

# **Poverty Support Services Mapping and Stakeholder Engagement Report**

Wakefield District, 2023

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Prepared by Magpie, January 2023

# Forward

As Cabinet Member for Communities, Poverty and Health I am increasingly concerned about the impact that poverty is having on residents health and well-being. Poverty and the rising cost of living is significant and increasing. It adversely affects the lives of many Wakefield residents, and impacts on every aspect of their lives. In our district, there are many services and organisations which support our residents, who aim to prevent people entering poverty, to provide help and support in times of crisis and to help people to move out of poverty and allow them and their families to thrive.

This report gathers information and intelligence from these key partners, large and small, across Wakefield district, and provides an important piece of evidence as we, as a partnership, work hard to ensure the best possible routes out of poverty for all of our residents.

**Councillor Maureen Cummings,  
Wakefield District Council**

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# Executive Summary

## Background

At least 10 million people in the UK are estimated to be living in relative poverty, including nearly three million children in low income households. Recent global events have exacerbated underlying social, economic and health inequalities in the UK, and the current cost of living crisis has increased the risk that more families and individuals will experience hardship now than in recent decades.

Poverty – or living without adequate income to fulfil basic human necessities and needs such as warmth, shelter, nutritious food and adequate clothing, impacts upon physical and mental health and quality of life. Ongoing psychological stresses of living in low income can cause family and relationship strain, and deprivation has been consistently associated with increased morbidity and mortality.

Wakefield District is home to 353,802 people, living in urban centres, towns, villages and rural communities. Overall measures of area level deprivation have slightly worsened in recent years, with the District being ranked the 54th most deprived in England, (compared to being 65th most deprived in 2015). The increase in deprivation is thought to have occurred in those areas which were already worse off. Data suggests there are 54,200 people living in neighbourhoods amongst the top 10% most deprived in England (15.7% of the District's population), including 14,669 children in low income families. Rates of relative child poverty are estimated at 22% overall, ranging from 39% and 36% in Wakefield East and North respectively, to 12% in Stanley and Outwood East. Similarly, fuel poverty rates vary across the District, averaging at 17%, and increasing to 38% in some areas.

## Poverty mapping and insight gathering project

Wakefield District's recent Corporate Plan outlined numerous programmes and initiatives to address its strategic priorities, building on strengths from the covid response, and including investment in local infrastructure and transport, education, skills and training, employment and affordable housing - namely, the building blocks of healthy lives and communities. The council is also developing its Economic Wellbeing Strategy, with a particular focus on inclusive wellbeing.

In September 2022, Wakefield Council commissioned the social change organisation, Magpie to undertake a piece of poverty support service mapping and stakeholder insight work. The aims were to better understand existing poverty support provision, identify possible gaps – (including certain communities or areas that may be lacking support), share

examples of success and best practice, and gather insights to inform future strategic planning. Insights were gathered in the areas of current strengths, challenges, required system level responses and sustainable methods of delivery.

Mixed methods were used to gather information and insight from a range of stakeholders in poverty support within the District, including providers of services, commissioners, and partners that refer service users. This included an online survey to gather descriptive service information, in depth stakeholder interviews with representatives from multiple sectors and two insight gathering workshops.

## Survey results

There were 35 unique responses to the survey from 27 different organisations detailing largely descriptive information about local poverty support services. Responses were mainly from local voluntary sector organisations and public sector services, as well as other local or national organisations working to support people in poverty.

Findings from the survey indicated that there are a wide range of poverty support services in the District including the provision of welfare support and advice, financial skills training, food poverty and fuel poverty support, access into education and employment programmes, temporary housing and other local support such as the provision of warm spaces and counselling. Referrals between local services and wider partners such as schools, community organisations, the Local Authority, and health services were commonly reported.

In 75% of cases, services stated that they were available to residents across the entire District. In a smaller proportion of responses, services were described to be targeted to local areas, in large, mapping with areas of higher deprivation across the District. Over half of respondents (18/35) stated that their poverty service was targeted at all groups at risk of poverty, with a smaller proportion targeting services to specific groups, such as people experiencing homelessness or older adults.

Face to face delivery of poverty support services or programmes was cited by 91% of respondents, with telephone support stated in 60% and online support in 40%. Provision of support to families or individuals directly in their own homes was reported in 57% of survey responses. Self-referral into services was stated as an option in 89% of the initiatives described.

Strikingly, 94% of responses indicated that demand for poverty support had increased in the last 12 months. Common impacts of this increased demand were seen as increased staff workload, increased waiting lists and times, and increased service costs. Where organisations had seen an increase in demand, 29% were already planning to expand their provision, and an additional 37% wanted to but were currently unable to.

## Qualitative findings

Eleven in depth stakeholder interviews were recorded between October and early December 2022, and over 40 people attended insight gathering workshops within November 2022 in which group discussions on key topic areas were held. Findings reported are based on those that were able to contribute to this project and it should be remembered that this may not be fully representative of all poverty support providers in the District. Discussions were held on topics including current strengths in local poverty support, current challenges, areas of unmet need, system level solutions and ideas for sustainable delivery models.

## Strengths and Best Practice

Numerous services and programmes were suggested as being successful in poverty support in the District, including a range of grants and funds (for individuals and organisations), campaigns to support access to available benefits, financial education programmes, food pantries and food banks, fuel poverty, housing and employment support initiatives.

Successful partnerships were commonly referred to as a key strength in local poverty support - for example, between housing, health, welfare and benefits, and community organisations. Community outreach services, including welfare advice within community settings were commented as increasing access by taking services to where the need was, and breaking down more formal service barriers. Working holistically, considering multiple needs of those experiencing poverty and targeting services to vulnerable individuals in creative approaches were also described as successful techniques.

## Unmet need

There was some uncertainty about which population groups might currently be struggling to access poverty services despite being in need. In part, this was suggested to be down to a lack of data, and a difficulty in identifying individuals at an early stage who were not already in contact with support.

Groups that were identified as potentially requiring further poverty support included socially isolated or marginalised groups (including people living by themselves and lacking digital access), carers and recently bereaved individuals, people in contact with the criminal justice system, veterans, young families and ethnic minority groups. The South East of the District, Wakefield Rural and Normanton and Featherstone were highlighted as possible geographical communities which may be lacking poverty support.

Groups with possible emerging needs for poverty support in the future were highlighted as those 'on the cusp of support', that were just about managing. This may include people currently relying on savings or credit and groups that have never required support before. Increased rates of homelessness were predicted to rise locally if the current cost of living crisis continues.

## Challenges, solutions and sustainable delivery models

The noticeable increased demand for local poverty support services, coupled with challenges in funding, resourcing and staffing for local services is a particular challenge for local providers, and may not be sustainable if current cost of living pressures continue. Increased energy costs present a possible risk for continued service delivery. In the short term, greater strategic support was requested by providers of food banks in order to better manage demand across the District.

Solutions to support more sustainable working included capacity building initiatives for service users (to reduce long term levels of support), possible resource sharing across organisations and reducing administrative burdens where possible, for example through increased contract lengths. However in the longer term there is a need to influence key drivers of poverty (thereby increasing poverty prevention) and factors which can help to support people to exit poverty. This requires a long term strategic focus on addressing wider factors such as supply of affordable housing, affordable care and the creation of good quality, well paid jobs with training and skills matched accordingly.

Suggested solutions (or supportive actions) at the system level included:

- a.** The co-ordination of poverty support centrally within the District - for example through a funded co-ordination role in the Local Authority.
- b.** The continued evaluation of services, including cost effectiveness evaluation.
- c.** Sharing of best practice and support through inclusive local networks, widening participation to organisations of varying size and need where possible.
- d.** Increased engagement with additional partners, including those working with individuals at high risk of poverty and possible unmet need - as identified in the report - and the wider business and industry sector, given the potential role local employers can have upon job quality and earnings.

# 1. Introduction

**“Poverty means not being able to heat your home, pay your rent, or buy the essentials for your children. It means waking up every day facing insecurity, uncertainty, and impossible decisions about money. It means facing marginalisation – and even discrimination – because of your financial circumstances.”** (JRF 2016, p4)

Poverty or living in low income, is a major determinant of health and wellbeing, influencing areas such as physical and mental health, quality of life and participation in society (IHE, 2020; Waterall et al 2022). Despite advances in living conditions on the whole, social inequalities remain apparent and it is estimated that at least a sixth of the UK population continues to experience poverty (IHE, 2020). Numbers of those experiencing ‘in work’ poverty have increased (Joyce, 2018), and rates of ‘persistent’ poverty are rising for certain groups (Francis-Devine, 2022). In some cases poverty can affect multiple generations of families (JRF, 2016).

Previous national policy and strategy has highlighted the need to mitigate against poverty and address its root causes (HM Government, 2011), however the need is ever more acute given recent global events such as the Covid pandemic, Ukraine war and the resulting cost of living crisis. Preventing and responding to the impact of poverty has become a priority for local health and care systems (Kings Fund 2021, NHS 2019), and a key consideration in national policy making (Institute for Government, 2022).



## 2. Project overview

In September 2022, Wakefield Council commissioned the social change organisation, Magpie to undertake a piece of service mapping and insight work to better understand existing provision of poverty support services, potential gaps in unmet need, and stakeholder insights regarding local strengths, challenges, and opportunities going forwards. The intention was to produce information and insights that could be shared with partners across the local health and care system to better understand and plan for poverty support to meet local need, both in the short and long term. It was considered particularly important at this time, given the increased concern about rising poverty rates within the UK.

### Project Aims

The project aims, methods and materials were co-produced and guided by a working group, with representation from a range of council departments and organisations that work closely with people experiencing poverty.

The project was not intended as a service review, but as essential stakeholder engagement in two main areas:

- a.** To inform service mapping – considered important given the complexity of factors that interplay in poverty and its consequences, and the multiple services and programmes that act to prevent, mitigate or help people to exit poverty.
- b.** To generate insights to inform the forthcoming Economic Wellbeing strategy, recognising the importance of addressing poverty within system level health, social and economic planning.

### Objectives

It was agreed that information and insights about local anti-poverty services in Wakefield District would be gathered in order to:

- a.** Better understand current breadth and models of local anti-poverty service provision.
- b.** Help identify unmet need both now, and emerging, either at the population or service level.
- c.** Help identify best practice, shared learning and opportunities for the sector.
- d.** Generate insights into current challenges, requirements and sustainable solutions which can inform strategic planning around anti-poverty service provision, including responses to the current cost of living crisis.

## Methods

Mixed methods were designed to capture a range of different information from a wide range of stakeholders within a three month time frame for the project delivery. This included:

- In depth interviews with key stakeholders to identify early themes on discussion points.
- An online survey to gather service or programme level information.

Two workshop events to allow for further mapping and group discussion around topic areas.

The methods were designed to provide multiple opportunities to participate and triangulate findings. The project was aimed at a range of different organisations, including those that provide poverty support services or programmes, as well as commissioners of services and local organisations that refer into services or provide infrastructure support.

Recruitment into the project was via existing networks, including those disseminated through the Public Health department and by key partners. The work was intentionally aimed at supporting agencies, rather than service users themselves as there was noted to be public engagement taking place through other projects which would complement this work.

Informed consent was gathered from participants taking part in each of the different project components. Translation and interpretation services were also offered to enable equitable access to the events.

In addition to the primary research methods above, a brief review of national and local poverty data and policy was conducted to help set the context, inform research materials and allow for interpretation of results.

## Analysis and reporting

Findings were analysed and reported in three broad areas:

1. Findings from the rapid literature review were documented to provide an overview of relevant evidence and policy around poverty support, at a national and local level.
2. Results from the online survey were largely reported using categorical measures to provide an overview of service breadth, referral routes, populations served and trends in demand. Individual service level information was captured within a mapping document.
3. Qualitative findings from the one to one interviews and workshop events were analysed using thematic analysis, using a coding system to generate emerging themes, which could be built upon with additional results.

Interpretation of the results, and possible implications for poverty support stakeholders are embedded within the findings, and summarised within the conclusion of the report.

# 3. Background information: poverty in the UK

The Department for Work and Pensions uses 'households below average income' (HBAI) data derived from the Family Resources Survey to generate a range of UK poverty statistics (ONS, 2022).

Using this data, numbers in relative poverty are defined as those living in households with income below 60% of the median income in that year. Numbers living in absolute poverty are calculated by adjusting relative poverty levels to take into account the effect of inflation each year, against a set baseline (Francis-Devine, 2022).

Some agencies have proposed that 'Minimum Income Standards' may offer a broader definition of poverty, being based on public opinion of requirements to meet a socially acceptable standard of living (Padley, 2017 and New Economics Foundation, 2021, JRF 2016).

Rates of poverty may therefore differ depending on the measurement used. For the purposes of this report, national government statistics are used unless otherwise stated.

## 3.1 Poverty statistics and trends

Nearly all poverty indicators currently show an increasing trend in the numbers of people experiencing poverty in the UK.

### Relative poverty

Overall rates of relative poverty in the UK have remained relatively steady over recent years, with recent estimates at around 10.5 million people (16%) before housing costs are taken into account and 13.4 million (20%) after housing costs (Francis-Devine, 2022). However the numbers of children and pensioners in relative low income have increased over the past five years, following a sustained reduction between 1998/99 to 2004/5 (Francis-Devine, 2022).

### Child poverty

There were an estimated 2.99 million children aged 0-19 years living in families in relative low income in the financial year ending 2020 (up from 2.74 million in FYE 2019). Overall, 19% of children under 16 years old live in relative low income families, although this ranges at a Local Authority level from 4-39% (DWP, 2021).

Child poverty rates are especially high in workless families - in excess of 70% compared to 60% in 2010 (IHE, 2020).

### Absolute poverty

Government statistics from 2020/21 suggest 8.8 million people (13%) were living in absolute low income before housing costs (BHC) were accounted for, rising to 11.1 million after deducting housing costs (17%) (Francis-Devine, 2022). Absolute poverty rates can rise where inflation increases to a higher extent than incomes. The Resolution Foundation estimates that absolute poverty will rise in 2022/23 by 1.3 million including 500,000 children (Resolution Foundation, 2022).

### 3.2 At risk groups

Some population groups are at an increased risk of experiencing poverty, this includes those who face barriers in earning higher incomes, and those with increased costs of living (JRF, 2016, IHE, 2020, Runnymede Trust, 2022). At risk groups include:

- Ethnic minority and migrant populations, who may additionally face discrimination in education, employment, welfare or health settings.
- People with long term health problems, including mental illness
- People with disabilities
- Large families and single parent families
- Care leavers and those with experience of care – who may lack access to ongoing financial and other support

A recent report from the Runnymede Trust (2022) indicated that Black and ethnic minority groups in the UK were 2.5 times more likely to be in poverty than white populations, these figures were stated as 2.7, 3.3 and 4.2 times more likely respectively for Black, Pakistani and Bangladeshi groups. Ethnic minority populations are also more likely to be in 'deep' poverty, and to face food insecurity.

Nearly half of all families experiencing poverty have an adult or child with a disability (JRF, 2016). Current concerns in the media have highlighted the additional costs that people with disabilities face - such as increased equipment, transport and fuel costs, as well as increased difficulties in finding work.

### 3.3 Drivers of poverty

Multiple factors can contribute towards poverty, including those at the individual level, or those influenced by markets and state intervention (JRF, 2016). More broadly, drivers of global poverty include social, environmental and structural factors (United Nations, 2020).

Key factors contributing to poverty for at risk groups in the UK include:

- Unemployment
- Low skills, which may restrict the quality of work available to an individual
- Low wages and insecure, temporary forms of work
- Long term health conditions and social needs, which may make it difficult to secure and maintain appropriate work

- High housing costs
- High childcare costs
- Low benefits, in relation to need
- Higher rates of inflation, impacting on costs of living more broadly
- Increasing levels of in work poverty suggest that exiting poverty is not simply about finding work, but about transitioning to good quality, well paid, secure work, with opportunities for training and pay progression (JRF, 2016)

### 3.4 Impact of poverty

Poverty impacts at individual, family and societal levels. Direct consequences of poverty, include effects on mental and physical health, associated with the psychological stress and worry of sustained low income, or the consequences of living in cold damp housing, with inadequate nutrition. Poverty is associated with family difficulties, domestic violence and relationship breakdown. Impacts upon health can create a vicious cycle of poverty, making it more difficult to exit (IHE, 2020, JRF 2016).

At a population level, social gradients in life expectancy, healthy life expectancy and preventable mortality are recorded, whereby more deprived populations face poorer outcomes compared to the better off in society (PHE, 2018). Greater inequality is associated with poorer social outcomes (UN, 2020), and poverty also carries an economic impact. Public spending to address poverty and its consequences has been previously estimated at £78 billion (JRF, 2016).

### 3.5 Current context

A range of factors have recently contributed to increased concern regarding poverty in the UK. This includes:

**a.** The coronavirus pandemic, which disproportionately affected the poorest in society (IHE, 2021). Long term negative consequences of the pandemic continue, including job losses, redundancies, and ongoing health and social impacts which may impair ability to work, often experienced more so by people in more deprived groups (IHE, 2021). Increased numbers of those aged 50 years and

older left their jobs during the pandemic and data suggests increased proportions of adults are stating long term illness as a reason for not being able to work (ONS, 2022).

**b.** The Ukraine war which began in February 2022 has affected global supply chains of gas and grain, causing significant increases in the cost of fuel and food - both in the UK and across Europe. As a consequence, inflation has risen sharply triggering a cost-of-living crisis, and government intervention has been necessary to temporarily cap energy prices. Interest rates have increased in response, and families and businesses are now being faced with potential rises in rent and mortgage payments.

Research suggests that the cost of living for essentials such as food, clothing, transport and social participation has increased by 27% from 2021 to 2022- from £231 to £293 per week per working age adult (Statista, 2022).

These acute economic impacts have occurred against a background of longstanding high housing and childcare costs, benefits reforms and wage stagnation - effectively widening the real terms gap between income and expenditure for many (IHE, 2020).

### 3.6 National policy context: poverty

The national policy context in which poverty has been addressed has varied over the last few decades, with a more explicit focus on poverty strategy in 2010, and a broader focus upon vulnerability in the years that followed (see Appendix 1 for an overview of historical national policy and strategy with relevance to addressing poverty).

There is currently no national poverty strategy, however the Government recently published its Levelling Up White Paper and associated regulations in response to the inequalities highlighted during the coronavirus pandemic (Department for Levelling Up, Housing and Communities, 2021).

