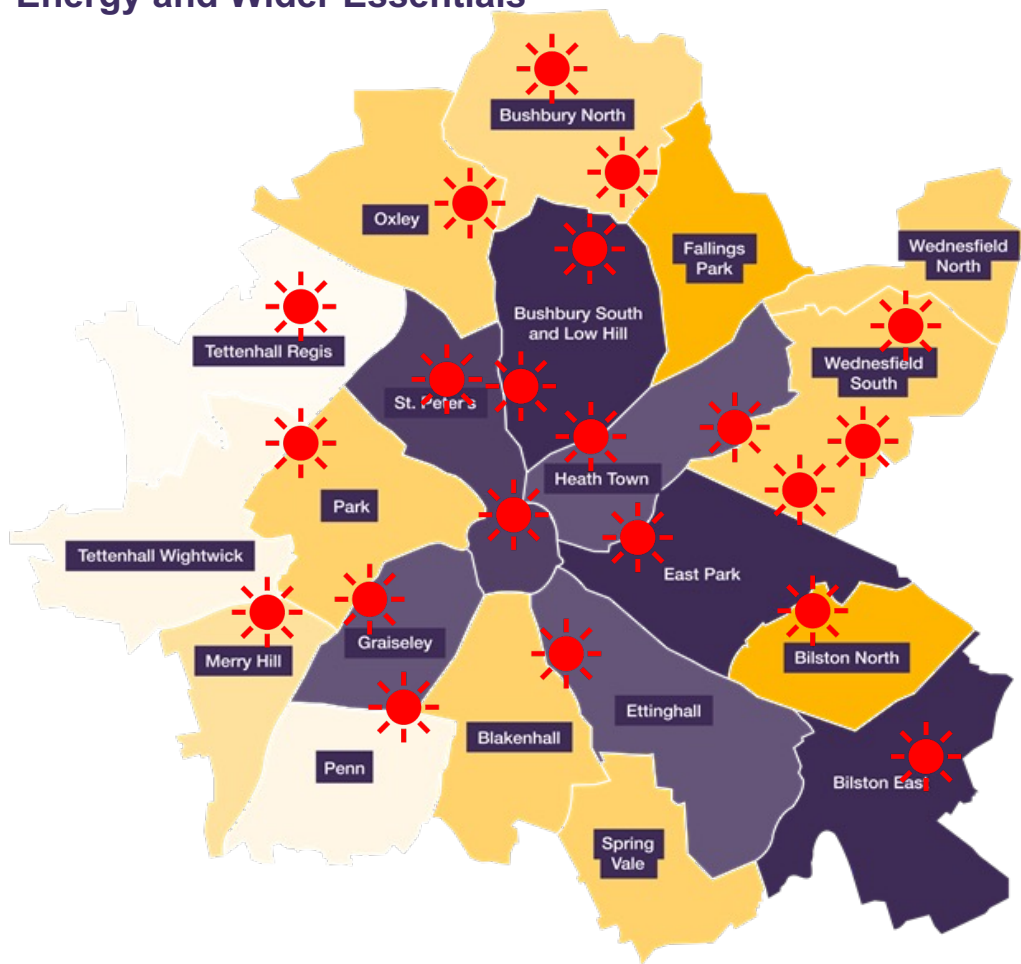
*cost of
living
support*

- 15 identified food support providers engaged
- 28 additional providers
- £700k investment of support
- Estimated households supported per day 900 – 1400

More than a Meal project – 9800 meals since Oct 2021.

wolverhampton.gov.uk/costofliving

Energy and Wider Essentials



*cost of
living
support*

20 partners engaged in providing assistance with energy.

Support ranges from advice and guidance, energy consumptions, debt reduction, access to grants and support from suppliers and allocation of support in crisis.

Support extended to repair and replacement of appliances, supply of clothing, heat sources, bedding and thermal protection.

Graduated Response (Early)- Progress

Reporting period (03/04/2022 – 10/01/2023)	Impact	Start	End
<p>Tackling food poverty –</p> <p>Community Shops</p>	<p>Since June 2022 the council has invested £175,000. Membership is now standing at over 3,900 members across the city. The shops are situated in established community venues in East Park, Bilston North, Bushbury North, Bushbury South and Low Hill, and Park.</p> <p>On average members report savings of up to £30 per week on groceries, this project has the potential to save households in the city, in the region of £7 million a year.</p> <p>Basket comparison - £28.80 at the community shop compared to two large supermarkets costing at £63.16</p>	01/06/2022	On-going
<p>Promoting Financial Responsibility –</p> <p>Money Maximisation</p>	<p>Wolverhampton Homes (WH) are a key partner in the delivery of the strategy. Since the launch, they have worked with 1,800 tenants to provide support in maximising money and opportunities.</p> <p>The availability of this support is having an impact on the rent accounts of tenants. In April 2021 5,017 (in year) cases were in arrears and in April 2022 5,361 cases were in arrears (in year). This is a very small increase of 344 cases, given the current financial climate. The current data positively shows that around 97.5% end the rental period with a clear rent account. This is as a result of preventative support and assistance.</p>	04/04/2022	On-going
<p>Accessing Financial Information - Local and community-based assistance</p>	<p>Over 75 organisations are working in partnership with the council to deliver the strategy. This joined-up approach means multiple issues can be dealt with at the same time. If someone is struggling with fuel bills it is not simply about offering financial support but looking at the root causes and linking together employment, skills, housing, and health</p>	04/04/2022	On-going

