

# THREE RIVERS LOCAL STRATEGIC PARTNERSHIP

20 OCTOBER 2020

## PART I

### 7 COVID 19 COMMUNITY STRATEGY RECOVERY PLAN (CED)

#### 1 Summary

1.1 This report updates the LSP Board on the needs identified by the sub-partnerships and work undertaken and planned in relation to these.

1.2 It seeks agreement of actions and to identify any gaps in service provision.

#### 2 Details

2.1 The LSP & CSB sub-partnerships; Adults with Complex Needs Group, Community Safety Co-ordinating Group, Families First Partnership and 11-19 Strategy group, have been meeting regularly to understand what the emerging needs are for our residents, and to action recovery work in relation to this.

2.2 At the June LSP, the Board was presented with the impact assessments for the substructures. Authority was delegated to the Chairs of the group to plan for recovery.

2.3 Co-ordination between the Chairs allowed for a Recovery Plan to be developed which cuts across all subgroups and needs.

2.4 The Community Strategy Recovery Plan focussed on the following areas:

- Mental Health and Wellbeing
- Domestic Abuse (addressed through the Safeguarding and Managing Crime Plan)
- Digital Isolation
- Vulnerable Families
- Unemployment and Poverty
- Debt

2.5 The aim of this plan is to:

2.5.1 To ensure the Community and Voluntary sector cuts across all recovery themes.

2.5.2 Promote access to and on-going participation in existing services

2.5.3 Target services in areas of greatest need and towards groups of the greatest need

2.5.4 Review the key priorities and changing need within the community

2.5.5 Identify and find solutions for gaps in the service provision.

- 2.5.6 To deliver new projects in partnership to meet the changing needs of the community as a result of Covid.
- 2.6 This plan includes additional work being carried out by partners since the beginning of the pandemic.
- 2.7 It is a working document that is amended to suit changing needs after LSP sub group partnership meetings.
- 2.8 The Community Strategy Recovery Plan is provided in appendix 1.

### **3 Options and Reasons for Recommendations**

- 3.1 To provide the LSP Board with an overview of the work undertaken to support the key priority needs.
- 3.2 To highlight gaps in service provision where a need is demonstrated

### **4 Policy/Budget Reference and Implications**

- 4.1 The recommendations in this report are within the terms of reference for the Local Strategic Partnership.

### **5 Financial, Legal, Equal Opportunities, Staffing, Environmental, Community Safety, Public Health, Customer Services Centre, Communications & Website Implications**

- 5.1 None specific.

### **6 Equal Opportunities Implications**

- 6.1 Relevance Test

Has a relevance test been completed for Equality Impact?	Yes
<p>Did the relevance test conclude a full impact assessment was required?</p> <p>All sub-partnerships are identifying the equality impact of Covid-19. This means that actions will address the direct or indirect adverse impact of Covid-19. Each project will need to have its own details impact assessment and equality action plan.</p>	No

### **7 Staffing Implications**

- 7.1 Considerable pressure is being faced by all partners to support recovery planning and delivery. Partnership working can provide more resilience to this process through the sharing of resources and expertise.

### **8 Environmental Implications**

- 8.1 There has been a significant carbon footprint reduction from all partners with the increase in home and virtual working.

## 9 Community Safety Implications

9.1 The Community Safety Partnership Board has agreed a specific Safeguarding and Managing Crime Plan.

## 10 Public Health implications

10.1 Reducing health inequalities is a key focus of the developing action plans.

10.2 Recovery work is implemented partially through the Healthy Hubs across Three Rivers.

## 11 Communications and Website Implications

11.1 Maintaining partner communications, and promoting consistent messages is a key requirement for this work. Three Rivers District Council had been producing twice weekly bulletins for all partners on work in response to Covid-19. This was reduced to weekly, and is now shared fortnightly. If need emerges it can be produced at increased frequency. The LSP Communications Plan will also be updated to reflect the changing requirements and the recovery plan.

## 12 Risk and Health & Safety Implications

12.1 The Council has agreed its risk management strategy which can be found on the website at <http://www.threerivers.gov.uk>. In addition, the risks of the proposals in the report have also been assessed against the Council's duties under Health and Safety legislation relating to employees, visitors and persons affected by our operations. The risk management implications of this report are detailed below.