This paper has outlined initiatives backed by funding to increase economic and social progress more fairly across the UK. Poverty, therefore, can be seen to sit within a broader policy base which aims to address economic, social and health inequalities. This is also evident in recent developments in NHS policy and strategy, whereby the health sector has recognised the importance of preventative action, and the potential role it can play in addressing the social determinants of health, notably with the introduction of Integrated Care Boards and local partnerships, and explicit focus upon poverty and health inequalities in the NHS Long Term Plan (NHS, 2018; Kings Fund, 2022). Actions to address poverty have increased within the most recent Marmot recommendations 10 years on' (IHE, 2020) - which gathers evidence to support the reduction of social and health inequalities.

More broadly, global social and economic policy has focused upon addressing poverty as one of the Sustainable Development Goals (SDGs) (United Nations, no date) and local areas have included the SDGs within their own sustainable development strategies, showing the breadth of policy making in which poverty lies (NHSE, 2018). This is important, as local areas may concurrently be designing strategies to address sustainability and climate change, economic development and the reduction of health and social inequalities. If poverty features within all areas, there is a need for multisystem communication and co-ordination of poverty strategy.

## 4. Local data and policy: Wakefield District

Wakefield District has a population of around 353,802 people living in a mix of urban and rural communities, with 25% of the population aged 60 years and above, and 7% from ethnic minority groups (Wakefield Council, 2022a, Wakefield Council, 2023). Historically, Wakefield's economy has been built around manufacturing, logistics and healthcare industries.

### 4.1 Local measures of poverty

Overall rates of area level deprivation have increased in Wakefield over the past five years, with the District ranked the 54th most deprived in England, (compared to being 65th most deprived in 2015). Increases in relative deprivation have typically been seen in neighbourhoods that were worse off initially (28% of neighbourhoods), with relative deprivation remaining the same for 72% of neighbourhoods (Wakefield Council, 2022b).

Data from the 2019 Index of Multiple Deprivation (IMD) showed that **54,200 people in the district were living in neighbourhoods amongst the top 10% most deprived in England** (which equates to 15.7% of the district's population). More than 60% of the population in Airedale and Ferry Fryston, South Elmsall and South Kirkby, Hemsworth, Wakefield East and Wakefield West live in neighbourhoods that are among the top 20% most deprived nationally (Wakefield Council, 2022a).

#### Child poverty

**In 2020/21 it was estimated that there were 14,669 children living in relative low income families in Wakefield District** (OHID, 2022). This is around 22% of children aged under 16 years, a figure which has increased over the past five years (Wakefield Council, 2022b). Around two thirds of children living in low income families come from working households. Wakefield East and North show the highest

rates of children in low income households, at 39% and 36% respectively, with the lowest rate in Stanley and Outwood East ward (12%) (Wakefield Council, 2022b). See Appendix 2 for a full list of ward level child poverty rates.

#### Fuel poverty

**Data from 2020 estimates 26,170 households in Wakefield District (17.3%) to be in fuel poverty** (OHID, 2022). This figure is similar to regional estimates, but higher than the England average of 13.2%. Some areas within Wakefield District have considerably higher estimates of households in fuel poverty, including parts of Lupset; Airedale and Ferry Fryston; the Peacock estate, Wakefield; Portobello, Wakefield; and Kinsley that range between 30-38% (Wakefield Council, 2022b).



## 4.2 Local drivers of poverty

Deprivation in areas including education, skills, health and crime is thought to drive the District's overall deprivation profile.

Wakefield District has the 30th largest economy in England with around 11,000 businesses and over 165,000 jobs. Median gross earnings for full time workers in the District are slightly below regional and national medians, at £28,166 (2021).

Around 22% of homes in Wakefield are rented from a social landlord with a further 15% privately rented (Wakefield Council, 2022c, ONS 2023).

Recent overall trends in educational achievement are positive, with 70.8% of children achieving a good level of development by the end of reception, a figure which is improving and very similar to regional and England rates (OHID, 2022). Numbers not in education, training or employment have also been falling (4.4% in 2020), lower than regional and England rates of 6.3 and 5.5% respectively.

However, GCSE attainment for those with free school meal status is estimated to be lower than regional and England values based on data from 2014/5 (OHID, 2022).

- In 2020/21, there were 154,700 people in employment (74.6% of the District's working age population aged 16-64 years) and 8000 unemployed, which equates to an unemployment rate of 4.4% (OHID, 2022).
- Data from Citizens Advice Wakefield District in 2020/21 suggests that number of people seeking advice on welfare and benefit issues have been increasing. Most commonly reported advice were in areas of Universal Credit (40% of all problems); other benefits and tax credits (19% of problems); and debt (17% of problems) (Wakefield Council, 2022b).

## 4.3 Local programmes and plans

The Corporate Plan for Wakefield District 2022-2024 is built around a number of strategic priorities, several of which, if not all - are directly relevant to the prevention or mitigation of poverty in the District:

### Strategic priorities

- Places to be proud of
- An economy that works for everyone
- Better health and lives
- Thriving children and families
- A greener Wakefield District

Within these priorities, a number of programmes are referred to which have the potential to impact upon poverty, either already established or planned for development. Areas of particular relevance include:

- Continued investment in infrastructure and transport to support economic development, potentially creating new jobs and supporting leisure and tourist industries.



- Extension of employment support programmes into areas of need, and the development of adult education centres and new youth support clubs.
- Continuation of apprenticeships and skills programmes, such as Step Up and Kick Start.
- Continued delivery of poverty support and financial education and skills services such as Money Smart and Healthier Wealthier Wakefield Families (the latter of which also provides training to frontline professionals).
- Supporting 29,000 residents with the Council Tax support scheme.
- Plans for the development of new funded housing sites, and plans to prevent homelessness.

- Exploration of best practice in the reduction of food poverty locally.
- Continued investment in energy efficiency schemes.
- The Council's Housing Plan also directly aims to support the reduction of poverty through housing resilience intervention, within it's Sustainable Communities plans.

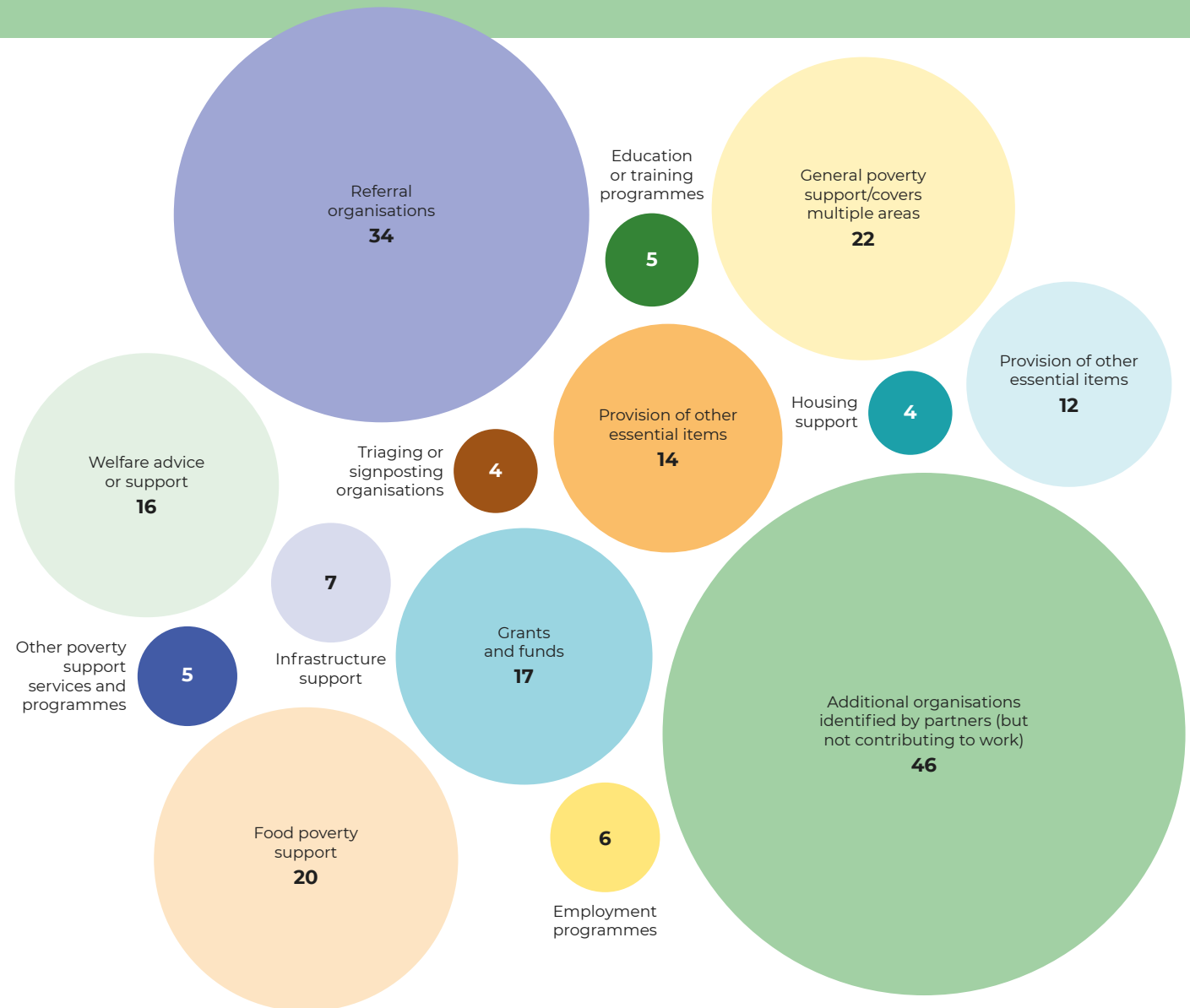
There is already a significant amount of work planned that may impact upon poverty within the District, and it is clearly cross departmental in nature. Any future strategic planning around poverty could build upon existing frameworks for monitoring progress where relevant, and this could also help to demonstrate the role that addressing poverty has within delivery of Wakefield District's Corporate Plan, or other relevant local strategies.

# 5.0 Project Results: Mapping Overview

## Nature of poverty support in Wakefield District

Information to produce this infographic was gathered by those completing the online survey or taking part in interviews. Some organisations provide more than one type of poverty support, and some will be direct providers of services or programmes, whereas others will be referral organisations, commissioners or provide infrastructure support in these areas.

The numbers within each circle represent the different services or programmes that contribute in this way. See the survey and qualitative results sections for more detail of these findings as well as the information in Appendix 6.



# 5.1 Project results: Survey Findings

Organisations that provided poverty support services or programmes were invited to take part in an online survey, which was disseminated via Wakefield Council’s Public Health department. Appendix 3 contains the questions used within the survey, which were mostly intended to gather descriptive information about the nature of services and their delivery.

## Survey respondents

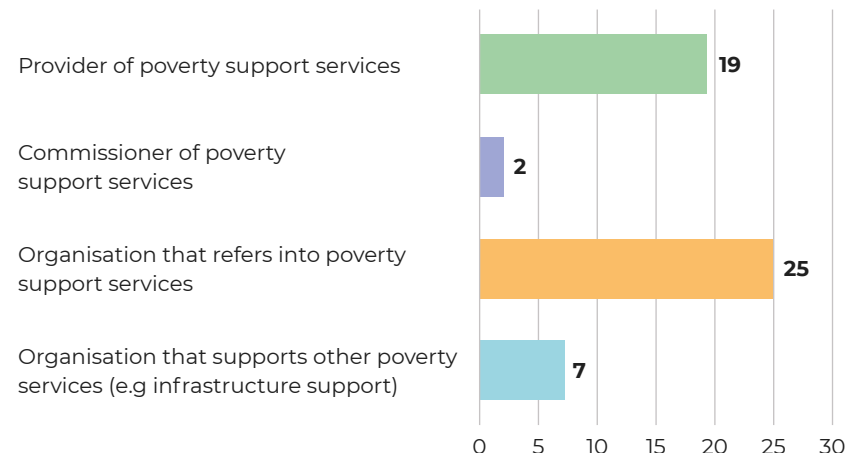
There were 40 responses to the survey from 27 different organisations. Five responses were duplicate entries, bringing the total to 35 unique responses which could be analysed. In some cases, multiple poverty services or programmes were provided by the same organisation. A list of organisations that contributed to the survey, along with their poverty support services is listed in the appendix 4.

## Organisational function

There was some cross over in function related to poverty support, with 19/35 survey respondents (54%) stating that they were providers of poverty services, and 25 (71%) stating that they referred to other poverty services (suggesting that some organisations could both provide support and refer elsewhere). Seven respondents (20% of the total) classed themselves as providing infrastructure support to poverty services (and again, some of these had multiple functions).

Given the lack of clear distinction between the function of organisations in relation to poverty support, the survey responses are analysed as a whole for the remainder of this analysis unless otherwise stated. This is based on the assumption that those that chose to respond are connected to poverty support in some way, even if their organisation does not directly deliver a ‘poverty service’. This may reflect the lack of clear definitions within the system as a whole as to what is classed as a poverty service or programme. It is also important to capture the less formal, softer work of referral organisations that may offer advice or signposting around poverty as part of their work.

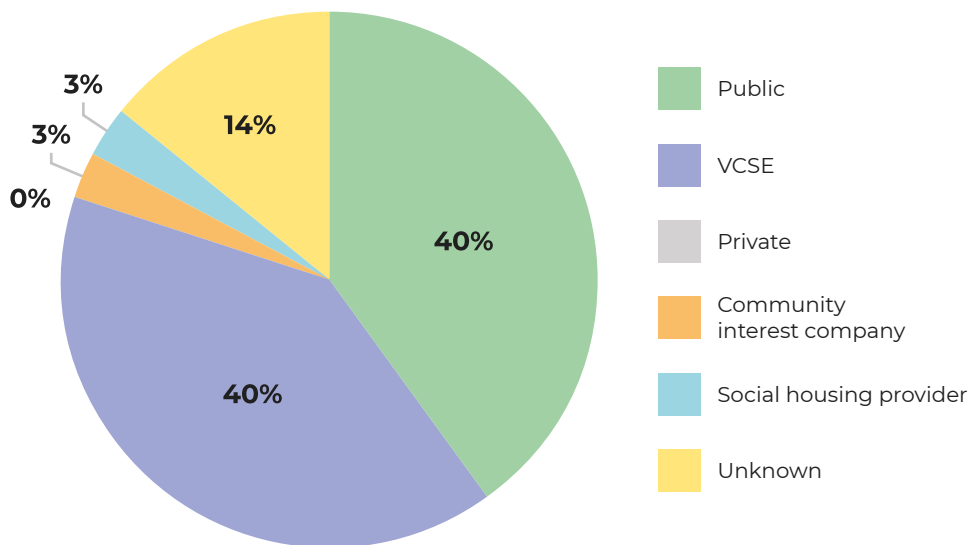
**Graph 1: What does your organisation do in relation to poverty support?**



## Provision by sector

The majority of responses to the survey were from the voluntary, community and social enterprise sector (VCSE) and the public sector - accounting for 40% of responses each (see Graph 2 below). Public sector responses came mostly from the Local Authority, with a smaller proportion from health services. There was one response each from a community interest organisation and a social housing provider. There was minimal, if any response from the private business sector within the survey - whether this is a true reflection of low engagement in poverty support, or whether it is more representative of a lack of engagement with the sector to contribute to the survey findings. Qualitative insights highlighted the potential benefits of working with businesses as key influencers of jobs, earnings and workforce wellbeing initiatives to address poverty.

**Graph 2: Sector of work, based on respondents to the survey (total = 35 responses)**



### Future suggested action:

Explore existing levels of engagement with local businesses and large employers to tackle poverty, and consider methods to strengthen partnerships and positive action.

### See examples in reports such as:

- 'How Can Businesses Contribute to People's Health' (Health Foundation, 2018)
- 'The Business of Health Equity' (IHE, Legal and General, 2022)
- 'Anchor Institutions and how they can affect people's health' (Kings Fund, 2021).

## Geographical delivery of services

The majority of respondents (26/35 - 74%) stated that they provide poverty support across Wakefield District, with a smaller percentage providing support focused in Wakefield City (n=4, 11%), or other specific villages, towns and postcode areas in the district (n=7, 20%) - see Graph 3. A small proportion of organisations were regional or national in scope. Some services worked across multiple areas.

**Graph 3: Where does your organisation deliver its poverty support service or programme? (n=35)**



Of those delivering within a more localised location in the District, areas of provision were highlighted as WF8, WF10 (x3), ward 14, as well as 25 outreach locations attended by Citizen's Advice Wakefield District (CAWD) (mapped to area level deprivation), and a new CAWD service at Pinderfields hospital. Job centre workers also attend community outreach work in St George's Community Centre (Lupset, WF2), St Mary's Community Centre (Pontefract, WF8), Riverside temporary accommodation (WF1), the Community Awareness Programme (WF1) and Next Steps leaving care service (WF1), with further planned outreach work in the Airedale areas. Localised provision can be seen to correspond with areas of high deprivation across the District, as seen in Appendix 5.

The survey did not capture every single delivery location for those working across Wakefield District, although responses indicated that common delivery settings included the organisation premises and community outreach locations.

## Home based support

Twenty respondents (57%) stated that they provide some support to families directly in their own homes. Home based assessment or support was delivered by VCSE organisations, council departments and a social housing provider. Types of home based support included - the provision of food parcels, assessment of wellbeing more broadly, and the delivery of home improvement schemes. Further detail on delivery settings for each service can be found in the mapping document in Appendix 6.