Graduated Response (Emerging)- Progress

Reporting period (03/04/2022 – 10/01/2023)	Impact	Start	End
Tackling Fuel Poverty – Bed Poverty	To date there have been 1279 beds and bedding items distributed across the city. Of this total number, 895 children have been supported with the provision of a bed. Less children need to co sleep with their parents because of not having individual beds to sleep in, more children now have adequate beds and bedding and less children are sleeping on mattresses on the floor, including those in temporary accommodation. Children who have outgrown their cots now have a suitable bed to sleep in, children with special educational needs or a disability (SEND) who require additional bedding now have this, and less adults and pensioners are sleeping in chairs, on mattresses without frames or are without appropriate bedding.	1/6/2023	On-going
Promoting Financial Reasonability – Targeted Support	Additional tools and data now available provide financial data at household level such as Experian. In addition, the Low-Income Family Tracker Platform (LIFT) will allow multiple datasets to be combined to help identify the most vulnerable households for whom support can be targeted. These tools will allow the city to identify at risk households, predict future demand for services and evidence what support is having a positive impact.	06/12/2022	On-going
Accessing Financial Information – Supporting entitled claims	It is estimated that 34% of pensioners who are eligible to Pension Credit fail to claim. The estimated average loss is £37.00 per week / £1,924 per year. The under claimed benefits include attendance allowance, pension credit and universal credit. 31.6% of households in Wolverhampton are now receiving Universal Credit whilst an estimated 12.5% are still in receipt of 'legacy benefits'.	04/04/2022	On-going

Graduated Response (Essential)- Progress

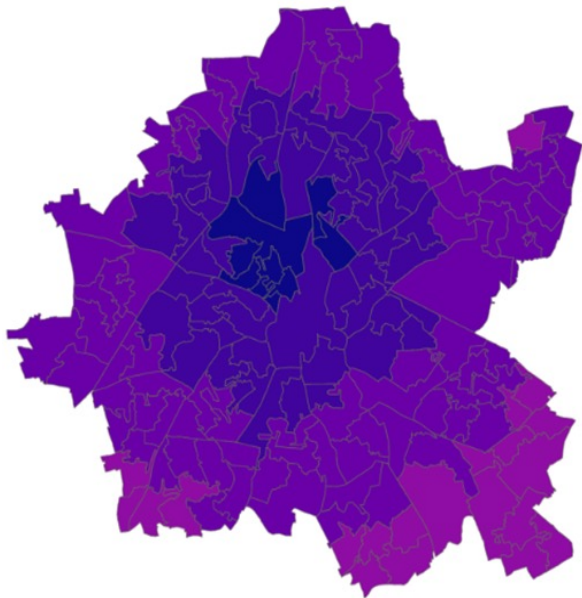
Reporting period (03/04/2022 – 10/01/2023)	Impact	Start	End
<p>Tackling Food & Fuel Poverty –</p> <p>Energy Efficiency</p>	<p>31,222 individuals have been supported. Assistance with energy bills is not the only way in which this strategy has addressed fuel poverty. The work undertaken in community projects has been supported by aligning resources and providing funding, where needed, to develop improved pathways to support.</p>	1/10/2021	On-going
<p>Promoting Financial Reasonability -</p> <p>Direct assistance</p>	<p>In June 2022 the council introduced the option for residents to apply for direct assistance. Links were made available on the council website. Residents not engaged with council or community services were signposted to the link to apply. Since then, 1,686 payments have been awarded for applications relating to household utilities and food to a total value of £224,400.</p>	01/06/2022	On-going
<p>Accessing Financial Information –</p> <p>Benefits advise</p>	<p>Benefits advice is a common need. Between January 2022 and December 2022, the benefits helpline received 2,139 enquiries, with the advice given leading to an estimated £488,028.44 potential benefit gain for residents in the city.</p>	03/01/2022	21/12/2022
<p>Tackling Food & Fuel Poverty –</p> <p>Warm Spaces</p>	<p>Helping the people of our city stay warm throughout the energy crisis with a network of 38 Warm Spaces. Warm space shuttle service in place via travel unit to assist with an enable access. Uptake of warm spaces has been generally low. Data and intelligence is suggesting that the support offer to keep residents warm at home is having greater impact. Additional monitoring and analysis to determine uptake of support form households that have low EPC rating , pre-payment meters and low income to measure impact.</p>	24/10/22	31/3/2023

Wolverhampton Data

Decile - LSOA's in England (1 = highest priority)

Family food support

Decile ● 1 ● 2 ● 3 ● 4



Source : Priority Places Index 2022

Over 62% (35,543)
Of the 0-15 population are in priority places

60 %
identified as places where people are most likely to need support in accessing affordable food and fuel support.