12.2 The subject of this report is covered by the Community Partnerships service plan. Any risks resulting from this report will be included in the risk register and, if necessary, managed within this plan.

<b>Nature of Risk</b>	<b>Consequence</b>	<b>Suggested Control Measures</b>	<b>Response</b> <i>(tolerate, treat, terminate, transfer)</i>	<b>Risk Rating</b> <i>(combination of likelihood and impact)</i>
Actions do not deliver against the targets of the community strategy  There are not sufficient resources to address the impact of Covid-19	Failure to achieve the priorities of the Recovery Plan	Updates provided to board on recovery; Regular briefing with leader; Regular meetings of LSP Board; Review of funding streams; Review of Recovery Plan	Tolerate	6

12.3 The above risks are scored using the matrix below. The Council has determined its aversion to risk and is prepared to tolerate risks where the combination of impact and likelihood scores 6 or less.

<b>Very Likely</b> ----- <b>Likelihood</b> ----- <b>Remote</b>	<b>Low</b>	<b>High</b>	<b>Very High</b>	<b>Very High</b>
	4	8	12	16
	<b>Low</b>	<b>Medium</b>	<b>High</b>	<b>Very High</b>
	3	6	9	12
	<b>Low</b>	<b>Low</b>	<b>Medium</b>	<b>High</b>
	2	4	6	8
	<b>Low</b>	<b>Low</b>	<b>Low</b>	<b>Low</b>
	1	2	3	4
	<b>Impact</b>			
	Low	----->		Unacceptable

**Impact Score**

- 4 (Catastrophic)
- 3 (Critical)
- 2 (Significant)
- 1 (Marginal)

**Likelihood Score**

- 4 (Very Likely (≥80%))
- 3 (Likely (21-79%))
- 2 (Unlikely (6-20%))
- 1 (Remote (≤5%))

12.4 In the officers' opinion, of the risk above, were it to come about, would seriously prejudice the achievement of the Strategic Plan and is therefore a strategic risk. The management of strategic risks are reviewed by the Policy and Resources Committee.

Description of the risk	Service Plan
Failure to achieve the priorities of the Recovery Plan	Community Partnerships

**13 Recommendation**

13.1 That the LSP Board notes the progress of partners to achieve the priorities of the Community Strategy Recovery Plan.

- 13.2 That the LSP Board consider any gaps in service provision highlighted through the recovery plan
- 13.3 That the LSP delegates authority to the Chairs of the sub groups, to continue to develop and deliver the Recovery Plan as required by reviewing community needs within the sub groups.

Public access to the report be immediate

Public access to the decision be immediate

Report prepared by: Shivani Davé, Partnerships Manager

### **Data Quality**

Data sources:

Meetings of the 4 sub-partnerships

Data checked by: Rebecca Young, Acting Head of Community Partnerships

Data rating:

<b>1</b>	<b>Poor</b>	
<b>2</b>	<b>Sufficient</b>	
<b>3</b>	<b>High</b>	<b>X</b>

## **Background Papers**

Covid 19 Impact Assessment and Action Plan report (June 2020)

## **APPENDICES / ATTACHMENTS**

### **Appendix 1 – Community Strategy Recovery Plan**

#### **Three Rivers Community Strategy Recovery Plan- Covid 19 Impact**

The action plan is co-produced by the Adults with Complex Needs Group, Families First Partnership and Community Safety Partnership. The action plan will help to inform and promote access to services for residents across the district, as well as developing new services where need is identified.