## Possible gaps in coverage

Despite high coverage of face to face delivery of services, including home based support, qualitative insights from this work suggest possible gaps in provision of poverty services in localised communities such as:

- Wakefield rural
- The South East of the District
- Normanton and Featherstone (not as well represented in the hubs)

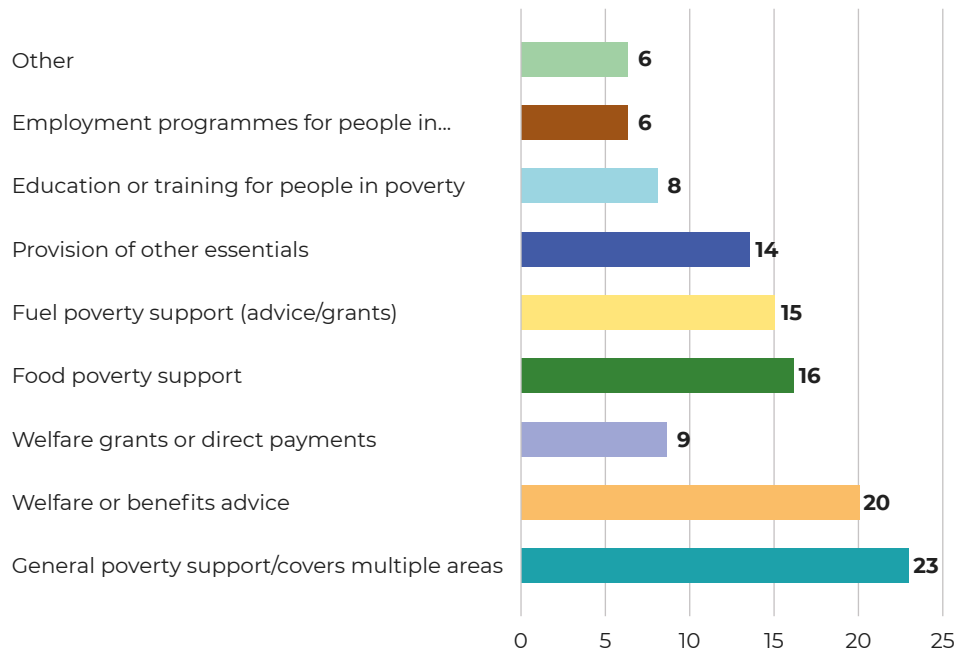
It is recognised that the survey may not have engaged with the full range of poverty service providers across the District, so potential geographical unmet need warrants further exploration in local community forums.

Suggested action: Share the findings of this report with local community committees to help confirm whether there are gaps in provision of poverty support in certain geographical locations across the District.

## Range of poverty support services

Nearly all survey respondents described more than one type of poverty support provided by their service or programme - in some cases, all eight categories of poverty support were provided by single organisations. Graph 4 shows the range of poverty services provided by those completing the survey.

**Graph 4: What is the nature of poverty support that your organisation provides (select all that apply) (n=35)**



- Most commonly, services described themselves as providing general poverty support or multiple services (25/39, 66%).
- Other common categories were welfare or benefits advice (20/35, 57%), food poverty support (16/35, 46%), fuel poverty support (15/35, 43%) and provision of other essential items (14/35, 40%).
- Nine out of 35 respondents stated they provided support with welfare grants or direct payments.
- Support around education and training or employment programmes for people in poverty were stated less frequently (in 23% and 17% of cases respectively).

It should be remembered that the survey captures the number of organisations that deliver each function of poverty support, and not the number of service users that benefit from the services. A single organisation may deliver widely across the District.

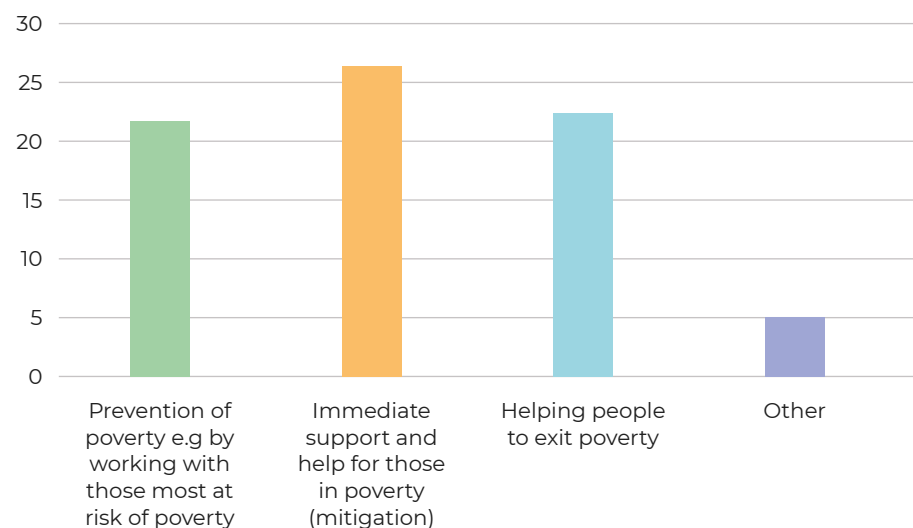
'Other' types of poverty support service were described as:

- A mindfulness and cooking on a budget group for Black and Ethnic Minority groups
- Meals on wheels
- Temporary housing support for those at risk of homelessness
- Advice, information, emotional support and counselling
- Education and training for frontline professionals that work with families
- Warm and safe space for the community

## Level of intervention

Organisations commonly considered themselves to provide immediate support to those experiencing poverty – in 74% of responses. However, there was also some overlap in organisational function, with 63% stating that they worked preventatively (by working with those most at risk of poverty), and a similar proportion stating that their service or programme helps people exit poverty (see Graph 5). In some cases, an organisation only selected one level of intervention, but more frequently several points of intervention were chosen. This may indicate a lack of clarity between what is considered prevention versus mitigation or support to exit poverty, or may show multiple ways in which services are intervening and the complexity of poverty as a topic.

**Graph 5: What is the purpose of the poverty support service or programme? Select all that apply (n=35)**



## Methods of delivery

Organisations used multiple methods to deliver poverty services and support. Face to face delivery of the poverty support service or programme was cited by 91% of respondents (32/35). Telephone support occurred in 60% of responses, and online support in 40%. It is encouraging that a range of methods are widely used, enabling different access options for populations with different needs. The qualitative findings (page 29 onwards) however, show that access barriers may still exist, particularly around digital access, mobile phone access and, for those with limited mobility or transport if face to face services are not within easy reach.

## Target populations

The survey asked respondents which groups are the main target populations for their poverty service or programme. Pre-designed categories were based on groups at increased risk of poverty from existing literature (see Graph 6).

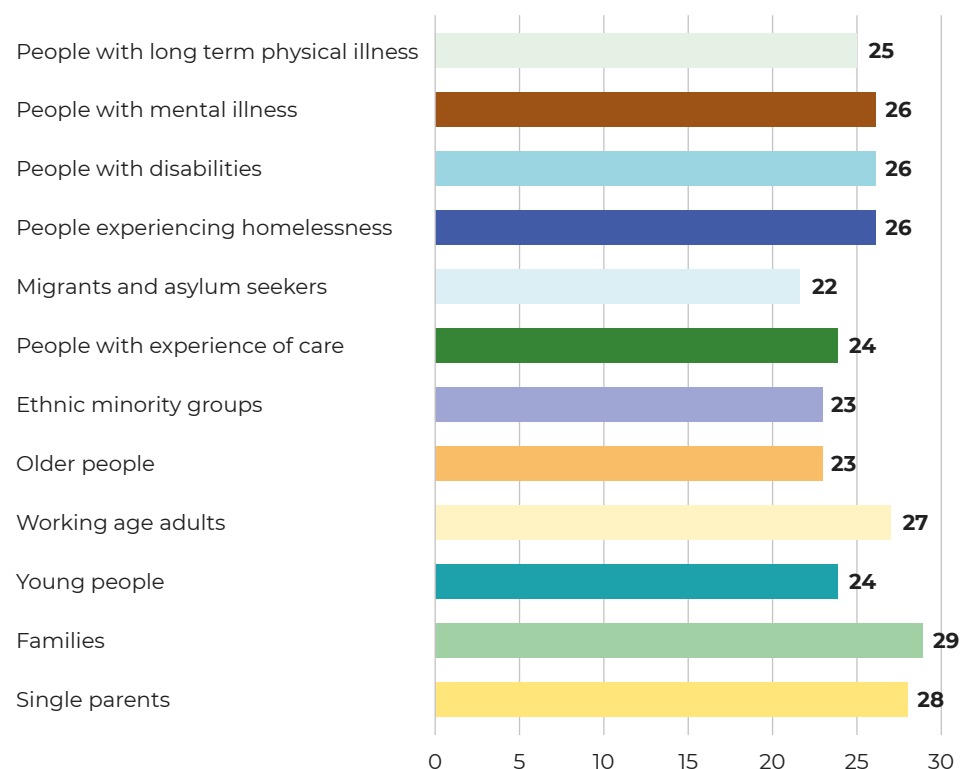
- Over half of respondents (18/35) stated that their poverty service was targeted at all at risk groups.
- A few services targeted more specific populations, such as people at risk of or experiencing homelessness, older adults, or young families.

Overall, when results are combined from survey responses, services are seen to be targeted quite evenly across different population groups in the District - families, single parents and working age adults being targeted slightly more than other groups, and ethnic minority groups, migrants, asylum seekers and older adults targeted slightly less.

**Suggested action:** Gathering data on equality, diversity and inclusion within measures of service performance would help to build a growing understanding of any potential inequalities in access to poverty services.

The qualitative findings (on page 37) provide insight into groups which may be lacking poverty support within the District.

**Graph 6: Who are the main target populations for the poverty support service or programme you deliver? Select all that apply (n=35)**

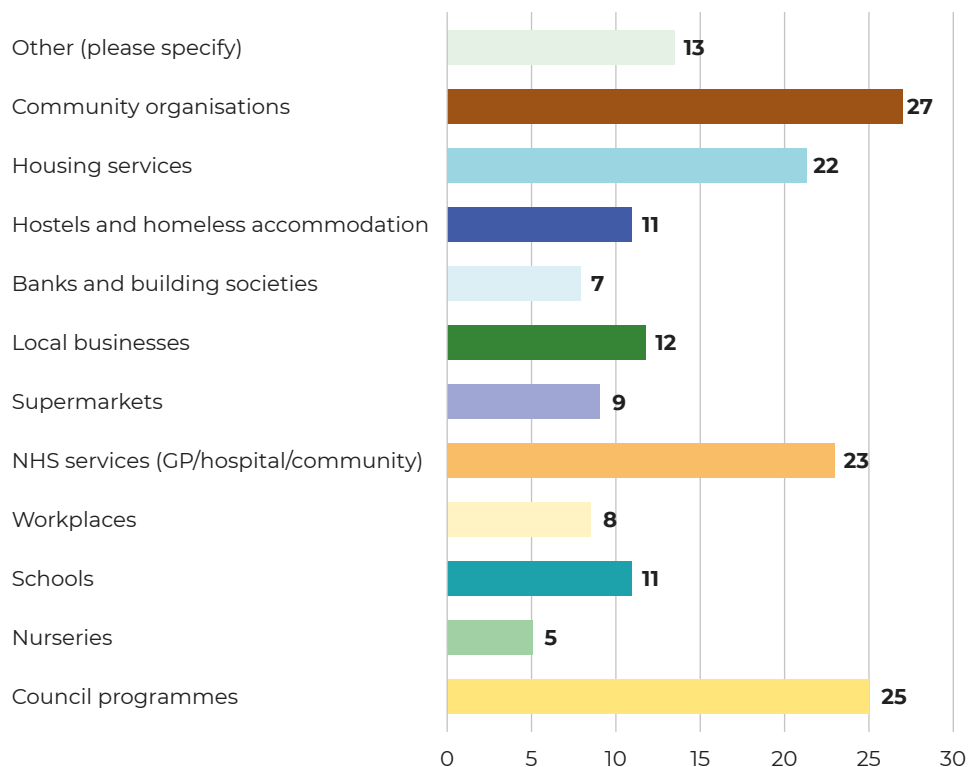




## Eligibility, referral routes and partners

- Poverty support services and programmes reported a range of different referral routes and eligibility criteria - details of which are listed in the mapping table, in appendix 6.
- Self-referral into services was reported in 89% of cases.
- Eligibility criteria range from none (quite commonly) to specific restrictions based on the age of the population, their circumstances and in some cases means tested - particularly in application to fuel poverty grants and benefits.
- Referral into services from the Local Authority, schools, NHS services and other community organisations was frequently reported, suggested good connectivity between those taking part in the survey and the wider health and care system. Graph 7 shows the range of partners that organisations work with in the delivery of poverty support.

**Graph 7: Who do you work with in order to deliver your poverty support service? (Select all that apply) (n=35)**



'Other' delivery partners were stated to include food banks, baby banks, churches, the Department of Work and Pensions, utility companies, debt advice charities, the Credit Union, landlords, social housing providers, and the wider VCSE.

## Proportion of workload

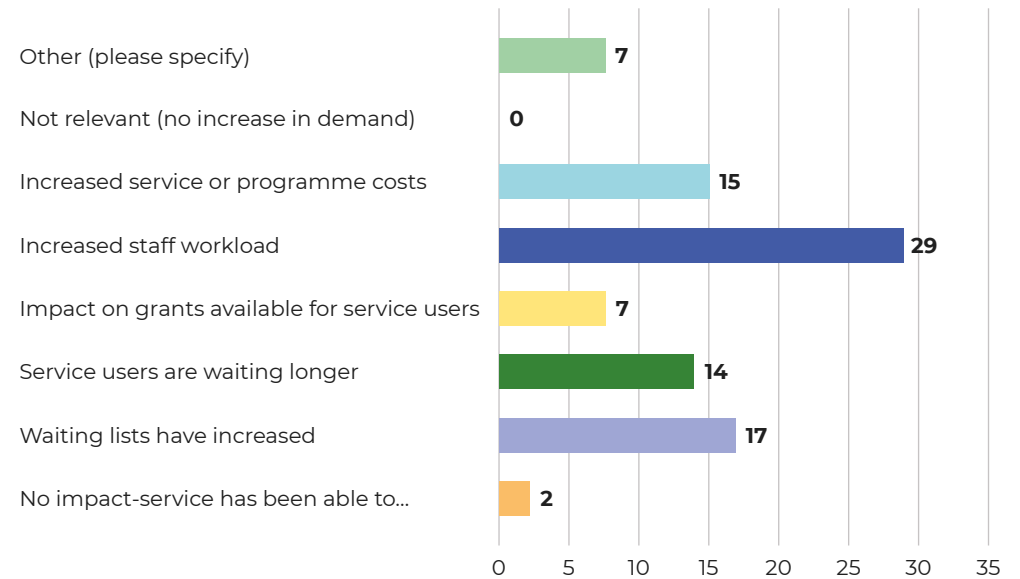
In 10/35 responses, it was unclear what proportion of the organisation's work is spent supporting poverty. In the remaining responses, 4/35 indicated support was provided for part of the week, or by part time staff. Four responses estimated poverty support contributed 5-15% of organisational workload, 5/35 estimated this at 40-60% and 12/35 stated that poverty support accounted for 80-100% of their organisation's work.

## Demand for poverty support services, and organisational impact

Demand for poverty support services or programmes over the prior 12 months was stated to have increased in 33 out of 35 responses (94%).

Where demand had increased, common impacts on the organisation included increased staff workload, increased waiting lists, and increased service costs (see Graph 8).

**Graph 8: Impact on the organisation of increased demand in the last 12 months (n=35)**



Where organisations had seen an increase in demand, 29% were already planning to expand their provision, and an additional 37% wanted to but were currently unable to. An additional 29% were unsure about expansion.

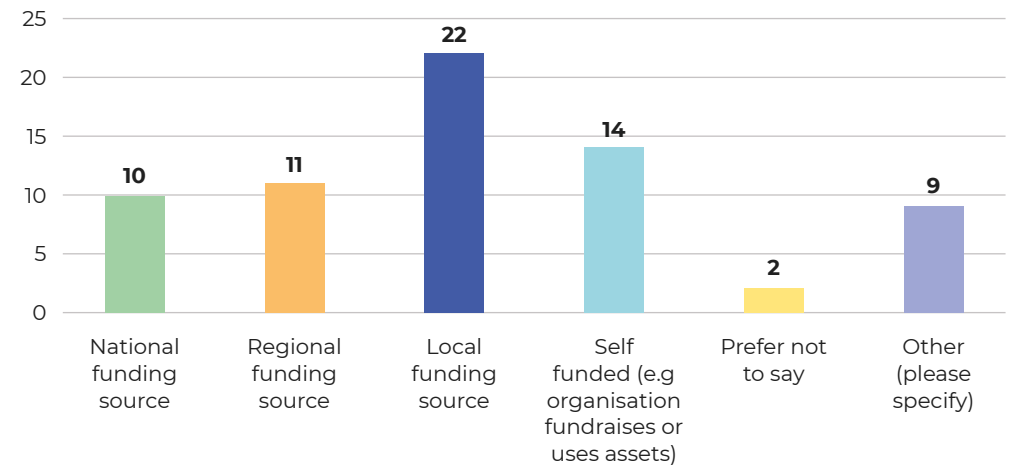
Common responses when asked what further support would be needed to expand the poverty service or programme included funding, resources and volunteers.

## Funding sustainability

Funding sources varied, with survey respondents most commonly stating local funding (22/35 responses) or self-funding such as fundraising or use of assets (14/35). National and regional sources of funding were stated by 10 and 11 services respectively ( out of 35) see Graph 9.

Length of funding for current poverty services and programmes could not be analysed collectively, as most services were unsure or stated a range of funding contracts for different aspects of their service.

**Graph 9: How is your poverty support service funded?  
Select all that apply (n=35)**



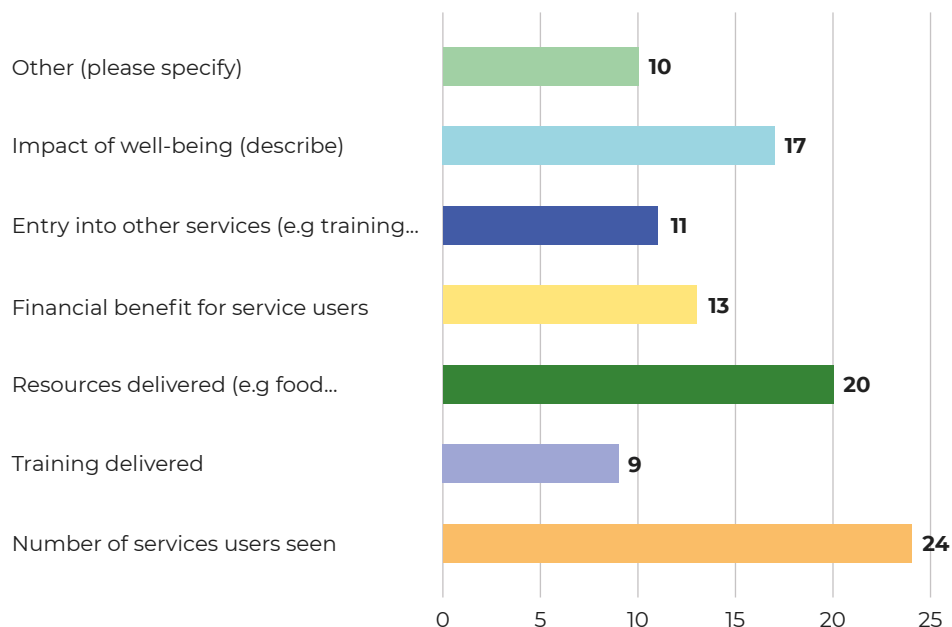
## Measurement of Impact

Organisations measure impact of their poverty support service in a range of ways, as shown in Graph 10 commonly including numbers of service users seen, resources delivered and the impact the service has on wellbeing. Additional impacts (in the 'other' category) are measured in terms of:

- Individual client measures, such as being able to move on, achieve goals, or other positive outcomes
- Financial measurements, such as increases in disposable income, or uptake of certain benefits
- Service activity measures, such as referrals made
- Number of training sessions delivered to front line staff
- Measures of improved energy efficiency
- Wellbeing measures, some developed as internal tools for the organisation

The range of impacts measures demonstrates, the variety of ways in which poverty support services are operating within the District.