59 %
of population in priority places for food that's
154,566 people

over 50% of the population is in a priority place for food.

Priority Wards
(90% of the population in priority place)

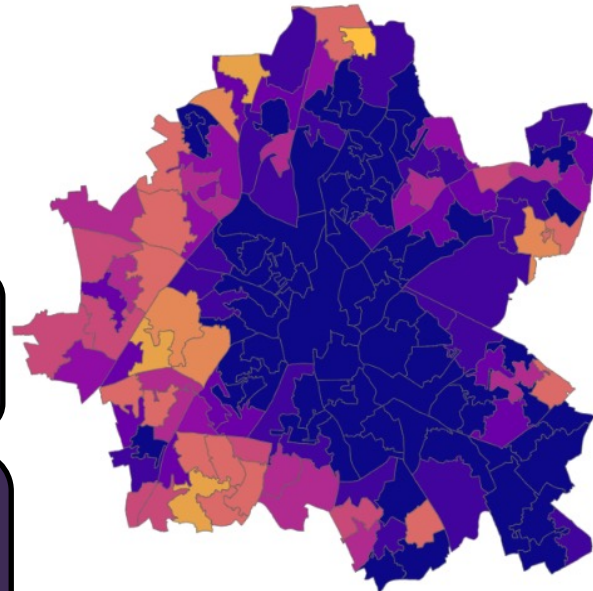
- East Park
- -Wednesfield North
- -Bushbury South & Low Hill
- -Bushbury North

cost of living support

Decile - LSOA's in England (1 = highest priority)

Fuel poverty

Decile ● 1 ● 2 ● 3 ● 4 ● 5 ● 6 ● 7 ● 8 ● 9 ● 10



Priorities for 2023/2024



Expansion of Community Shops over the next 6 months an additional 3 shops will open within the city. Graiseley, Dunstall and City Centre.

The Gateway In partnership with Good Sheppard Ministry and Wolves Foundation and investment £325,000 to launch a flagship community shop, café and cost of living support centre. Located at the Queens building, Queen St the hub will open in late March 2023. Alsinning the work of Wolves Work box at I10 and Ignite the additional investment from parentship organisations will provide a state of the art technology suite and training space.

Income Maximisation A key priority is to ensure that residents maximise the income they are entitled to through heightening awareness of eligibility and supporting claims.
The intention from DWP is the rollout of a managed migration to move off 'legacy benefits' onto Universal credit in 2023.

Community Chefs Project - 2 full time chefs appointed to work in communities to deliver programmes that build confidence and skill, help with budgeting, access to advice and guidance around nutrition and health.
Projects include Grub Clubs, Big Batch cooking and targeted support.

Bed Poverty- building on work completed around addressing bed poverty. Partnership arrangement in place between council and community based organisations, co-ordinated by Wolves Foundation.

Food & Fuel Summit - In March 2023 the council, with its key stakeholders, will host a Food and Fuel Summit. The summit will reflect on the work that has been undertaken already and explore the opportunities to strengthen the offer to residents. The focus will be on creating sustainable services that promote financial wellbeing and resilience.

In work poverty - the number of people in work, affected by cost of living is increasing. More people in this bracket are needing access food support, assistance with essential support and access to financial information and guidance. Targeted campaigns to assist people via financial wellbeing support. Access to support including Multiply, signposting to relevant services and awareness of support available.

How to access support



Household Support Fund

Where a household needs assistance with food, the following amounts will be awarded:

Single Adult: £25.00, Couples: £50.00, Addition for each child in household: £15.00

Where a household needs assistance with fuel, the following amounts will be awarded:

Single Adult: £40.00, Couple: £60.00, Addition for each child in household: £15.00

<https://www.grantapproval.co.uk/Requests/QuickSchemeLink/679BBF>

More information on the support available is at call us on **01902 290241 (option 2)**.

Cost of Living Support page - [Cost of Living Support | City Of Wolverhampton Council](#)

Community Shops - [Cost of Living Support | City Of Wolverhampton Council](#)

Warm Spaces - [Warm Spaces | City Of Wolverhampton Council](#)