The key priorities identified are:

- Mental Health
- Domestic Abuse (this is addressed through the Three Rivers Safeguarding and Managing Crime Plan)
- Digital Isolation
- Vulnerable Families
- Unemployment & Poverty
- Debt

The coproduction will ensure that the following fundamental principles are applied to all of the objectives within this action plan. They will:

- Promote access to and on-going participation in existing services
- Target services in areas of greatest need and towards groups of greatest need
- Review the key priorities and changing need within the community
- Identify and find solutions for gaps in service provision

**1. Aim: Residents have opportunities to be mentally healthy**

Objectives	Action	By when	Lead	Progress	Status (RAG)
1a. Promote access to existing mental health services	TRDC to develop & promote a “social isolation” webpage	June 2020	TRDC	New webpage section added to Three rivers District Council website providing residents information about support when self-isolating.  Link to the webpage found below: <a href="https://www.threerivers.gov.uk/eg-cl-page/self-isolating">https://www.threerivers.gov.uk/eg-cl-page/self-isolating</a> .	
	TRDC to promote ‘Mental Health’ support page.	May 2020	TRDC	Mental health support section updated on TRDC website and promoted online. The support page is accessible through both TRDC home page and support in the community tabs on the council website.  <a href="https://www.threerivers.gov.uk/eg-cl-page/mental-physical-health-well-being-leisure">https://www.threerivers.gov.uk/eg-cl-page/mental-physical-health-well-being-leisure</a>	
	TRDC to send out twice weekly partner bulletins to increase awareness of changes to local support services.	Ongoing	TRDC	Partnership weekly updates were initially sent out twice weekly during early stages of the pandemic. Following the lifting of restrictions and reopening of	

			services the Partner Bulletins is now sent out fortnightly.	
TRDC to provide safeguarding advice and guidance to Covid support groups	Ongoing	TRDC	TRDC are providing safeguarding advice and guidance support for covid support groups through redeployed staff.	
Social Prescribing Link Workers/ Community Navigators to continue to provide holistic online/telephone support to adults with complex needs to access appropriate services/agencies due to increase in mental health problems.	Ongoing	Community Navigator	Social Prescribing Link Workers & Community Navigators are continuing to provide holistic online/telephone support to adults with complex needs to access appropriate services/agencies due to increase in mental health problems.	
Herts Mind Network to attend Covid support group meeting to increase volunteer understanding of mental health and support available.	July 2020	Herts Mind Network	Herts Mind Network attended covid group support meeting in June 2020.	
Herts Mind Network to provide a 24 hour crisis line and online 121 support groups and learning opportunities.	April 2020	Herts Mind Network	During early stages of the pandemic Herts Mind Network offered 24 crisis line. Since return of other services this has reverted to evening and weekend.	
Expand Community Support Service by 1 full time worker	August 2020	TRDC and Herts Mind Network	Full time worker in place July now with a full case load of 25 cases.	

Herts Mind Network to begin outreach in outdoor spaces.	July 2020	Herts Mind Network	Outreach work commenced outside during summer months until home visits returned.	
Healthy Hub worker to attend food banks to link clients in with mental health support.	August 2020	Herts Mind Network	Healthy Hub worker was employed in September 2020.	
Herts Mind Network to resume home visits for clients needing face to face contact	August 2020	Herts Mind Network	Home visits returned however these have now been stopped due to new restrictions.	
Family Centres to deliver Emotional wellbeing courses across Herts.	Ongoing	Family Centre	<p>WA3R Family Support team continue to deliver parents on a 1:1 basis. Between July – present, 17 families received the Parental Emotional Wellbeing package of support.</p> <p>We have also commissioned 2 virtual courses this term called “About Me” which aim to increase and develop resilience and wellbeing.</p>	

ASCEND to run a 'get ahead' Mental Health support group via Zoom once a week.	May 2020	ASCEND	Weekly Get Ahead sessions running via zoom.	
W3RT to make Welfare and Keeping in contact calls.	Ongoing	W3RT	W/C 28/9 108 wellbeing calls for Watford & Three Rivers. Since 8169 calls since beginning of the pandemic.	
W3RT to develop a befriending scheme.	September 2020	W3RT	Neighbour Together project will be re-launched and this will involve an element of befriending as part of the project. W3RT are at present agreeing the amended project details with the funder.	
W3RT to provide support to charities & COVID community groups in the area.	Ongoing	W3RT	New SLA developed with Three Rivers and W3RT to focus on this work for 6 months.	
CGL to run a weekly 'Managing Anxiety' zoom session for service users.	Ongoing	CGL Spectrum	Manging Anxiety meetings are continuing via Zoom. There is also a group running for drug and low level alcohol uses on Monday evenings. CGL are starting to run further groups and will provide further updates as they start.	