**Graph 10: How does your organisation measure impact of poverty support service or programme? (n=35)**



## 5.2 Project results: Qualitative insights

Qualitative insights were gathered from 11 in-depth interviews with local poverty support stakeholders, as well as two mapping and insight workshops, which were attended by a range of poverty support providers, commissioners and partner organisations.

43 people in total attended the workshop events. Interviews and events took place throughout October and November 2022.

Appendix 7 includes the question guide for the semi structured interviews, which was co-produced with the working group for this project.

### Strengths and best practice

There is a lot of work taking place to address poverty in Wakefield District and participants could list many examples of good practice (See table 1). Some of the emerging themes relating to successful delivery of poverty support initiatives are listed below:

#### 1. Partnerships across the system

A frequently referred to success within poverty support was the positive partnerships that have developed across the District, particularly in areas such as housing, health, welfare and community. These successful partnerships are both within the Local Authority and with wider partners including the VCSE, Department of Work and Pensions, social housing providers, health visitors, social prescribers and wider sectors such as the fire service and building trade.

Services are working well together in an operational sense, and in doing so are increasing access to services for those that need them, including when rapid mobilisation is required. A participant explained that part of the success of partnership working was down to organisations having a shared purpose;

*'...we're all there for the same reason.'*

Some food banks and community kitchens are sharing food between them for mutual benefit.

## **2. Community engagement, including community-based service delivery**

Providing poverty support in community outreach locations was generally seen as a successful strategy in increasing access to help. Outreach venues include the community hubs, food banks, food pantries, and other community organisations that provide advice, support or signposting to those in need.

In particular, embedding welfare advice within community outreach locations was seen as a success. This includes (but is not limited to) Citizens Advice teams in community hubs, and Job Centre staff within specific community locations where other poverty support is provided. Outreach provision in Citizen's Advice Wakefield District has increased from 7 to 25 locations in three years, mapped to areas of highest deprivation in the District. Bringing welfare advice to community settings may make the services easier to reach and engage with, putting service users more at ease in familiar and trusted settings, as well as enabling direct support to access benefits, which can be a difficult system to navigate.

One participant expressed how they are: *“overjoyed” [at seeing job centre workers offering support in community venues] - “you can see the weight lifted off people’s shoulders”*

Co-design of poverty support services with communities themselves was also identified as an important step in designing relevant services. Communities should be at the heart of successful partnerships for poverty support.

## **3. Supportive and holistic nature of services**

Several interviewees commented that the nature of poverty support services have become more holistic, supportive and understanding of people’s difficulties and needs, which may have helped to reduce the stigma experienced of asking for help. Three interviewees commented on the value of providing poverty support within the home setting - again, breaking down access barriers and enabling a more holistic assessment of need, including issues related to homes, wider poverty or wellbeing support.

## **4. Prevention focussed services and targeted support**

Several services have aspects of secondary prevention within their models, such as the Money Smart, Cash Wise and Financial Capability services, which support service users with financial education and skills to reduce the risk of future problems. Often, these are clients in social housing or private rented housing, or those who have received support from the council or referrals from trusted partners - helping to target support where it is needed.

Similarly, the Hospital to Home service provided by Age UK works with potentially vulnerable individuals on discharge from hospital, to assess suitability of homes for safe discharge, and put measures in place to mitigate against immediate and longer term impacts of poverty. Volunteer befrienders can also help to detect early warning signs and refer people into poverty support at an earlier stage.

## 5. Initiatives to deliver funds, grants and benefits

At least three participants referred to the value of local grants and funds to help mitigate against the impact of poverty - some directly benefiting residents to lower overall costs of living or purchase necessities, and some - such as the Food Bank Fund to support at an organisational level. Appendix 6 contains a list of local grants and funds that provide poverty support in Wakefield District.

The recent benefits campaigns were cited as successful by several participants, helping to bring in considerable money in benefits claims for residents. There was a sense that awareness of these grants varied, however, some may not realise they

### **Suggested future action:**

Monitor uptake of poverty support grants against population demographics to identify inequities in delivery. Consider tailored initiatives, in partnership with relevant community organisations to increase grant uptake in under-represented groups.

## Successful initiatives

Table 1 below lists the many projects and programmes that were highlighted as successful initiatives by those taking part in the stakeholder interviews and events. It was not possible as part of this work to collect and review evaluation data in relation to each

of the projects listed below. Similarly, this list is not exhaustive. It is recognised that there is extensive and excellent work taking place by many organisations to support people experiencing poverty and table 1 may not be fully representative of this.

**Table 1: Poverty support services, programmes or initiatives in Wakefield District that were highlighted as successful by participants in this project.**

<p><b>Services and programmes</b></p> <p>Financial education and skills</p> <ul style="list-style-type: none"> <li>• Money Smart (Local Authority programme)</li> <li>• Wakefield District Housing's (WDH) Cash Wise service.</li> <li>• WDH's Healthier Wealthier Wakefield Families service-positive and successful for families</li> </ul>	<p><b>Campaigns</b></p> <ul style="list-style-type: none"> <li>• Benefits campaigns = 'More Money in My Pocket'</li> <li>• Money Smart promotional campaign</li> <li>• Healthy Housing Pathway promotional campaign</li> </ul>
<p><b>Benefits support</b></p> <ul style="list-style-type: none"> <li>• Citizen's Advice Specialist Benefits Advisor, who has helped to bring in £700,000 of additional benefits funding to the District</li> <li>• Citizen's Advice Wakefield District advisors in outreach community settings</li> <li>• Job Centre workers in outreach community venues</li> <li>• DIAL supporting benefit applications for people with disabilities</li> <li>• Age UK's Connecting Care service (supporting benefits checks), as well as the Hospital to Home transfer service and volunteer befriending service</li> <li>• Wakefield District Housing's Cash Wise Service</li> </ul>	<p><b>Resources</b></p> <ul style="list-style-type: none"> <li>• Food banks list</li> <li>• Cost of Living Guide</li> </ul>



<p><b>Community centred services</b></p> <ul style="list-style-type: none"> <li>• Well established hubs and community centres.</li> <li>• Community champions</li> <li>• Morrisons supermarket</li> <li>• Food pantries and food banks</li> <li>• Community Awareness Service</li> <li>• West Yorkshire Finding Independence programme.</li> </ul>	<p><b>Networks</b></p> <ul style="list-style-type: none"> <li>• Food Aid Network - which has grown in size and enables sharing of information and resources.</li> <li>• Volunteers Managers Network meetings - useful for hearing what others are doing</li> <li>• Resident's First Group</li> </ul>
<p><b>Local Authority: housing</b></p> <ul style="list-style-type: none"> <li>• Free advocacy support for those in rent arrears possession proceedings in court.</li> <li>• Breathing Space, Housing Advice Team, Tenancy ready team, Strategic Housing - fuel poverty programme.</li> <li>• Housing and Neighbourhood Improvement Team and Housing and Improvement and Standards Team (Supporting private rented sector conditions)</li> </ul>	<p><b>Funds, grants and loans (various providers)</b></p> <ul style="list-style-type: none"> <li>• Homeless Prevention Fund-critical within homelessness</li> <li>• Wakefield District Housing Debt hardship scheme</li> <li>• Grants provided by the council's Revenues and Benefits Service, including Local Welfare Provision and the Household Support Fund - able to provide support outside of normal welfare eligibility</li> <li>• Turn to Us website (all types of grants available for different people)</li> <li>• Credit Union loans work well for some people.</li> <li>• WDH - Food Bank Fund - £70,000 fund to support organisations</li> <li>• Holiday Activity and Food programme - (£1.32 million) funded 58 providers in the summer</li> <li>• Grants provided by the Local Authority to support fuel poverty and wider work, including the Energy Debt Fund, energy efficiency grants and interest free loans for home improvements (the latter in partnership with Leeds City Credit Union) (See appendix for full details of grants and funds)</li> </ul>
<p><b>Employment</b></p> <ul style="list-style-type: none"> <li>• Step Up - support homeless and other groups in terms of employability (new jobs and better jobs)</li> <li>• Wakefield District Housing (WDH) Employment advisors - help 200 WDH tenants into employment each year, linking to additional support schemes.</li> </ul>	

Details of all poverty support services and programmes that were gathered during this project are listed in the mapping document within appendix 6.

## Challenges

Challenges were suggested across a range of areas, with implications for health and care systems as planners of services, organisations that provide poverty services and for individuals who experience poverty.

### 1. Complexity of poverty provision at a system level

While some felt there was co-ordination of poverty support services within the District, others felt the sheer volume and complexity of services in this area was difficult to navigate and created a challenge in being able to refer service users into appropriate and accessible services, and to ensure the response is shared across organisations, and not replicated:

*'...sometimes you can't see the wood for the trees.'*

The lack of a local poverty strategy was also raised as a current difficulty.

### 2. Increased demand

Increased need for poverty support, which is seen as growing demand on poverty services was one of the most significant challenges expressed by participants in this work. There were expectations that demand may increase further over the coming year if the cost of living crisis continues and financial situations deteriorate.

- Currently hidden levels of debt were suggested as a possible issue which could contribute to this.
- Rates of homelessness are already rising, and are likely to increase further if the crisis continues.
- Impacts of fuel poverty may worsen, particularly if homeowners have had to forgo house maintenance during this time.
- Several services stated people are presenting with more complex difficulties in their lives, requiring more intensive support.

### 3. Decreased resource

Coupled with increased demand, organisations are facing challenges due to reduced resources. In some cases, funding has been reduced, public donations have reduced and service costs have risen, linked

to the cost-of-living crisis. One participant explained that energy costs for their building will rise from £9000 to £37,000 over the next year (after the relief scheme is applied) significantly increasing costs. This could be a critical issue in maintaining provision for poverty support.

### 4. Staff capacity

As a consequence, several services feel they don't have the resources to cope with increased demand, this has implications in terms of waiting lists for clients, and potentially in staff retention if workload and work related stress increases. Burnout of staff and volunteers is a concern. It was recognised that not everyone has the time to volunteer;

*'Volunteering needs spare time, not everyone is privileged enough to have spare time'*

Additionally, multiple temporary initiatives and programmes (for poverty initiatives) can be difficult and time consuming to recruit into. Communication challenges were also raised - with the need to repeat messaging, and services lacking capacity to develop more tailored campaigns in some circumstances.

## **5. Unsustainability of crisis support and need for prevention**

There was a feeling that the current crisis support would become unsustainable, and there was a need for greater focus on preventative initiatives. However, it was also recognised as challenging in being able to identify people at an early stage before situations worsen, if they are not already in contact with support. Similarly, there are sometimes challenges in supporting uptake into Local Authority initiatives - it is unclear why targeted households don't always take advantage of grant funding or offers of support through mail outs. This is an area that could be explored further in terms of better understanding the barriers - for example, possible factors such as fear of authorities, language or literacy difficulties.

Some spoke of there being no single magic bullet to solve poverty, or nothing more that could currently be done, as some issues were outside of local control.

## **6. A more specific challenge was raised by several participants in relation changes around food banks and food pantries, with both advantages and disadvantages being highlighted:**

The food pantry model may be more sustainable, and allow opportunity to build relationships with service users, however there is still significant demand for food banks and reduced numbers of food banks are being overwhelmed.

## **7. Challenges for individuals and families**

The timing of the cost of living crisis, coming following many years of austerity was noted to be worsening the situation as people do not have reserves to fall back on. Similarly, the extent of difficulties people are experiencing are worse now than before, and sometimes there is a limit to what support can be provided - people are still struggling even after receiving support. Several challenges were raised around affordable housing:

- The shortfall is expected to worsen between housing benefits provided and cost of rent.
- Households are trapped in expensive housing, but are struggling to move into work
- There is high demand for social housing - waiting times are long, and there is a lack of supported housing (which is also very expensive).
- There is a small private rented market in Wakefield District, especially at affordable rates
- There are continued difficulties getting on the owner-occupied market.
- Energy costs are leading to disconnection from energy suppliers in some instances (e.g. gas).

## Unmet need

Participants were asked whether any particular groups or communities within the District were currently missing out on poverty support that they required, and why this might be.

Some participants explained that overall access to poverty support services has increased recently, and they felt that service users were representative of the District's population and those in need. Others stated that despite the good overall reach into communities, there are still gaps in need and people who do not come forwards to services.

For some there was a sense of uncertainty in identifying groups with unmet needs. Several interviewees explained that they did not have specific data or evidence that could highlight certain groups that were in need of services. There was a view that it is harder to know who may be starting to have difficulty if they are not already in contact with support.

Groups identified as potentially having unmet need in poverty support are listed in table 2 on the next page. There was a wide range of responses from a large number of participants. Further validation with quantitative data measures would be useful to strengthen findings, although these results could be taken as indicative.

Several participants also referred to unmet need due to waiting list demand for services. One expressed there was a lack of early mental health support for people experiencing poverty (although crisis support for those with more severe mental health conditions could be referred in to).

**Table 2: Populations that may require further poverty support within Wakefield District, as identified through participant insights**

Groups with existing unmet needs	Groups with emerging needs in the future
<ul style="list-style-type: none"> <li>• Ethnic minority populations in the District, including South Asian population, Gypsy and traveller groups and Eastern Europeans. Barriers may include different languages spoken and cultural differences in help seeking.</li> <li>• Asylum seekers and refugee groups</li> <li>• Socially and digitally excluded e.g. groups with limited social networks, potentially housebound, no internet use, not 'tech savvy', or changing telephone numbers. Those with mobility difficulties may struggle to afford transport costs to services.</li> <li>• Past offenders - who do not meet criteria for Home Search (housing) waiting lists. Other particularly vulnerable or high risk groups where support to exit poverty may not be identified as a priority by professionals.</li> <li>• Isolated groups at risk of poverty, including carers and the bereaved. For some funeral costs are a factor.</li> <li>• People experiencing domestic violence.</li> <li>• People with housing needs that are less well recognised, including those in temporary housing and sofa surfers.</li> <li>• People reliant on Housing Benefit or the housing aspect of Universal Credit as local housing allowance rates are below market rate for rent. Especially single under 35 year olds who receive a lower rate due to their eligibility for houses of multiple occupancy, and do not receive tax credits to support children.</li> <li>• People with addiction problems or in recovery</li> <li>• People with a high credit profile, not able to secure low interest loans.</li> <li>• Veterans</li> <li>• Working poor who may not consider themselves eligible for support or know where to go to seek help, including those on low incomes or zero hours contracts. Those in full time work may not be able to access the services which largely run 9-5pm hours.</li> <li>• Young parents and families, large families and those on the threshold of support, or outside of the eligibility criteria for standard support. Lack of childcare can be a barrier in being able to complete skills and training courses.</li> <li>• Elderly groups, including those accessing pension support</li> </ul>	<ul style="list-style-type: none"> <li>• Working poor, families that are not already on benefits or in contact with support systems.</li> <li>• Those aged over 50 years, but still in work.</li> <li>• Families that have never needed support before.</li> <li>• Middle income earners</li> <li>• People in private rented market as rents are expected to increase.</li> <li>• Homelessness is likely to increase – seeing new households experience homelessness for the first time.</li> <li>• Possible growing levels of debt that are building, people using credit.</li> <li>• Increased needs for house maintenance going forwards if repairs have not been affordable.</li> <li>• If there is a recession this could impact on the jobs market</li> <li>• If earnings do not rise in line with inflation, more people might be eligible for benefits.</li> <li>• There may be an impact on pensions.</li> <li>• Impact of gas being cut off in properties, may be seen in deterioration to people's health, and the condition of the property.</li> <li>• Several participants referred to hidden emerging need that will only be seen in the following year, when people fall into severe need.</li> </ul>

## Barriers in accessing poverty support services

A range of barriers to access poverty support were suggested, some with relevance to certain communities of interest, and others with more general applicability:

### Knowledge and perceptions

- Lack of knowledge about which benefits you are entitled to or how to claim them.
- Lack of knowledge in broader financial literacy - savings, budgeting, borrowing. This can ultimately impact on personal finances, and credit ratings, making it harder to access low interest loans.
- Possible stigma attached to claiming benefits or visiting food banks or other poverty services (frequently mentioned for multiple groups)
- Possible negative perceptions of Universal Credit.
- Working people might not think to attend the job centre for support if it is interpreted it as a place to find a job, rather than to seek benefits support.

**Cultural barriers** in help seeking, including differences in the way services are delivered in countries of origin.

**Language barriers** - for communities that do not speak English, where translation facilities are not available.

### Unknown barriers

In some cases there was uncertainty over possible barriers for engagement with support. For example, it was unclear why people may not respond to letters offering support from the Local Authority, following a missed payment. Literacy levels, language barriers or fear of authorities are possibilities, but the reasons are currently unknown.

## Solutions to increase access to poverty support services

Several potential solutions were proposed to overcome perceived barriers in access for certain population groups. These have relevance for organisations that provide, commission or refer in to poverty support service. These can be sub-grouped as:

### *Adaptations to existing services to increase relevance, acceptability or access:*

- **Adapting resources** into different languages. Translators within services could increase access, although availability of translators and cost implications were noted.
- **Culturally sensitive services**, such as women only sessions
- **Increasing access to digital support** in the District, e.g. through 'connect cafes' - with free Wi-Fi, laptops and digital support.
- **Improve accessibility of support**, for example for those receiving disability benefits or personal independence payment and consider opening hours outside of 9-5pm, for those people working full time. Transport to services is provided in some cases, but could be expanded if feasible and affordable.