	To develop a new referral route, where older people identified through small acts of kindness be linked in with addition support to reduce isolation – Healthy Hub / Covid Groups.	November 2020	W3RT		
	CASTR to invite Herts Mind Network to speak at all three staff meetings and our service is committed to promoting referrals for those clients who are in need of mental health support.	June 2020	CASTR	CASTR invited Herts Mind Network to speak at all three staff meetings and the service is committed to promoting referrals for those clients who are in need of mental health support.	
	Catalyst Housing to use Herts Mind Network resource to be a “step down” referral to ensure clients aren’t left without any support.	September 2020	Catalyst Housing	Floating support staff are utilising Herts Mind Network groups to step down cases.	
	W3RT to support community centres, village halls etc to start open up. Including work on groups using the hall	Ongoing	W3RT	W3RT last ran a forum with Community Centres & Venues on the 9 <sup>th</sup> Sept and are in contact with a lot of the venues and keeping them informed.	
1b. Support for Young people’s mental health and promote emotional wellbeing	YC Hertfordshire to run 5 virtual projects within Three Rivers (these include: Emotional well-being; Health Project; Youth Council; LGBT+ group and a group for Girls and Young Women).	Ongoing	YC Hertfordshire	As of September 21 <sup>st</sup> YC Hertfordshire returned to face to face delivery in youth work settings. The youth work team are delivering 14 weekly youth projects. Young people can also access support with an IAG PA (appointment only) at the	

				<p>Access Point in Watford.</p> <p>YC Hertfordshire are delivering and receiving referrals for the Better Choices Emotional Wellbeing programme which supports young people individually.</p>	
	Expand Better Choices to offer support to young people with emotional or mental wellbeing needs due to Covid	August 2020	TRDC & YC Hertfordshire	YC providing services, the project has received referrals. And work delivery is ongoing and achieving positive results.	
	YC to offer services virtually, including group support, whilst face to face support cannot go ahead.	Ongoing	YC Hertfordshire	YC are offering services to young people online.	
	TRDC to develop a webpage with support available to young people during the pandemic	April 2020	TRDC	<p>Section updated on TRDC website and promoted online. The webpage is accessible through both TRDC home page and support in the community sections.</p> <p><a href="https://www.threerivers.gov.uk/eg-cl-page/support-available-for-young-people">https://www.threerivers.gov.uk/eg-cl-page/support-available-for-young-people</a></p>	
	Leisure to attend Zoom meeting with local Covid support groups to discuss summer provision for young people.	July 2020	TRDC	Leisure delivered Vulnerable family Play Rangers and Playscheme services. All other leisure activities currently on hold.	

**2. Aim: To tackle digital isolation & support residents to access support and services online**

Objectives	Action	By when	Lead	Progress	Status (RAG)
2a. Promote access to existing digital support	Ascend to provide telephone support to their clients to get them online.	Ongoing	Ascend	Developed Leaflet and will speak to anyone that calls up Ascend.	Green
	Watford and Three Rivers Trust to identify volunteers who can provide IT support.	August 2020	W3RT	Awaiting direction from County before mobilising volunteers. As part of the Neighbours Together re-launch W3rt are looking at how volunteers can help with Digital Isolation.	Red
	CASTR to open up offices to the public, by appointment only	September 2020	W3RT	Arrangement has been made for CASTR to reopen for face to face appointments by bookings only.	Green
	CASTR to advertise direct dial details on, premises, public site and via our websites.	June 2020	W3RT	Promoted on bulletin, online and social media	Green
2b. Support residents to access digital devices	HCC to explore a possible mass procurement of tablet devices for those unable to afford their own, and provide tech support. To providing		HCC	Agreed that the membership of the steering group would be reviewed and reduced in order to focus on the 'Staying Connected' digital inclusion project. In addition to the	Green