### ***New service development or expansion***

- **Increased education in financial literacy.** There was a suggestion that this could be provided in secondary schools ‘knowledge is power’.
- **Increasing accommodation for homeless populations and rough sleepers** was suggested as well as the provision of supported accommodation for under 18 year olds.
- Additionally it was highlighted that there is currently no legal aid provision in Wakefield District (support is from outside the District).

### ***Working with communities to develop and deliver tailored services***

- **Community engagement methods**, such as working with local mosques, churches and other faith groups and engaging volunteers from the communities of interest to help connect to specific population groups and build trust. Increasing opportunities for engagement across the board, not just when people are experiencing crisis.
- **Continued outreach work and tailored approaches.** Going to locations where people frequently visit to raise awareness, such as supermarkets or places where service users feel comfortable and at ease, including home settings. Non-judgemental approaches to widen access to all groups in need. Considering different methods to reach different cohorts, for example, how social media could be used, or linking with sports clubs to target men, or the Royal British Legion to link with veterans.
- **Community panels**, involving local community members and organisations in decisions over local grant funding.

### ***Different approaches to target interventions:***

- **Early intervention.** Several people referred to the need to develop ways of identifying those in need of help an earlier stage, potentially using early warning signs (such as people missing a payment). It was something that landlords, council and energy companies could look at. However it was recognised that mass mailouts were not always effective. Community based door to door programmes were recognised as potentially effective ways of identifying early needs, but were resource intensive and may not be feasible. Other areas have used a community worker role in a broader sense, combining housing and health enquiries in a holistic approach. (Knowsley and Liverpool). There may be further opportunities to target initiatives in partnership with health providers or health data.

“Recognising those in need and finding ways to support them is key”.

- **Embedding access to poverty support within health and other frontline services**

- Working with front line professionals who come into contact with at risk populations for poverty, to increase awareness of poverty and increase signposting into pathways of support such as the Healthy Housing pathway. This could include social workers and probation staff.
- Directly placing housing or welfare officers in health settings.
- If such approaches were trialled as pilot initiatives, it would be useful to explore benefits to individuals as well as feasibility at the organisational level, and cost effectiveness.

### ***Increased information, awareness and knowledge sharing***

- **Promotion of services and sharing of information** with a wide range of groups at risk of poverty, particularly those where support may not be in place already. Innovative thinking to develop of 'word of mouth' approaches.
- **Making referral processes easier and increasing knowledge of services available** - this could be enhanced for organisations through increased networks.

### ***New partnerships and innovative approaches to widen access to schemes***

- For example, exploration of partnerships between local authorities and credit unions to increase access to low interest loans for clients with higher credit ratings.
- Engagement with large employers and businesses to offer workplace drop-in sessions, and to consider initiatives such as payroll savings schemes.
- Continuing to work in partnership across organisations, share data where feasible and signpost where relevant. GDPR restrictions were noted as a current barrier to being able to do this.

### **Future suggested action:**

Where uptake into poverty support initiatives is low but it is unclear why this is, organisations could consider discrete pieces of work to better understand the barriers. This could involve initial analysis of data to identify particular groups with low uptake, and further exploratory work to identify barriers and solutions.



## System response to growing demand

Insights were gathered to inform how the local health and care system can respond to growing demand for poverty support services, both in the short and long term. Themes have been generated from pooled responses, as on the whole, there was overlap between short and long term responses.

### 1. Co-ordination of poverty support and facilitation of networking and learning

- The Local Authority was suggested as an organisation that could lead the co-ordination of poverty support across the District, and given the multidisciplinary nature of poverty initiatives, a focussed 'poverty co-ordination' position or role could help with this, as well as additional investment in referral systems.
- There was a call for continued support to enable networking between partners in ways which can enable both small and large organisations to stay informed and share best practice. Numerous existing networks were mentioned and valued, and could be built upon or continued.

- Greater strategic support to co-ordinate referrals and share demand across food banks and food pantries in the District was requested, and a sub group of the Resident's First Group has already started exploring this issue.

### 2. Continued identification of populations in need of poverty support - ensuring equitable provision

- There was a sense that further identification of those in need of support was required before policy, strategy or services could be designed inclusively, particularly in relation to some of the less visible groups in need of support - such as those in contact with the probation service or those in supported accommodation.
- Local systems could work with specific partners to continue to build an understanding of population need within the groups identified in this work, or where need is unclear, develop tools and methods to address this. Sharing data and intelligence where possible may help, as well as developing methods to monitor equality, diversity and inclusion within services, in ways which are feasible for organisations and acceptable for service users.

### 3. Listen to those with lived experience

Several participants suggested that it was crucial to firstly listen to populations that are experiencing poverty in order to be able to design appropriate solutions, and that individual's needs may differ. A report commissioned by Wakefield and District Health and Community Support and delivered by Rocket Science has involved peer interviewers to understand citizen views of current issues in Wakefield District. Three main themes emerged including:

- Childhood poverty and mental health issues in children and young people
- Households 'on the edge'
- Connectivity and collaboration between organisations.

Programmes of work are already being designed in response. The report, when available is likely to complement this work.

### 4. Innovation and ongoing evaluation

Innovation, creative thinking and investment in pilot initiatives were suggested, alongside ensuring there is evaluation to build a growing understanding of what works. Ideally, this would include cost benefit analysis wherever possible. Continuation of

successful programmes was also suggested, including those that maximise income or work preventatively (such as the financial education services), although it is appreciated that a wide range of services are doing excellent work.

### **New initiatives were suggested in the areas of:**

- Building knowledge and skills in relevant areas such as life skills, cooking, budgeting and financial skills.
- Increasing access to practical resources (such as 'community fridges').
- Increasing awareness of services in different communities.
- Peer delivery (e.g. training up community champions in localities to share welfare advice). However, it was also noted that delivery of welfare advice is highly skilled requiring considerable training.
- Greater mental health and wellbeing support for those experiencing poverty
- Benefits advisors in GP practices, with access to SystemOne.
- Targeting energy efficiency schemes using health data (with the support of intelligence teams).

- Incorporating welfare checks with duty of care assessments for carers.

These types of initiatives would need further consideration to assess feasibility and potential impact in the context of existing services.

### **5. Commissioning, procurement and communications**

It was suggested that local systems could work to make procurement processes easier, cutting down on the administrative burden for organisations, and potentially enabling a wider range of organisations to bid for initiatives. Keeping provision of services within local providers was also suggested. Several participants suggested further support with communication and messaging would be helpful, noting limitations in capacity at a service level to develop tailored campaigns.

### **6. System level action on the wider determinants of health, and linking poverty to economic wellbeing**

There is recognition of the need to take a system wide, long-term approach to address issues that are contributing to poverty in areas such as housing, education, skills and employment, social care, and that this in part is influenced by national policy:

*"No one intervention will fix this".*

Locally, there was a call for more affordable housing, more supported housing for people with complex needs, and greater social housing mobility for tenants who no longer need social housing. In addition to services, local systems can review policies and regulation which can be used to improve living standards.

There was also a suggestion to work more closely with employers and businesses, and create incentives in commissioning processes in order to create a jobs market that support higher earnings and quality work. Continued support to enhance education achievement and align training opportunities with available jobs was also noted. If good quality work is the key to exiting poverty, the job market needs to be developed accordingly and structural determinants considered that can impact upon the local economy:

*".....making Wakefield more investable".*

## Sustainability

Participants were asked whether there was anything that they wanted to comment on regarding the sustainability of poverty support services in the District, recognising the limitations in funding for poverty support services. These themes emerged, which overlap to some extent with solutions to meet increased demand.

<p><b>Efficiency of delivery</b></p>	<p>Proposals were suggested to maximise impact and lower costs of poverty service delivery, such as volunteer supported schemes, upskilling front line workers and better provision of online information and tools.</p> <p>Volunteering was highlighted as providing benefit to those taking part as well as being potentially cost effective. However, others expressed caution over dependency on volunteer models in current climate. Additionally there remains a staffing and resource need to ensure management and support for volunteers.</p> <p>Long term funding of projects and programmes could increase cost efficiency of delivery compared to multiple, temporary programmes. However, it was recognised that this is not always within local control.</p>
<p><b>Maximising impact across the life course</b></p>	<p>Ensuring a proportion of poverty support is targeted to young families could be one way of helping to address child poverty and reduce the long-term impact that experiencing poverty can have throughout lives.</p>
<p><b>Greater investment in sharing more preventative information, education and reaching out to people</b></p>	<p>This might be particularly relevant for some groups that are at high risk of experiencing poverty, or may struggle to access information due to other priorities, such as carers.</p> <p>Financial education programmes have been praised and could be expanded if feasible, with consideration of wider language and literacy needs.</p>
<p><b>Collaboration, sharing resources and best practice</b></p>	<p>Continuing to share and build on best practice was identified by one participant as a mechanism to support sustainability in poverty support. There was also a suggestion to explore sharing of resources (including staff time) between organisations where this is possible.</p>

*Continued on next page >*

<p><b>Building models of sustainable support for service users</b></p>	<p>Some expressed opportunities to move from more intense initial support for individuals to models that build capacity and skills in service users, for example in areas such as accessing benefits. Ideally these approaches could blend with further upskilling, and ultimately link to employment. WDH's Training for Employment Programme provides an example of how this approach can work within the social housing sector.</p> <p>However, the issue of a lack of well paid jobs in the District was noted, as well as low levels of educational attainment which might inhibit progression to higher earnings.</p>
<p><b>Solutions to exit poverty</b></p>	<p>Support to help move people out of poverty is needed in order to sustain current levels of demand. However, it is not clear what is required to enable people to do this. A long term strategy for poverty could explore this issue in greater detail.</p>

**Future suggested action:**

Factors needed to exit poverty could be explored in greater detail and help to inform long term strategic planning. This could include gathering insight into:

- Necessary knowledge, skills' and resources to support people to exit poverty - including access to appropriate benefits and employment opportunities, as well as other factors such as affordable food, housing, childcare and health care.
- Availability, accessibility and suitability of jobs, with considerations for caring responsibilities, health issues, and transport.
- Understanding if jobs are unfilled in the District, why is this? Is it a skills shortage, unsuitable jobs, unsuitable pay - how can Wakefield Council and employers work together to address this?

## Opportunities for providers of poverty support and programmes were suggested in these areas:

- Possibility of providing poverty support to large employers and schools - ways of reaching significant volumes of people. There may be difficulties with safeguarding requirements at schools however, for example, whether this could limit the delivery of on-site services.
- Applications for external bids with relevance to poverty support - (smaller organisations may need help with this).
- The Prosper Together Fund (a three year project with funds for community organisations).
- Wakefield District as a trailblazer in family hubs and youth hub development - there may be opportunities for poverty support delivery, and may be funding opportunities.
- Creation of Health and Care Partnerships and Integrated Care Boards (ICBs) - whose remit has wider determinants of health focus, including areas such as healthy housing.

## Strategic partnerships

### Participants were also asked about partnerships they were aware of that connected to poverty support locally:

Several strategic partnerships were identified with relevance to poverty support work, most notably at a local level, the work of the Food Aid Network, the Resident's First Group, the developing Health and Care partnerships, and the Health and Wellbeing Board. Regionally, the West Yorkshire and Harrogate ICB has potential to influence poverty provision, with a remit that includes action on the wider determinants of health, and encourages partnership working across the sector.

It was suggested however, that not all organisations that are working to support poverty may be able to engage and connect to the same extent, for example due to differences in size and capacity to attend meetings, particularly those working at a grassroots level.

Strategic partnerships to support poverty could be expanded to include greater engagement with health, businesses and with the Police. The importance of communities themselves being at the heart of partnerships and the beginning of conversations was highlighted, as was the need to work in asset based ways. Facilitation of partnership working could include inclusive approaches, and ways to help build relationships, confidence and trust - such as shared training opportunities between partners.

## 6. Conclusion

The results show that there is already extensive work taking place within Wakefield District to support people experiencing and at risk of poverty. There are a range of services, programmes and grants in place to address different dimensions of poverty, and providers are aware of and taking action to make their services as accessible as possible. There are good connections between different sectors to address poverty, including the voluntary and community sector, Local Authority and wider health, housing and providers. Further engagement with industry and business sectors has been suggested, given the potential impact that employers can make to the local jobs market, and employee wellbeing.

The report identified a range of current strengths in the system, as well as challenges and areas that local systems can consider in their response, including aspects of sustainable delivery.

There is a potential to grow existing networks of poverty support providers to include smaller organisations and those working with specific population groups, particularly groups identified in the report as having potential unmet needs. Continuation of poverty support networks in the District could enable sharing of best practice, tools to support service evaluation, and equality monitoring and funding opportunities.

The current increased demand for poverty support, coupled with the increased strain on providers suggests that a greater focus on the prevention of poverty is necessary in the long term. Actions to address the wider determinants of health, such as good quality housing, education and employment are already recognised in local health and wellbeing strategies, and this offers an opportunity to connect existing strategic frameworks with action planning around poverty.

Additionally, further exploration of factors that can enable individuals and families to exit poverty may support the development of initiatives to reduce pressure on immediate mitigation services.

### Limitations

The findings collated in this report are based on the contributions of those taking part in the project via the online survey, in depth interviews and stakeholder workshops. It is recognised that not all poverty support providers in the District may have been able to contribute, therefore results should be interpreted accordingly. Furthermore, the findings were gathered during a period of rapidly changing social policy context, any analysis presented here reflects insights from a point in time which may need to be reviewed following further significant contextual changes.

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# Appendix

## Appendix 1

### Previous and current national policy, strategy and legislation with relevance to poverty

<p><b>Child Policy Act, 2010</b>  <a href="http://www.legislation.gov.uk/ukpga/2010/9/contents">www.legislation.gov.uk/ukpga/2010/9/contents</a></p>	<p>Sets targets for ending child poverty by 2020. The Act also required Government to publish a UK-wide child poverty strategy every three years. Repealed by the Welfare Reform and Work Act 2016.(CC)</p>
<p><b>Child Poverty Strategy, 2011</b>  <b>Policy paper: A new approach to child poverty: tackling the causes of disadvantage and transforming families' lives</b>  <a href="http://publishing.service.gov.uk">A New Approach to Child Poverty (publishing.service.gov.uk)</a></p>	<p>This was the government's first national Child Poverty Strategy, setting out a new approach to tackling poverty up to 2020. Key aspects included; strengthening families, encouraging responsibility, promoting work, guaranteeing fairness and providing support to the most vulnerable.</p>
<p><b>Social Value Act, 2012</b>  <a href="http://www.gov.uk/government/publications/social-value-act-information-and-resources/social-value-act-information-and-resources">www.gov.uk/government/publications/social-value-act-information-and-resources/social-value-act-information-and-resources</a></p>	<p>The Public Services (Social Value) Act came into force on 31 January 2013. It requires people who commission public services to think about how they can also secure wider social, economic and environmental benefits.</p>
<p><b>Policy paper: 2010 to 2015 government policy: poverty and social justice</b>  <a href="http://www.gov.uk">2010 to 2015 government policy: poverty and social justice - GOV.UK (www.gov.uk)</a></p>	<p>Poverty described as a symptom of deeper, more complex issues. Paper viewed through the lens of social justice approach. Tackling problems leading to poverty, rather than incomes in isolation. 'Social justice transforming lives' policy paper and framework linked to this overall policy paper.</p>
<p><b>Policy paper: Improving lives: Helping Workless Families.</b></p>	<p>This publication sets out proposals to improve outcomes for children who grow up in workless families and face multiple disadvantage, including launching the next phase of the Troubled Families Programme, and enhancing the role of Jobcentre Plus to identify people with complex needs at the right time.</p>

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<p><b>Levelling Up the United Kingdom- Policy Paper, 2022</b>  <a href="http://www.gov.uk/government/publications/levelling-up-the-united-kingdom">www.gov.uk/government/publications/levelling-up-the-united-kingdom</a></p>	<p>The Governments levelling up white paper was published following the covid pandemic with policy objectives to improve living standards and increase economic opportunities fairly across the UK. Outlines investment to bring about social and economic approaches to build the economy, focussing on areas that have been previously left behind.</p>
<p><b>Levelling Up and Regeneration Bill, 2022.</b>  <a href="http://www.gov.uk/government/collections/levelling-up-and-regeneration-bill">www.gov.uk/government/collections/levelling-up-and-regeneration-bill</a></p>	<p>The Levelling Up and Regeneration Bill, introduced to Parliament on 11 May, will put the foundations in place for delivering this agenda and ensuring all parts of the country share equally in our nation's success.</p>
<p><b>NHS Long Term Plan (NHS England 2019).</b>  <a href="http://www.longtermplan.nhs.uk/online-version">www.longtermplan.nhs.uk/online-version</a></p>	<p>The NHS Long Term plan sets out specific, measurable goals for narrowing inequalities, including those relating to poverty, through the service improvements it sets out. The plan also sets out how the NHS will support wider social goals beyond health care provision, including health and employment, the environment, and the role of the NHS as an anchor institution (Kings Fund, 2021)</p>
<p><b>NHS Sustainable Development plan, 2018-2020</b>  <a href="http://www.england.nhs.uk/wp-content/uploads/2018/05/nhse-sustainable-development-management-plan-2018-2020.pdf">www.england.nhs.uk/wp-content/uploads/2018/05/nhse-sustainable-development-management-plan-2018-2020.pdf</a></p>	<p>Written in close alignment with the UN's 2030 Agenda for Sustainable Development and the Sustainable Development Goals (SDGs).</p>
<p><b>Health and Care Act, 2022</b>  <a href="http://www.legislation.gov.uk">www.legislation.gov.uk</a></p>	<p>Under the Health and Care Act 2022, 42 Integrated Care Boards (ICBs) will be established on 1 July 2022.</p>
<p><b>Integrated Care Boards, 2022</b></p>	<p>'The integrated care strategy is an opportunity to work with a wide range of people, communities and organisations to develop evidence-based system-wide priorities that will improve the public's health and wellbeing and reduce disparities.' (Kings Fund, 2022).</p>

## Appendix 2

**Children in low-income families, by ward, 2019/2020 (from State of the District, Wakefield Council, 2022b p 12).**

Ward	Children	% of children under 16 years
Wakefield East	1,391	39%
Wakefield North	1,040	33%
Airedale and Ferry Fryston	995	27%
Knottingley	744	26%
Wakefield West	918	26%
Wakefield South	703	25%
South Elmsall and South Kirkby	930	24%
Hemsworth	717	23%
Featherstone	760	22%
Normanton	690	21%
Castleford Central and Glasshoughton	570	20%
Pontefract South	579	20%
Pontefract North	593	18%
Croft Hill, Ryhill and Walton	508	17%
Altofts and Whitwood	538	16%
Acworth, North Elmsall and Upton	494	15%
Osset	459	15%
Horbury and South Ossett	411	15%
Wakefield Rural	397	13%
Wrenthorpe and Outwood West	365	13%
Stanley and Outwood East	352	12%

## Appendix 3

### Questions used within the online survey.

<b>1. Consent q1. Describe the nature of poverty support that your service or programme provides. Select all that apply.</b>		<b>7. Where does your organisation deliver your poverty service or support?</b>	Internationally Nationally Across Yorkshire and Humber Across Wakefield District Across Wakefield City Other (for example, a specific region, town, village, ward or post-code area).
<b>2. What is the name of the organisation you work for?</b>	Free text	<b>8. Describe the nature of poverty support that your service or programme provides. Select all that apply.</b>	Categories as stated. Plus Other
<b>3. What is your job title or role?</b>	Free text	<b>9. What is the purpose of the poverty service or programme? Select all that apply.</b>	Prevention Immediate support (mitigation) Helping people to exit poverty Other
<b>4. What is the name of the poverty service that your organisation provides?</b>	Free text (suggest multiple survey entries for different services)	<b>10. Who are the main target populations for the poverty support service or programme you deliver? Select all that apply.</b>	Categories as stated Plus Other
<b>5. Which sector is your organisation in?</b>	Public sector VCSE Private sector Other (please specify)	<b>11. Roughly what proportion of your organisation's work involves the provision of poverty support?</b>	Free text
<b>6. What does your organisation do in relation to poverty support?</b>	Provider of poverty support services Commissioner of poverty support services Organisation that refers into poverty support services Organisation that supports other poverty services (e.g. infrastructure support) Other (please specify)	<b>12. How are service users referred into your anti poverty service or programme? Select all that apply.</b>	Categories as stated. Plus Other

<b>13. Please describe the eligibility criteria for your service. Answer 'none' if there are no eligibility criteria.</b>	Free text
<b>14. How is your service delivered? Select the main method(s) used to provide the service.</b>	Face to face Telephone Online Other (please specify)
<b>15. For poverty support organisations that deliver services face to face, please describe where you deliver your service (e.g schools, banks, the organisation itself, hospitals etc).</b>	Free text
<b>16. How has demand for your poverty support service or programme changed in the last 12 months?</b>	It has increased It has remained stable It has decreased
<b>17. If your organisation has seen a rise in demand for your poverty service, please explain the impact on the organisation. Select all that apply.</b>	Categories as stated. Plus other
<b>18. Does your organisation want to expand it's provision of anti-poverty support in response to growing demand?</b>	Yes - is planning to Yes, but currently unable to No Unsure
<b>19. What would your organisation need to be able to expand your service if you wanted to do this?</b>	Free text

<b>20. How is your poverty support service funded? Select all that apply (we appreciate you might have multiple funding sources).</b>	National funding source Regional funding source Local funding source Self funded (eg organisation fund-raises or uses assets) Prefer not to say Other (please specify)
<b>21. How long is your poverty support service or programme funded for?</b>	Categories as stated Unsure Other
<b>22. How does your organisation measure impact of the poverty support service or programme?</b>	Categories as stated Other
<b>23. Who do you work with in order to deliver your poverty support programme or service? Select all that apply.</b>	Categories as stated Other
<b>24. Which other organisations do you want to work with in order to deliver your service?</b>	Free text
<b>25. If there is anything else you would like to say, please use the comment box below.</b>	

## Appendix 4

Summary of organisations responding to the survey, and the poverty support services or programmes they provided information on.

<b>Organisations taking part in the survey, along with poverty support services listed in survey responses.</b>		
	<b>Organisation</b> Total organisations= 27 (of which one is unknown)	Poverty support service (s) listed in each survey response (each row represents an individual survey response)  TOTAL SURVEY RESPONSES (after excluding duplicate entries for the same service) = 35
1	Pay plan	<ul style="list-style-type: none"> <li>• Provides free debt advice for those who need it</li> </ul>
2	Saviour Trust	<ul style="list-style-type: none"> <li>• Shared accommodation for homeless people</li> </ul>
3	Citizens advice WD	<ul style="list-style-type: none"> <li>• Generalist advice service</li> <li>• Financial capability service;</li> <li>• Debt advice service</li> </ul>
4	Wakefield Council	<ul style="list-style-type: none"> <li>• Home energy efficiency and fuel poverty support;</li> <li>• Money Smart and Mortgage Breathing Space;</li> <li>• Private rented sector enforcement</li> <li>• Healthy housing pathway</li> <li>• Revenue and benefits services</li> <li>• Healthier, Wealthier Wakefield Families</li> <li>• Energy Projects</li> <li>• Home Support</li> <li>• Family and Youth Hubs</li> </ul>
5	St Giles Parish Church	<ul style="list-style-type: none"> <li>• St Giles Food Share</li> </ul>
6	CGCC foodbank	<ul style="list-style-type: none"> <li>• Foodbank</li> </ul>
7	Five Towns Christian Fellowship	<ul style="list-style-type: none"> <li>• Saviour Trust drop in, warm space</li> </ul>
8	Foodbank @the link, Castleford	<ul style="list-style-type: none"> <li>• Food parcels for vulnerable families, couples and singles referred by other agencies</li> </ul>
9	Oasis Christian centre	<ul style="list-style-type: none"> <li>• Voluntary provision with signposting services, emergency accommodation, emergency food provision, emergency procurement</li> </ul>
10	GASPED	<ul style="list-style-type: none"> <li>• Man matters</li> </ul>
11	Homestart Wakefield & District	<ul style="list-style-type: none"> <li>• £ Bags = Money, Budgeting &amp; Grants</li> </ul>
12	Trinity Mission Castleford CIO	<ul style="list-style-type: none"> <li>• Food provision</li> </ul>
13	Healthwatch Wakefield	<ul style="list-style-type: none"> <li>• Information, advice and signposting</li> </ul>
14	Turning Lives Around, Sustain Wakefield	<ul style="list-style-type: none"> <li>• Housing Support</li> </ul>
15	Wrenthorpe and Kirkhamgate Assist	<ul style="list-style-type: none"> <li>• Support with food and essential items for those in need</li> </ul>

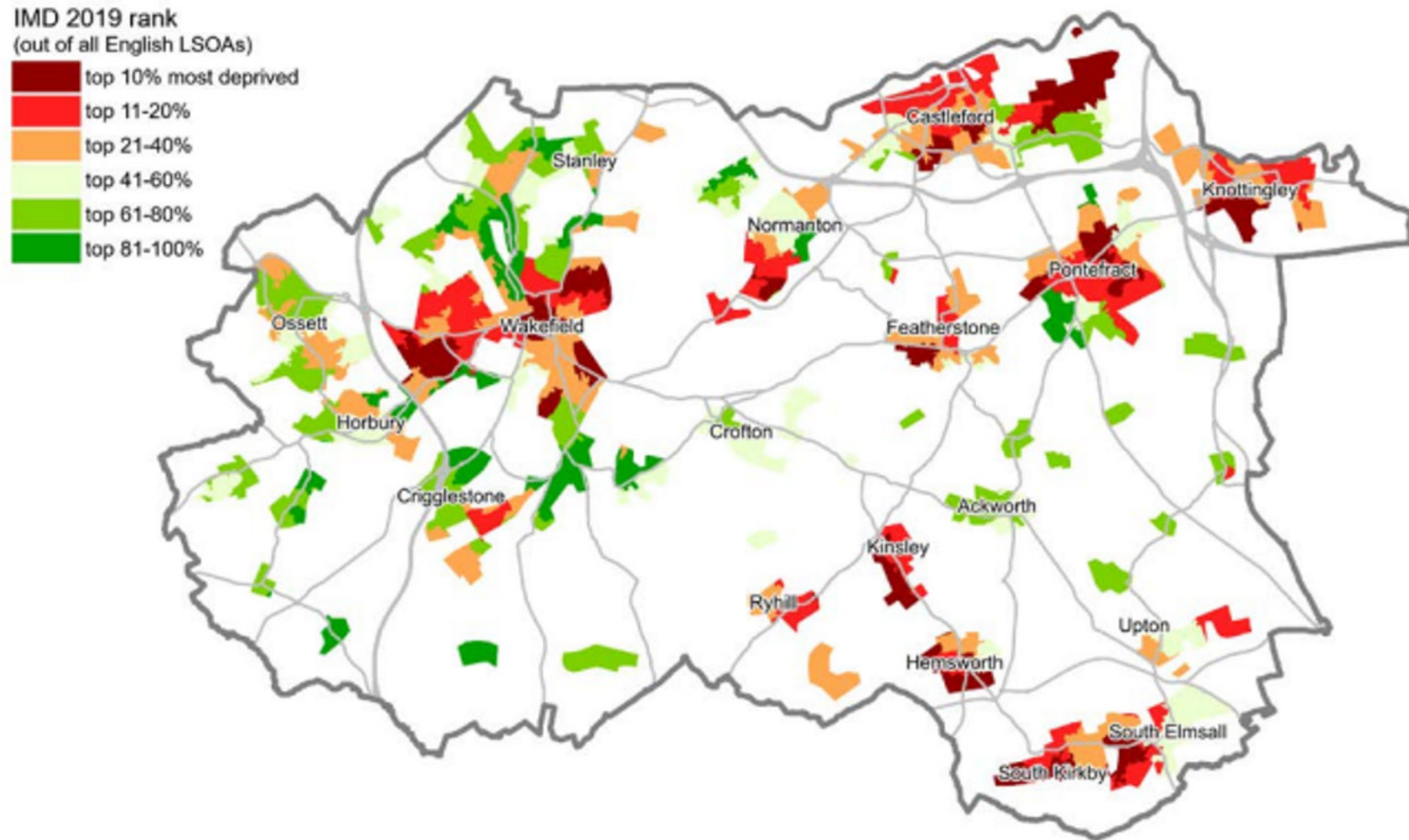
16	Unknown	<ul style="list-style-type: none"> <li>• Advice and education in hospice and out patient settings</li> </ul>
17	Groundwork _ Hopeful families	<ul style="list-style-type: none"> <li>• We link with communities to give IAG and support referrals , such as money management, food banks, green energy, mental health, access to training.</li> </ul>
18	WDDAS (Wakefield District Domestic Abuse Service)	<ul style="list-style-type: none"> <li>• Working with victims fleeing from Domestic abuse - often have to provide food parcels; emergency accommodation; help/signposting with fuel poverty, debts and benefits</li> </ul>
19	HDFT	<ul style="list-style-type: none"> <li>• HDFT Wakefield 0-19 service: Referrals to: Food bank, Baby bank, CAP Cashwise</li> <li>• HDFT East Health Visiting Team: Referral into money smart, food banks and other signposting to assist poverty in the families we work with</li> <li>• Family nurse partnership</li> </ul>

20	Wakefield District Housing	<ul style="list-style-type: none"> <li>• Cash wise</li> </ul>
21	Age UK Wakefield District	<ul style="list-style-type: none"> <li>• Connecting care</li> </ul>
22	Carers Wakefield & District	<ul style="list-style-type: none"> <li>• Warm spaces, soup and sandwich</li> </ul>
24	Wakefield Street Kitchen Foodbank	<ul style="list-style-type: none"> <li>• Emergency foodbank and food collection/redistribution service for other local support providers</li> </ul>
25	Live Well Wakefield	<ul style="list-style-type: none"> <li>• Social Prescribing &amp; Supported Self-Management</li> </ul>
26	Riverside Young Families	<ul style="list-style-type: none"> <li>• General support for young people and families, including advice and signposting</li> </ul>
27	Riverside care and support	<ul style="list-style-type: none"> <li>• General support and referrals for families and people experiencing homelessness.</li> </ul>



## Appendix 5

### Area level deprivation in Wakefield District, using 2019 IMD data



## Appendix 6

### Nature of poverty support in Wakefield District

Information to produce this mapping appendix was collected from those completing the online survey or taking part in interviews. Some organisations provide more than one type of poverty support, and some will be direct providers of services or programmes, whereas others will be referral organisations, commissioners or provide infrastructure support in these areas.

General poverty support/covers multiple areas
Age UK Wakefield District
Citizen's Advice Wakefield District
Community Awareness Programme
GASPED
Groundwork (Wakefield Hopeful Families)
HDFT East Health Visiting Team and Family Nurse Partnership
Healthwatch Wakefield
Healthier Wealthier Wakefield Families Service
Homestart Wakefield District
Live Well Wakefield
Saviour Trust
Oasis Christian Centre

General poverty support/covers multiple areas
Pay Plan
Riverside Young Families
Riverside Care and Support
St Georges, Lupset
Trinity Mission Castleford CIO
Turning Lives Around, Sustain Wakefield
Wakefield Council (Strategic Housing, Revenues and Benefits and Home Support teams)
Wakefield District Domestic Abuse Service
Wakefield District Housing
Wakefield Street Kitchen

Food poverty support
Community Awareness Programme
CGCC Food Bank
Eastmoor Community Centre
Foodbank@thelink, Castleford
<p>'Food Aid Network'</p> <ul style="list-style-type: none"> <li>• Membership of 64</li> <li>• 18 Food banks</li> <li>• 8 Food pantries</li> <li>• 7 hot food providers</li> </ul>
Groundwork
<p>'Help at the Hub' locations (sources of community support, including referral points for food banks and venues where welfare advice is provided)</p> <ul style="list-style-type: none"> <li>• Queens Mill, Castleford</li> <li>• St Mary's Pontefract</li> <li>• Havercroft and Ryhill Community Learning Centre</li> <li>• Kellingley Club</li> <li>• St Georges, Lupset</li> <li>• Eastmoor Community Project</li> <li>• Westfield Centre</li> <li>• Lightwaves leisure and community centre</li> </ul>
HDFT East Health Visiting service
HDFT Wakefield 0-19 service

Food poverty support
HDFT Family Nurse Partnership
Live Well Wakefield (social prescribing)
NB: The Food Aid Network may have details of further food banks and food pantries in Wakefield District.
Oasis Christian Centre
Pontefract Food bank
Riverside Young Families
St Georges Lupset
St Giles Food Share, St Giles Parish Church, Pontefract
Trinity Mission Castleford CIO
<p>'The Cost of Living Support Guide. Wakefield District' contains details of further food banks and food pantries in the District.</p> <p><a href="http://www.wakefield.gov.uk/more-money-in-my-pocket">www.wakefield.gov.uk/more-money-in-my-pocket</a></p>
Wakefield Street Kitchen
Wakefield Street Kitchen Foodbank
Wakefield Council
Wakefield District Domestic Abuse Service
Wrenthorpe and Kirkhamgate Assist

**Welfare or benefits advice and support  
(Including welfare grants or direct payments, debt advice and financial education programmes)**

Age UK Wakefield District

- Connecting Care service

Carers Wakefield and District

Citizen's Advice Wakefield District

- General advice service
- Financial capability service (financial knowledge and skills)
- National debt service and specialist debt advisor

Community Awareness Programme

Department for Work and Pensions

- Jobcentre Plus

Five towns Christian Fellowship

Groundwork

Harrogate and District NHS Foundation Trust (HDFT)

- HDFT Wakefield 0-19 service
- HDFT East Health Visiting team
- Family Nurse Partnership programme

Help at the Hubs venues

Home Start Wakefield District (money and budgeting advice and grants)

**Welfare or benefits advice and support  
(Including welfare grants or direct payments, debt advice and financial education programmes)**

Leeds City Credit Union

- Savings schemes and accounts
- Financial education and signposting
- Affordable credit loans.

PayPlan (free debt advice, national organisation)

Riverside Young Families

Trinity Mission Castleford

Wakefield Council Services and programmes

- Revenue and Benefits team
- Money Smart (financial skills and knowledge)
- Mortgage Breathing Space
- Energy Projects
- Home Support
- Family and Youth Hubs

Wakefield District Housing

- Cash wise (financial skills and knowledge)
- Healthier Wealthier Wakefield Families Provider

Wakefield District Domestic Abuse Service

<b>Fuel poverty support (Advice or grants e.g. energy efficiency)</b>
Age UK Wakefield District
Carers Wakefield & District
Citizens Advice Wakefield District
Foodbank@the link, Castleford
Groundwork
HDFT East Health Visiting Team and Family Nurse Partnership
Live Well Wakefield (social prescribing)
Turning Lives Around
Wakefield Council <ul style="list-style-type: none"> <li>• Energy efficiency, fuel poverty and wider programmes from strategic housing team</li> <li>• Home support</li> <li>• Family and Youth Hubs</li> </ul>
Wakefield District Domestic Abuse Service
Wakefield District Housing
Wrenthorpe and Kirkhamgate Assist

<b>Provision of other essential items</b>
Age UK Wakefield District
Citizen's Advice Wakefield District
Community Awareness Programme
Five Towns Christian Fellowship
Groundwork
HDFT East Health Visiting Team
HDFT Family Nurse Partnership
Riverside Young Families
Trinity Mission Castleford CIO
Turning Lives Around
Wakefield Council
Wakefield Street Kitchen
Wakefield District Domestic Abuse Service
Wrenthorpe and Kirkhamgate Assist

### Housing support

Turning Lives Around

- Temporary housing support, providing temporary support to people at risk of becoming homeless

Wakefield Council Housing Needs Team

- Housing Options Service
- Housing Advice team
- Tenancy ready team

Wakefield Council's Housing and Neighbourhoods Improvement Team

Wakefield Council's Housing Improvements and Standard's Team (Support for people in private rented housing with condition complaints and enforcement)

### Education or training programmes for people in poverty

Groundwork

Riverside Young Families

St Georges, Lupset - adult education programme

Wakefield Council (Strategic housing, energy and home support teams e.g. through the Money Smart Programme).

Wakefield District Housing - Training for Employment Programme

### Employment programmes for people in poverty

Department of Work and Pensions

- Job Centre Plus
- Restart Programme
- Work and Health Programme
- Disability Employment Advisors and Youth Employment Coaches

Live Well Wakefield

PayPlan

St Georges Lupset - employability programme

Wakefield District Housing

- Community Employment Advisors - Help WDH tenants into employment each year, linking to additional support schemes
- Training For Employment team/project, where individuals living in a WDH tenancy can be offered fixed term employment with WDH in a variety of roles, whilst also receiving support with softer skills in relation to the world of work/vocational training in order to improve future employment prospects. Through the TFE scheme we also work closely with other partners and stakeholders (such as DWP and education) to explore other permanent employment opportunities and improve vocational prospects.