laptops to some families to provide support.			<p>steering group, it was proposed to set up four smaller 'Task &amp; Finish' sub-groups to focus specifically on the business of coordinating the countywide offer.</p> <ul style="list-style-type: none"> <li>• Training &amp; skills</li> <li>• Access to IT kit at home/elsewhere</li> <li>• People &amp; volunteers</li> <li>• Motivation &amp; coaching</li> </ul> <p>Through this approach the steering group would be able to focus on delivery of the 'Staying Connected' project and wider strategic plans to reduce digital inequality across Hertfordshire and the sub-groups would focus on delivering an improved coordinated countywide offer.</p>	
ASCEND to print and deliver packs for courses and training where the client is unable to access digitally	April 2020	ASCEND	Ascend have printed and delivered packs for courses and training to clients who were unable to access digitally. Positive feedback has been received from clients for this work	
Identify funding to support ICT access for those affected to enable home working and virtual education.	Ongoing	TRDC	Regularly updated through partnership meetings	

CASTR to allow paper work to be dropped off, even when offices are closed.	Ongoing	CASTR	Process has been in place since beginning of lockdown. Clients are able to drop paper work off	
TRDC to explore bulk buying tablets/devices/dongles or Wi-Fi. Tablets to be preloaded with content and links to partner organisations, zoom etc.	November 2020	TRDC	Request was made to partners to scope interest in the project and number of devices required. This work will tie in with the Countywide project	
Offer telephone support to those unable to interact with others through technology.	Ongoing	Catalyst Housing Floating Support	Catalyst Housing are continuing to offer telephone support for those unable to interact with others through technology.	
SW Herts Partnership to drop off resources to parents	Ongoing	SWHP	South West Herts Partnership dropped resources off to parents during Lockdown.	
Herts Help to assist with urgent online tasks and support access to alternative ways of shopping and ordering medication.	Ongoing	Herts Help	Ongoing – similar support available through w3rt call centre. Also able to help people access online shopping slots through DEFRA.	
Offer telephone support to customers to complete online housing applications.	Ongoing	TRDC	Ongoing support to customers to help complete applications.	

	Offer telephone support to customers who have been provided with temporary accommodation.	Ongoing	TRDC	Ongoing telephone support and referrals made to appropriate partners.	
	Explore options for families struggling to keep up with homework / home schooling due to lack of devices	November 2020	TRDC	The Initial plans to provide school based homework clubs, to provide these children the opportunity to access computers and internet at school to complete their online homework and provides a combination of educational and extracurricular opportunities. The programme will be run in partnership with Families First Partnership.	
	Liaise with U3A groups and pensioners forum to identify those who are isolated as the majority of U3A members are fairly tech savvy and could support others	November 2020	TRDC U3A		
2c. Identify those in need of devices	Identify key statistics and partners to support the identification of those groups most affected, and areas of the district most affected.	November 2020	TRDC	This has been explored through partnership meetings. Agreed to merge with County approach	
	Partners to refer in to JCP if they are in receipt of benefits if need tablets/mobiles/data top ups.	Ongoing	ALL	Shared through partnership meetings	

	Secure laptops for targeted year 10s known to Children's services e.g. children looked after.	August 2020	HCC	Looked after children in Year 10 were given laptops through school	
<b>3. Aim: To identify and support vulnerable families</b>					
<b>Objectives</b>	<b>Action</b>	<b>By when</b>	<b>Lead Partners</b>	<b>Progress</b>	<b>Status (RAG)</b>
3a. To provide support and engagement with vulnerable families	Play Rangers to deliver family activities and games including den building for families who have had little/no contact with school, have support needs or have been impacted by covid during summer holidays.	August 2020	TRDC	A need to support families most impacted by the coronavirus pandemic over the summer holidays was identified by the TRDC Community Partnerships. Family Play Rangers was devised by the Leisure department to address this need. Family Play Rangers delivered 1.5 hour sessions, 3 times a day, in 3 locations every week across the month of August. Referrals were made by partner organisations working with families identified as most vulnerable. A total of 62 families attended the programme.	
	Play Rangers to deliver family activities and games including den building for families who have had little/no contact with school, have support needs or have been	October 2020	TRDC	Postponed until Feb 2021 half term.	

impacted by covid during October half term				
SWHP to run services virtually by telephone or video call.	Ongoing	SWHP	SWHP family workers have resumed face to face visits within gardens/parks and some public venues where social distancing can be maintained. Private conversations will remain for the telephone/ video platform for confidentiality.  Family workers have started to visit their schools in person where permitted. Whilst in their allocated school, they will adhere to the schools COVID-19 policies.	
IFST to create a toy and book library and deliver activity packs to families.	April 2020	IFST	Activity packs delivered to family and Toy and book library in place.	
To distribute sports packs provided to Herts Sports Partnership to vulnerable families with young children in Three Rivers	June 2020	TRDC	Sports packs distributed across the district to vulnerable families. 139 Sports packs distributed.	
Webpage developed regarding Covid specific support for children and families	April 2020	TRDC	Developed a webpage on support for children and families. <a href="https://www.threerivers.gov.uk/eg-cl-page/support-available-for-children-and-families">https://www.threerivers.gov.uk/eg-cl-page/support-available-for-children-and-families</a>	

	CASTR family law service doing casework remotely during lockdown	April 2020	CASTR	Running and supporting local residents.	
<b>4. Aim: Residents have access to the resources they need to live independently when unemployed or facing poverty. Residents have access to resources to find employment or alternative provisions</b>					
Objectives	Action	By when	Lead	Progress	Status (RAG)
4a. To encourage access to existing support	To develop and promote a webpage on employment support available in the district.	June 2020	TRDC	Developed a webpage on employment support available in the district including local and national services. Employment support information can be found at <a href="https://www.threerivers.gov.uk/eg-cl-page/adult-job-support">https://www.threerivers.gov.uk/eg-cl-page/adult-job-support</a>	
	DWP to recruit additional staff to deal with the further anticipated influx of claims.	September 2020	Job Centre	Recruitment process is underway.	
	Provide direct support via phone and email to customers who are vulnerable or need additional support	Ongoing	Job Centre	Job centres have remained open for vulnerable clients throughout lockdown. They will continue to provide face to face support for this client group.	
	JCP to share information with partnership on "Kickstart" – an initiative to get 16-25 year olds into work.	September 2020	Job Centre	Kick start launched 5/10/2020. Any 18-24yr olds on UC need to contact jobcentre if interested. Guarantee job scheme to support young people.	

Partners to refer in to “Kickstart”	September 2020	Job Centre	Partners are referring clients that are eligible to kick-start project.	
Launch healthy hub job club - virtually	September 2020	Ascend	Virtual Hub that runs on a Wednesday covering job club, IAG, CVs etc going well into week 4. Job centre comes every week so they can meet clients face to face on average 3 or 4 people a week. Lots of guest speakers e.g. Scam Advisors.	
Job centre to open to clients for face to face appointments	August 2020	Job Centre	Job centre to open to clients for face to face appointments.	
JCP to remain open to all vulnerable clients	April 2020	JCP	Job centres have remained open for vulnerable clients throughout lockdown. They will continue to provide face to face support for this client group.	
JCP to run two programmes (Work and Health – to get someone into employment within 12 months) (Intensive Personalised Support Programme – 21 months of support, run by the Sure Trust)	August 2020	Job Centre	Currently ongoing. Ref restrictions have been lifted for this so extra spaces available for this that need extra support.	
Promote Online employability opportunities.	Ongoing	Job Centre	Online employability opportunities are regularly promoted online.	

4b. Increase and promote online job promotion	To promote new jobs portal online	July 2020	TRDC	New jobs portal promoted over social media and made available on the adult employment support section of the TRDC website.	
4c. Increase awareness of training/courses available	To provide virtual training and support via Universal Credit accounts in CSCS, Security and Cleaning.	Ongoing	Job Centre	Lots of virtual courses available. Emailed to all claimants through journal each week. Lots of take up and response.	
	To replace programmes delivered at job centre to Virtual courses.	Ongoing	Job Centre	All courses now virtual with some SIA/CSCS test done in classroom but socially distanced.	
4d. To support residents experiencing poverty.	Ascend & South Oxhey Support group to develop a foodhub	Ongoing	ASCEND	This has been developed as a pay as you can initiative and since starting has supported over 28 people for South Oxhey and Carpenders Park.	
	To develop a project between TRDC and Foodbanks using £10,000 DEFRA funding	Ongoing	TRDC	Agreed project with South Oxhey and Rickmansworth Foodbanks using £10K DEFRA funding. Funding will go towards equipment for cooking i.e. microwave, slow cooker, tin opener, fridge etc.	
<b>5. Aim: To encourage access to services who can support with debt. To encourage access to services to prevent debt</b>					
<b>Objectives</b>	<b>Action</b>	<b>By when</b>	<b>Lead</b>	<b>Progress</b>	<b>Status (RAG)</b>