Wakefield Council (Energy projects team, home support team and family and youth hubs)

### Other poverty support

Education and training for frontline professionals who work with people in poverty

- Healthier Wealthier Wakefield Families service

Emotional and Social Support and Advice

- Community Awareness Programme
- Gapped

Mindfulness and cooking on a budget groups for Black, Asian and Minority Ethnic groups

- Groundwork

Warm space for the community

- Five Towns Christian Fellowship (Warm space for community)

Street Kitchen and meals on wheels

- Wakefield Street Kitchen

### Infrastructure organisations

Groundwork

Live Well Wakefield

Payplan

Oasis Christian Centre

Wakefield and District Health and Community Support

Wakefield Council

Wakefield Street Kitchen Foodbank

### Triaging or signposting organisations

#### Healthy Housing Pathway

Initiative supported with regional funding to offer a triaging approach into local poverty support in Wakefield District. Front line professionals can easily refer into the Healthy Housing Pathway who will help assess clients needs, and signpost into relevant housing or fuel poverty support, such as support with energy costs, insulation and boiler upgrades.

HDFT Wakefield 0-19 Service

#### Live Well Wakefield (social prescribing)

Live Well Wakefield is a social prescribing service offering referrals, advice and guidance to access different organisations in Wakefield District. Live Well Wakefield can help to refer residents across Wakefield District into different poverty support services, including fuel poverty and welfare advice. The service is available to people aged 18+ living in Wakefield or registered with a Wakefield GP with an identified social need and is delivered face to face or over the telephone.

Wakefield Cathedral

Organisations that refer in to other poverty services
Age UK Wakefield District
Carers Wakefield and District
Groundwork
Healthwatch Wakefield
Homestart Wakefield and District
HDFT Wakefield 0-19 service, HDFT East Health Visiting Team and HDFT Family Nurse Partnership
Live Well Wakefield
Oasis Christian Centre
Payplan
Several organisations refer into food banks including but not limited to; <ul style="list-style-type: none"> <li>• Cash Wise</li> <li>• Help at the Hub venues</li> <li>• Wakefield Council Customer Services Team</li> <li>• Local Schools</li> <li>• Wakefield Families Together</li> </ul>
St Gile's Parish Church
Trinity Mission Castleford CIO
Riverside Young Families
Riverside Care and Support

Organisations that refer in to other poverty services
Wakefield District Domestic Abuse Service
Wakefield Council
Wakefield District Housing
Wakefield Street Kitchen

Wider partners and/or referral organisations (current or suggested) including but not limited to;
Building contractors
Children's First Centres, Youth Support Hubs
Environmental Health teams
Fire Service
Front line professionals in contact with the public (including health and social care)
Help at the Hub locations
Landlords, letting agents
Libraries
Local businesses
Schools
West Yorkshire Police
Yorkshire Water



**Additional poverty support organisations identified by partners  
(but not participating in this work)**

**Money and Debt**

- Step Change (National debt charity)
- Money Helper (Independent Government service)
- Money Advice Trust
- National Debtline
- Debt Advice Foundation
- Turn 2 Us (National charity)

**Employability**

- Step Up (Wakefield Council employability programme) - support homeless and other groups in terms of employability (new jobs and better jobs)
- Wakefield Kick Start Programme (employability programme for young people)
- Wakefield Adult Education Service
- Wakefield Recovery College

**General Poverty Support**

- Christians Against Poverty

**Health and wellbeing, including emotional and mental health support**

- Conexus Healthcare (GP Confederation)
- Turning Point Talking Therapies
- Andy's Man Club
- Spectrum People
- Samaritans Wakefield

**Gambling harms**

- Gam Care (information, advice and support for anyone affected by gambling harms)

**Additional poverty support organisations identified by partners  
(but not participating in this work)**

**Disability support**

- DIAL Wakefield (Disability Information and Advice Line - including benefits advice)
- Easy Read Online
- Wakefield Sight Aid
- Wakefield Society for Deaf People

**Disability employability support**

- Camphill College
- Sight Aid
- Prince's Trust

WF Connect Cafes: [wakefield.gov.uk/schools-and-children/wfconnect-cafes](http://wakefield.gov.uk/schools-and-children/wfconnect-cafes)

Warm Spaces: [wakefield.gov.uk/more-money-in-your-pocket/warm-spaces](http://wakefield.gov.uk/more-money-in-your-pocket/warm-spaces)  
[wakefield.gov.uk/libraries-and-local-history](http://wakefield.gov.uk/libraries-and-local-history)

**Other poverty support within services;**

- MacMillan Cancer support

**Infrastructure support for the VCSE in Wakefield District**

- NOVA
- Young Lives Consortium
- Hubs and Anchors
- Positive Mental Health Network
- Covid Community Champions

### Additional poverty support organisations identified by partners (but not participating in this work)

#### Other VCSE organisations

- Royal British Legion
- SSAFA Armed Forces Charity
- Night Shelter
- Wakefield District City of Sanctuary (supports refugees, asylum seekers and victims of trafficking)
- MJ Languages (supports people mainly from Polish and other Eastern European communities)
- HAWWA
- Knottingley Community Shop
- Vision Wakefield
- DEX
- Tiny Hands Baby Bank
- Lets Be Friends
- Soup4em
- Warwick Ahead
- The Addy
- The Bag Fairies

Additional details about local services that provide poverty support in Wakefield District have been collated in the Cost of Living Support Guide, which was produced in 2022 by the Resident's Recovery Group.

The Food Aid Network also connects with a wide range of food banks and food pantries across Wakefield District.

### Grants, funds and loans to support people in need (information gathered from participants in this work)

#### Grants and Funds: Revenues and Benefits Department, Wakefield Council

**Household Support Fund.** This is a central government funded scheme, that arose following Covid winter grant scheme. The council currently receives funds on a six monthly basis, it is not a permanent scheme at present. Guidance is available to indicate how the HSF should be spent, but there are no regulations. The HSF is used to provide financial grants for people in need, this could be in a variety of ways. The council has made direct awards to specific cohorts of residents and also works with Trusted Referrers to help people apply for this fund. Uncertainly over how long this fund will continue for. Must be spent within each 6 month period.

**Discretionary Housing Payment.** Funded through Central Government on an ongoing basis at present, distributed via the council. This payment is intended to bridge the gap for people whose housing benefit or universal credit housing costs does not cover their rent. It is available to people in rented accommodation (either social or private rented) who qualify for housing benefit or the housing costs of Universal credit. Organisations that administer housing benefit (LA) or UC (DWP) may be able to identify those who qualify for DHP. It is an ongoing funding source at present from central government but the total funding has reduced recently.

**Housing Benefit.** Funded through central government to support housing costs for population groups, which are not covered through Universal Credit housing costs (for example pensioners in need of housing benefit). Distributed via the local authority. Over the coming years Housing Benefit will be incorporated into Universal credit. Some housing benefit for working age adults has already been incorporated into Universal credit, which is distributed via the DWP, through online application.

### Grants, funds and loans to support people in need (information gathered from participants in this work)

**Local Welfare Provision.** This is a scheme that is funded by the local authority, it used to be provided with central government funding. It provides crisis grants to those in need. Similar to the HSF, but locally funded and has been ongoing for a number of years. People can apply directly to the Council or Trusted referrers can direct people to apply for this fund. Examples of ways in which the grants support people - through food vouchers, top ups for pre payment meters, purchase of carpets or white goods.

**Council tax support.** Currently an ongoing scheme, funded by the local authority for people on low incomes. Individuals can apply directly to the council, or they may be signposted by the Job centre at the point at which they apply for UC.

### Grants and Funds - Strategic Housing Department, Wakefield Council Homes, energy efficiency, fuel poverty

The council delivers home energy efficiency and fuel poverty grants and loans, depending on resources available. Current offer includes:

**Fuel poverty fund.** Provides grants for free heating improvements for owner occupied properties where the occupant is on a low income, has a health condition made worse by the cold and a broken or inadequate heating system. Has been a long running initiative, operating as and when funding has been available. It is currently funded by local authority Strategic Housing and Better Care Fund resources.

**Energy debt fund.** Offers support to clear energy debts and covers forward energy costs for residents in crisis and severe financial difficulties. This will be available as long as funding allows, which is currently place for 22/23 and reduced amount for 23/24. This is provided via the Money Smart Team as part of their holistic money and debt advice support with clients. Referrals are made into this scheme by trusted partners.

### Grants, funds and loans to support people in need (information gathered from participants in this work)

**Mortgage Breathing Space.** Secured loan scheme to cover mortgage payments during a crisis to avoid repossession and homelessness. The loan enables residents to get back on their feet financially or to sell their home on the open market.

**Energy savers scheme.** Locally funded scheme offers free loft and cavity wall insulation improvements to low income owner occupied and private rented sector residents to help save energy, money and be warmer in their homes. Free heating improvements are also available to private rented residents. Funding in place from Council sources and available in 22/23 and 23/24. Inclusion criteria apply, see [www.wakefield.gov.uk/housing/energy/help-with-home-energy-improvements](http://www.wakefield.gov.uk/housing/energy/help-with-home-energy-improvements)

**Energy Savers Loan.** Funded by Wakefield Council and available through Leeds City Credit Union, the Energy Savers Loan is an interest free loan that you can use to help pay for insulation, heating and microgeneration work in your home. Loans are available up to a maximum of £7,000 over a repayment period of 5 years. Inclusion criteria apply, see- [www.wakefield.gov.uk/housing/energy/help-with-home-energy-improvements](http://www.wakefield.gov.uk/housing/energy/help-with-home-energy-improvements)

**House Proud Loan.** Funded by Wakefield Council and available through Leeds City Credit Union, the House Proud Loan is an interest free loan that you can use to help pay for general improvements to make your home decent e.g. double glazing, electrical rewire, damp proof course. Loans are available up to a maximum of £7,000 over a repayment period of 5 years. Inclusion criteria apply, see - home-improvement-flyer.pdf ([wakefield.gov.uk](http://wakefield.gov.uk))

Advice and help for homeowners – Wakefield Council

## Grants, funds and loans to support people in need (information gathered from participants in this work)

### Benefits: Department for Work and Pensions

The DWP administers a range of benefits including Universal Credit, Job Seekers Allowance, Income Support, Employment and Support Allowance, Personal Independence Payment and Carers Allowance and teams provide support and signposting to access these benefits.

### Other local grants and funds

#### Homeless Prevention Fund

- Funded through local and national government, provides support to clear arrears or assist with repairs.

#### Wakefield District Housing Foodbank Fund.

- Financial support directly to food banks and other services that support those in need with other essentials.

#### Wakefield District Housing Foundation Grant.

- Financial support for tenants requiring training and qualifications to get into work.

#### Wakefield District Housing Debt Hardship Scheme.

- Referrals are made through Wakefield Council

#### Prosper Together Fund

Wakefield and District Health and Community Support (WDHCS) has a Prosper Together Fund which is administered through Trusted Referrers such as Community Hubs, Anchors, CAB and WDH. The funding is aimed at supporting:

- Households on The Edge
- Children and Young People
- Connectivity

## Additional information gathered about local services

### Council's revenues and benefits team

For people on low incomes who need help to pay their rent and / or Council Tax, the revenues and benefits team in the council administers claims for: Housing Benefit, Council Tax Support, Discretionary Housing Payments (for those who get housing benefit but still struggle to pay).

They also administer a scheme that offers financial assistance for people who need help in an emergency called Local Welfare Provision.

Over recent years, on behalf of central government the team has also administered schemes including; Covid winter support, Household Support Fund, Council Tax Energy Rebate. The revenue and benefits team delivers these services via telephone, online and face to face in Wakefield One and occasional surgeries in communities and home visits. The schemes are predominantly means tested. People can self refer, or referrals are received from Wakefield Council, NHS services or other community organisations. (for more details of the specific funds, see 'grants and funds' section)

### Additional information gathered about local services

#### Department for Work and Pensions

Jobcentre Plus, part of Department for Work and Pensions provides a range of local services, benefits and wider support for people of working age. Jobcentres are located in Wakefield, Castleford, Hemsworth and Pontefract. Through work coaches, Jobcentre Plus engages with a variety of local organisations to signpost people into a range of services to support people into work locally as well as supporting people to access DWP Nationally Contracted provision programmes, such as Restart and the Work and Health programme.

Specialist teams in Jobcentres such as Social Justice Team, Disability Employment Advisers and Youth Employment Coaches - Provide extra support for vulnerable claimants and households, and are located in the Jobcentres as well as visiting outreach services at community locations across the District (currently at St George's Community Centre, St Mary's Community Centre, Riverside Temporary Accommodation, Community Awareness Programme and Next Steps leaving care service). Individuals can attend community drop in sessions without an appointment and will either be seen directly or their details taken and a call back arranged. Partners are able to contact the Social Justice Team with direct referrals or complex queries.

The DWP also administers a range of benefits including Universal Credit, Job Seekers Allowance, Income Support, Employment and Support Allowance, Personal Independence Payment and Carers Allowance and teams provide support and signposting to access these benefits.

In addition to benefits and work support, Work Coaches and the specialist teams make referrals to partners organisations in areas such as housing needs, welfare advice, money skills, and health services.

### Additional information gathered about local services












**Money Smart** – Provides free bespoke money and debt advice, delivered by the Council's Strategic Housing Home Support Team. Fully qualified and certified money and debt advisors provide one to one support, mostly via the telephone, but also in the home, to help users to manage their debt, access benefits, reduce bills and maximise their income. They provide Energy Debt Fund grants to help with energy debt and forward costs. They also identify wider support services and sign post to other services e.g. energy efficiency grants, food parcels, job skills and getting back in to work. Self-referrals accepted, but the bulk is via trusted referrers with Council, community and third sector partners. The Money Smart approach includes Money Advice Service approaches focussing on coaching and building money and debt management skills to improve future financial resilience.

01924 307272





[moneysmart@wakefield.gov.uk](mailto:moneysmart@wakefield.gov.uk)











## Poverty support survey responses

**Table 1: Overview**





Organisation name	Service description	Area of delivery
<b>Pay plan</b> 	Provides free debt advice for those who need it	National
<b>Saviour Trust</b> 	Shared accommodation for homeless people	Yorkshire & Harrogate (Wakefield and Leeds)
<b>Citizens advice WD</b> 	Generalist advice service, financial capability service, debt advice service	Wakefield District
<b>Wakefield Council: Strategic Housing</b> 	Home energy efficiency and fuel poverty support. Money Smart and Mortgage Breathing Space Private rented sector enforcement	Wakefield District
<b>Wakefield Council: Healthy Housing Pathway</b> 	Healthy Housing Pathway signposts people into support with energy costs and assistance with insulation and boiler upgrades	Wakefield District
<b>Wakefield Council: Revenue and Benefits</b> 	Revenue and benefits services	Wakefield District
<b>St Giles Parish Church</b> 	St Giles Food Share	WF8
<b>CGCC foodbank</b> 	Foodbank	Wakefield District and Wakefield City
<b>Five Towns Christian Fellowship</b> 	Saviour Trust Drop-In	Castleford
<b>Wakefield Council: Commissioner for HWWF</b> 	Commission - Healthier Wealthier Wakefield Families Service	Wakefield District
<b>Foodbank @the link, Castleford</b> 	Food parcels for vulnerable families, couples and singles referred by other agencies	WF10 area, Castleford


















**Key:**

-  Provider
-  Referrer
-  Commissioner
-  Infrastructure support organisation





Organisation name		Service description	Area of delivery
<b>Wakefield Council: Energy projects</b>		Energy projects	Wakefield District
<b>Oasis Christian centre</b>		Voluntary provision with signposting services, emergency accommodation, emergency food provision, emergency procurement	Ward 14, Wakefield
<b>Gasped</b>		Man matters	Wakefield District
<b>Homestart Wakefield &amp; District</b>		£ Bags = Money, Budgeting & Grants	Wakefield District
<b>Trinity Mission Castleford CIO</b>		Food provision	Wakefield District
<b>Healthwatch Wakefield</b>		Information, advice and signposting	Wakefield District
<b>Turning Lives Around, Sustain Wakefield</b>		Housing Support	Wakefield District
<b>Wrenthorpe and Kirkhamgate Assist</b>		Blank entry (from other info - Support with food and essential items for those in need)	North, West and Central Wakefield District
<b>Blank</b>		Blank (from other info - advice and education in hospice and out patient settings)	Across Wakefield District - five towns
<b>Groundwork Hopeful families</b>		We link with communities to give IAG and support referrals, such as money management, food banks, green energy, mental health, access to training.	Across Wakefield District - five towns
<b>WDDAS (Wakefield District Domestic Abuse Service)</b>		Working with victims fleeing Domestic abuse - often have to provide food parcels; emergency accommodation; help/signposting wrt fuel poverty, debts and benefits.	Wakefield District

**Key:**

-  Provider
-  Referrer
-  Commissioner
-  Infrastructure support organisation

Organisation name	Service description	Area of delivery
<b>HDFT Wakefield 0-19 service</b> 	Referrals to: Food bank, Baby bank, CAP Cashwise	Wakefield District
<b>HDFT East Health Visiting Team</b> 	Referral into money smart, food banks and other signposting to assist poverty	WF10
<b>Wakefield District Housing</b>  	Cash Wise	Wakefield city, Wakefield District, Yorkshire and Humber
<b>Wakefield Council: Home Support</b> 	Home Support	Wakefield District
<b>Age UK Wakefield District</b>  	Connecting Care	Wakefield District
<b>Carers Wakefield&amp; District</b> 	Warm Spaces Soup & Sandwich	Wakefield District
<b>HDFT</b> 	Family nurse partnership	Wakefield District and Wakefield City
<b>Wakefield Street Kitchen</b>  	Wakefield Street Kitchen and meals on wheels	Wakefield District and Wakefield City
<b>Wakefield Street Kitchen Foodbank</b>  	Emergency foodbank and food collection/redistribution service for other local support providers	Wakefield District
<b>Live Well Wakefield</b> 	Social Prescribing & Supported Self-Management	Wakefield District
<b>Riverside Young Families</b> 	N/A	Wakefield District
<b>Riverside care and support</b> 	N/A	Wakefield District
<b>Wakefield Council: Family and Youth Hubs</b> 	Family and Youth Hubs are not a specific poverty service however they provide universal and targeted support to families of children and young people from pre-birth up to the age of 24.	Wakefield District