5a. To encourage residents to access existing support	To develop a leaflet on financial support available	June 2020	TRDC	<p>A leaflet was designed and distributed highlighting the range of support available to residents who are having money problems during the pandemic.</p> <p>The leaflet can be accessed from the website below:</p> <p><a href="https://www.threerivers.gov.uk/eg-cl-page/help-for-people-with-money-problems">https://www.threerivers.gov.uk/eg-cl-page/help-for-people-with-money-problems</a></p>	
	To develop a webpage with local support and services relating to financial difficulties	June 2020	TRDC	<p>A new webpage was designed highlighting local support and service for those who are having financial problems during the pandemic. Additional web page has also been provided for support to business.</p> <p>The webpage can be found at the link below:</p> <p><a href="https://www.threerivers.gov.uk/eg-cl-page/help-for-people-with-money-problems">https://www.threerivers.gov.uk/eg-cl-page/help-for-people-with-money-problems</a></p>	
5b. To provide support to those at risk of entering debt	CASTR to provide general and specialist debt advice throughout lockdown.	Ongoing	CASTR	CASTR have continued to provide debt advice through the period at both a general and specialist level.	

			<p>We are now open for face to face across all three offices for debt advice.</p> <p>There was a decrease in demand for formal debt solutions at the beginning of lockdown but the demand is increasing. Our general and debt advisors income maximisation across the board is higher for the quarters 1&amp;2 than it has ever been. Within the income maximisation stats will also be the incredible work that our benefit case workers have done at Tribunal for appeals against sickness and disability benefit decisions.</p> <p>Q1 debt write off - £65,158, Q1 reimbursements/ rescheduling of debt - £3,586</p> <p>Q2 debt write off - £54,801, Q2 reimbursements/ rescheduling of debt - £2330</p> <p>Q1 income gain - £648,968</p> <p>Q2 income gain - £897,350</p>	
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			<p>The large income gains are also due to the sheer number of people who have contacted us for advice on claiming Universal Credit (UC) and those clients that contacted us for debt advice and after a benefit check were found to be better off on UC (and chose to claim it) due to the temporary increase.</p> <p>Due to the increased demand for debt advice new full time trainee being recruited for 12month post.</p>	
	Thrive Homes to make referrals for tenants with rent arrears.	Ongoing	Thrive	Thrive has been making referrals for rent arrears. They are seeing an increase of the number of people needing support through CASTR.
	CASTR scams adviser to give talk and provide leaflets to the COVID support groups.	July 2020	CASTR	CASTR delivered a scams adviser talk and provided leaflets to the COVID support groups in July.
5c. To provide support to prevent people from entering debt.	Promote budget management courses being run locally.	Ongoing	All	Christian against Poverty Budget Courses being promoted as and when they are happening.
	RSL's to make referrals to CAB when arrears first appear.	Ongoing	Thrive Homes Watford Community Housing	Watford Community Housing have a team of three dedicated officers that provide support to tenants living in three rivers. We

		Homegroup	<p>have committed £50k towards a welfare fund where tenants can apply for a one off £250 support payment.</p> <p>Thrive always make a referral following a Notice of Seeking Possession (NSP) being served. The covering letter with the NSP advises that we will make the referral and we usually contact the CAB approximately a week after the notice is served.</p> <p>We also make adhoc referrals as required. These would be as a result of a conversation where someone has advised they are struggling with their finances, or getting their benefits resolved. We offer a referral and if they accept we then contact the CAB.</p>	
TRDC to make referrals in to CAB when council tax arrears happen	Ongoing	TRDC	Continuing to make referrals in to CAB when council tax arrears happen.	
Housing to refer new tenants to budget management course.	November 2020	TRDC	All customers are offered a fast track referral to Citizens advice regarding financial matters.	