**Key:**

-  Provider
-  Referrer
-  Commissioner
-  Infrastructure support organisation



**Table 2: Nature of work and delivery methods**

Organisation name	Type of poverty support provided	Setting and method of delivery
<b>Pay plan</b>	<ul style="list-style-type: none"> <li>· General poverty support/covers multiple areas</li> <li>· Employment programmes for people in poverty</li> </ul>	<ul style="list-style-type: none"> <li>· Telephone and online</li> </ul>
<b>Saviour Trust</b>	<ul style="list-style-type: none"> <li>· General poverty support/covers multiple areas</li> <li>· Temporary accommodation or housing advice for those at risk of homelessness</li> </ul>	<ul style="list-style-type: none"> <li>· Accommodation</li> </ul>
<b>Citizens advice WD</b>	<ul style="list-style-type: none"> <li>· General poverty support/covers multiple areas</li> <li>· Food and fuel poverty support</li> <li>· Provision of other essential items</li> </ul>	<ul style="list-style-type: none"> <li>· 25 locations</li> <li>· Face to face, telephone and online</li> </ul>
<b>Wakefield Council: Strategic Housing</b>	<ul style="list-style-type: none"> <li>· General poverty support/covers multiple areas</li> <li>· Welfare or benefits advice and welfare grants or direct payments</li> </ul>	<ul style="list-style-type: none"> <li>· Home visits</li> <li>· Face to face, telephone, online and installers</li> </ul>
<b>Wakefield Council: Healthy Housing Pathway</b>	<ul style="list-style-type: none"> <li>· Signposting organisation</li> </ul>	<ul style="list-style-type: none"> <li>· Home visits</li> <li>· Face to face</li> </ul>
<b>Wakefield Council: Revenue and Benefits</b>	<ul style="list-style-type: none"> <li>· General poverty support/covers multiple areas</li> </ul>	<ul style="list-style-type: none"> <li>· Wakefield One, some community and home visits</li> <li>· Face to face, telephone and online</li> </ul>
<b>St Giles Parish Church</b>	<ul style="list-style-type: none"> <li>· Food bank/pantry/food parcels/food share</li> </ul>	<ul style="list-style-type: none"> <li>· Organisation</li> <li>· Face to face</li> </ul>
<b>CGCC foodbank</b>	<ul style="list-style-type: none"> <li>· Food bank/pantry/food parcels/food share</li> </ul>	<ul style="list-style-type: none"> <li>· Food parcels delivery to home address</li> <li>· Face to face</li> </ul>
<b>Five Towns Christian Fellowship</b>	<ul style="list-style-type: none"> <li>· Welfare or benefits advice</li> <li>· Warm space for community and provision of other essential items</li> <li>· General support in warm space</li> </ul>	<ul style="list-style-type: none"> <li>· Five Towns Christian Fellowship, Beancroft Street, Castleford, WF10 5RR</li> <li>· Face to face</li> </ul>
<b>Wakefield Council: Commissioner for HWWF</b>	<ul style="list-style-type: none"> <li>· General poverty support/covers multiple areas</li> <li>· Education and training sessions for front line professionals who work with families across the Wakefield District</li> </ul>	<ul style="list-style-type: none"> <li>· Home or community</li> <li>· Face to face, telephone and online</li> </ul>

Organisation name	Type of poverty support provided	Setting and method of delivery
<b>Foodbank @the link, Castleford</b>	<ul style="list-style-type: none"> <li>· Food bank/pantry/food parcels/food share</li> </ul>	<ul style="list-style-type: none"> <li>· Church</li> <li>· Face to face</li> </ul>
<b>Wakefield Council: Energy projects</b>	<ul style="list-style-type: none"> <li>· General poverty support/covers multiple areas</li> <li>· Welfare or benefits advice and welfare grants or direct payments</li> <li>· Employment programmes for people in poverty</li> <li>· Food and fuel poverty support</li> <li>· Education or training programmes for people in poverty</li> </ul>	<ul style="list-style-type: none"> <li>· Office and clients homes</li> <li>· Face to face, telephone and online</li> </ul>
<b>Oasis Christian centre</b>	<ul style="list-style-type: none"> <li>· General poverty support/covers multiple areas</li> <li>· Emergency poverty support (including housing and food)</li> </ul>	<ul style="list-style-type: none"> <li>· Organisation</li> <li>· Face to face</li> </ul>
<b>Gasped</b>	<ul style="list-style-type: none"> <li>· General poverty support/covers multiple areas</li> <li>· Advice; information; emotional support and counselling</li> </ul>	<ul style="list-style-type: none"> <li>· Gasped building in Wakefield, Oasis Christian Centre South Elmsall, Hemsworth Job Centre</li> <li>· Face to face, telephone and online</li> </ul>
<b>Homestart Wakefield &amp; District</b>	<ul style="list-style-type: none"> <li>· General poverty support/covers multiple areas</li> <li>· Targetted support; Financial education and skills</li> </ul>	<ul style="list-style-type: none"> <li>· Visit families in own home</li> <li>· Face to face, telephone, emails, post and text</li> </ul>
<b>Trinity Mission Castleford CIO</b>	<ul style="list-style-type: none"> <li>· Welfare or benefits advice</li> <li>· Food and fuel poverty support</li> </ul>	<ul style="list-style-type: none"> <li>· At our Hope Centre building - part of the Trinity Methodist Castleford building</li> <li>· Face to face and telephone</li> </ul>
<b>Healthwatch Wakefield</b>	<ul style="list-style-type: none"> <li>· General poverty support/covers multiple areas</li> <li>· General advice; Signposting organisation</li> </ul>	<ul style="list-style-type: none"> <li>· Online</li> </ul>
<b>Turning Lives Around, Sustain Wakefield</b>	<ul style="list-style-type: none"> <li>· General poverty support/covers multiple areas</li> <li>· Providing temporary support to people at risk of becoming homeless</li> </ul>	<ul style="list-style-type: none"> <li>· In the service users own home or in the community</li> <li>· Face to face, telephone, text and letter</li> </ul>
<b>Wrenthorpe and Kirkhamgate Assist</b>	<ul style="list-style-type: none"> <li>· Food and fuel poverty support</li> </ul>	<ul style="list-style-type: none"> <li>· Schools, care homes, rough sleeper organisations, colleges, door-to-door</li> <li>· Face to face</li> </ul>
<b>Blank</b>	<ul style="list-style-type: none"> <li>· Welfare or benefits advice</li> <li>· Education or training programmes for people in poverty</li> </ul>	<ul style="list-style-type: none"> <li>· In the hospice and outpatient services</li> <li>· Face to face and telephone</li> </ul>

Organisation name	Type of poverty support provided	Setting and method of delivery
<b>Groundwork Hopeful families</b>	<ul style="list-style-type: none"> <li>• General poverty support/covers multiple areas</li> <li>• Welfare or benefits advice and welfare grants or direct payments</li> <li>• Employment programmes for people in poverty</li> <li>• Food and fuel poverty support</li> <li>• We have a BAME group for mindfulness and run cooking on a budget groups</li> </ul>	<ul style="list-style-type: none"> <li>• We are based at Kirkgate train station, but use community venues to meet people and occasionally home visits</li> <li>• Face to face</li> </ul>
<b>WDDAS (Wakefield District Domestic Abuse Service)</b>	<ul style="list-style-type: none"> <li>• General poverty support/covers multiple areas</li> <li>• Welfare or benefits advice and welfare grants or direct payments</li> <li>• Food and fuel poverty support</li> <li>• Education or training programmes for people in poverty</li> </ul>	<ul style="list-style-type: none"> <li>• In people's homes: Children and family Hubs</li> <li>• Face to face and telephone</li> </ul>
<b>HDFT Wakefield 0-19 service</b>	<ul style="list-style-type: none"> <li>• Food poverty support</li> <li>• Welfare or benefits advice</li> </ul>	<ul style="list-style-type: none"> <li>• Homes</li> <li>• Face to face and telephone</li> </ul>
<b>HDFT East Health Visiting Team</b>	<ul style="list-style-type: none"> <li>• General poverty support/covers multiple areas</li> <li>• Welfare or benefits advice</li> <li>• Food and fuel poverty support</li> </ul>	<ul style="list-style-type: none"> <li>• In the family home</li> <li>• Face to face, telephone and online</li> </ul>
<b>Wakefield District Housing</b>	<ul style="list-style-type: none"> <li>• General poverty support/covers multiple areas</li> <li>• Financial education skills</li> <li>• Fuel poverty support</li> <li>• Welfare or benefits advice and welfare grants or direct payments</li> </ul>	<ul style="list-style-type: none"> <li>• Customers home, community venues, WDH offices, schools, outreach events and any other location where support is needed.</li> <li>• Face to face, telephone and online</li> </ul>
<b>Wakefield Council: Home Support</b>	<ul style="list-style-type: none"> <li>• General poverty support/covers multiple areas</li> <li>• Home visits</li> <li>• Welfare or benefits advice and welfare grants or direct payments</li> <li>• Employment programmes for people in poverty</li> <li>• Food and fuel poverty support</li> <li>• Education or training programmes for people in poverty</li> </ul>	<ul style="list-style-type: none"> <li>• Appointments at the organisation and home visits</li> <li>• Face to face, telephone and online</li> </ul>
<b>Age UK Wakefield District</b>	<ul style="list-style-type: none"> <li>• General poverty support/covers multiple areas</li> <li>• Fuel poverty support</li> <li>• Welfare or benefits advice</li> </ul>	<ul style="list-style-type: none"> <li>• Home based service Outreach into hospitals and community settings Community events - shopping centres etc.</li> <li>• Face to face and telephone</li> </ul>

Organisation name	Type of poverty support provided	Setting and method of delivery
<b>Carers Wakefield&amp; District</b>	<ul style="list-style-type: none"> <li>· Welfare or benefits advice</li> <li>· Fuel poverty support</li> </ul>	<ul style="list-style-type: none"> <li>· Face to face, telephone and online</li> </ul>
<b>HDFT</b>	<ul style="list-style-type: none"> <li>· General poverty support/covers multiple areas</li> <li>· Welfare or benefits advice</li> <li>· Food and fuel poverty support</li> </ul>	<ul style="list-style-type: none"> <li>· Home visiting</li> <li>· Face to face</li> </ul>
<b>Wakefield Street Kitchen</b>	<ul style="list-style-type: none"> <li>· General poverty support/covers multiple areas</li> <li>· Street Kitchen and meals on wheels</li> </ul>	<ul style="list-style-type: none"> <li>· Street Kitchen in centre of Wakefield</li> <li>· Face to face</li> </ul>
<b>Wakefield Street Kitchen Foodbank</b>	<ul style="list-style-type: none"> <li>· Food poverty support</li> </ul>	<ul style="list-style-type: none"> <li>· Deliver to households and to those in temporary accommodation in hotels</li> <li>· Face to face</li> </ul>
<b>Live Well Wakefield</b>	<ul style="list-style-type: none"> <li>· General poverty support/covers multiple areas</li> <li>· Welfare or benefits advice</li> <li>· Employment programmes for people in poverty</li> <li>· Food and fuel poverty support</li> </ul>	<ul style="list-style-type: none"> <li>· Clients home, community centre, GP surgery</li> <li>· Face to face, telephone and online</li> </ul>
<b>Riverside Young Families</b>	<ul style="list-style-type: none"> <li>· General poverty support/covers multiple areas</li> <li>· Welfare or benefits advice and welfare grants or direct payments</li> <li>· Food poverty support</li> <li>· Education or training programmes for people in poverty</li> </ul>	<ul style="list-style-type: none"> <li>· Family homes</li> <li>· Face to face and telephone</li> </ul>
<b>Riverside care and support</b>	<ul style="list-style-type: none"> <li>· General poverty support/covers multiple areas</li> </ul>	<ul style="list-style-type: none"> <li>· Organisation</li> <li>· Face to face</li> </ul>
<b>Wakefield Council: Family and Youth Hubs</b>	<ul style="list-style-type: none"> <li>· Welfare or benefits advice</li> <li>· Employment programmes for people in poverty</li> <li>· Fuel poverty support</li> <li>· Education or training programmes for people in poverty</li> </ul>	<ul style="list-style-type: none"> <li>· Through 9 Family Hubs and 3 Youth Hubs across Wakefield District, outreach in communities, schools etc.</li> <li>· Face to face, telephone and online</li> </ul>

**Table 3: Referral and eligibility**

Organisation name	Self referral allowed?	Other referral routes	Eligibility criteria
<b>Pay plan</b>	Yes	N/A	None
<b>Saviour Trust</b>	Yes	Referral through Wakefield council, NHS, community organisations, faith groups, food banks, probation services	Homeless
<b>Citizens advice WD</b>	Yes	Referral through Wakefield Council, NHS services, community organisations and other Citizens advice organisations.	None
<b>Wakefield Council: Strategic Housing</b>	Yes	Via Wakefield Council, community organisations, schools	Various
<b>Wakefield Council: Healthy Housing Pathway</b>	Yes	Referrals from Wakefield Council, NHS services, community organisations, schools.	Various
<b>Wakefield Council: Revenue and Benefits</b>	Yes	Referrals from the council, NHS services, community organisations	Means tested
<b>St Giles Parish Church</b>	Yes	Referrals from the council, schools, community organisations	None
<b>CGCC foodbank</b>	Yes	Referrals from the council, NHS services, schools, community organisations	None for initial support. A referral from an organisation is required for a second set of 4 parcels
<b>Five Towns Christian Fellowship</b>	Yes	Referrals through Saviour trust and riverside	None
<b>Wakefield Council: Commissioner for HWWF</b>	Yes	Accepts referrals from all sources including the council, NHS services, schools, community organisations	The HWWF service is offered to families or expectant parents living in Wakefield District, of all tenure types.
<b>Foodbank @the link, Castleford</b>	Yes	Referrals from Wakefield council, schools and community organisations	Blank

Organisation name	Self referral allowed?	Other referral routes	Eligibility criteria
<b>Wakefield Council: Energy projects</b>	Yes	Referrals from the council, schools, NHS services, community organisations, Citizens Advice, family, friends	Various for different grants
<b>Oasis Christian centre</b>	Yes	Referrals from community organisations	Blank
<b>Gasped</b>	Yes	Referrals from the council, community organisations	Live in the district of Wakefield and aged 18+
<b>Homestart Wakefield &amp; District</b>	No	From Wakefield Council or through an NHS service. We have taken the families for the pilot project from our family support referrals, and have already had requests from childrens hubs, and food banks, to see if they could refer direct to the project.	Families
<b>Trinity Mission Castleford CIO</b>	Yes	Council, NHS, community organisations	Must be over 18 years
<b>Healthwatch Wakefield</b>	Yes	N/A	None
<b>Turning Lives Around, Sustain Wakefield</b>	Yes	Referrals can be done by any professional organisation through the online referral pathways form	Risk of homelessness, unable to sustain their tenancy without support
<b>Wrenthorpe and Kirkhamgate Assist</b>	Yes	Referrals via the council, community organisations, NHS services and schools.	To be in need
<b>Blank</b>	Yes	Referrals through the council, NHS services, community groups and schools	Blank
<b>Groundwork Hopeful families</b>	Yes	Referral via NHS, community organisations	Right to work, on benefits
<b>WDDAS (Wakefield District Domestic Abuse Service)</b>	Yes	Referrals via the council, community organisations, NHS services, schools and police.	Victim of Domestic Abuse

Organisation name	Self referral allowed?	Other referral routes	Eligibility criteria
<b>HDFT Wakefield 0-19 service</b>	No	Through an NHS service	None
<b>HDFT East Health Visiting Team</b>	Yes	Referral via the council and schools	None
<b>Wakefield District Housing</b>	Yes	Through the council, NHS services, community organisations and schools.	Cash Wise is available to WDH tenants of all ages both inside and outside the Wakefield district.
<b>Wakefield Council: Home Support</b>	Yes	Via the council, NHS, community organisations	None
<b>Age UK Wakefield District</b>	Yes	Via the council, NHS, community organisations	Over 50 resident in the Wakefield District or GP in district
<b>Carers Wakefield &amp; District</b>	Yes	Via the council, NHS, community organisations	Criteria being that they must be an unpaid carer
<b>HDFT</b>	Yes	Via the council, NHS, schools	First time parent aged 20 or under living in Wakefield district
<b>Wakefield Street Kitchen</b>	Yes	Via the council, NHS services, schools, community organisations and other charities we work with.	None
<b>Wakefield Street Kitchen Foodbank</b>	No	Via council, NHS, schools, community organisations	Food parcels are referral only
<b>Live Well Wakefield</b>	Yes	Via the council, NHS, schools and community organisations.	18+, Living in the Wakefield District, or registered with a Wakefield District GP
<b>Riverside Young Families</b>	Yes	Via the council, NHS, schools, community organisations	16-25 years of age
<b>Riverside care and support</b>	No	Via the council	None
<b>Wakefield Council: Family and Youth Hubs</b>	Yes	Via the council, NHS, schools, community organisations	Family and youth hubs deliver universal and targeted programmes to families of children and/or young people from pre-birth to 24.

## Appendix 7

### Semi structured interview guide template to inform the stakeholder interviews

#### Qualitative insights to inform strategic planning Semi structured interview guide.

##### 1. Successes

- a. What is working well or has worked well in terms of anti-poverty service provision in Wakefield District?
- b. Are there any examples of best practice you would like to share? Can we include this as a case study in the appendix?

##### 2. Unmet need

- a. Are you aware of any groups that are struggling to access anti poverty services or programmes?
- b. What are the reasons for this/ barriers to access?
- c. How could these barriers be overcome?
- d. Are there any areas of emerging need going forwards that we should be aware of e.g new groups requiring anti-poverty services, or new services or delivery models required.
- e. How could we respond to these emerging needs?

##### 3. Challenges

- a. What are the main challenges facing providers of anti-poverty services at the moment?
- b. What are the anticipated challenges over the next few years?
- c. How can the local system respond to these challenges - what is required?
- d. Is there any additional support that your organisation would find helpful?

#### Qualitative insights to inform strategic planning Semi structured interview guide.

##### 4. Sustainability and opportunities

- a. Is there anything you would like to comment on regarding the sustainability of anti-poverty services and what can support this?
- b. What opportunities can anti-poverty services tap into over the coming years that you are aware of?

##### 5. Partnership and systems working

- a. Is the delivery of poverty services and support coordinated across Wakefield District? (If so, in what ways?)
- b. Do organisations tend to work independently or alongside others to deliver antipoverty services?
- c. Which partnerships are you aware of that are successful?
- d. Are there any barriers to working in partnership?

##### 6. Identifying anti-poverty services

- a. Which other organisations should we invite to take part in this work?



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