

# Report of Mayor's HOPE Conference: 24<sup>th</sup> July 2013

## Introduction

The Mayor's opening comments set the context for the conference; the serious challenges Liverpool has faced in recent years will continue for some time yet and will require difficult decisions about priorities. The combination of the economic downturn, changes to Welfare and the loss of funding to the City has contributed to the growth of poverty and pressure on the services people depend on. It was vital for services to work together, to support each other and make best use of available resources to best help those most need.

The Mayor's recent attendance at the food bank seminar in the Anglican Cathedral had helped to emphasise the importance of working together. There were initiatives already being undertaken such as the work with Mersey Travel to give bus passes to children and young people most in need and the efforts to involve the supermarkets in contributing food to food banks. It was important share ideas and to also collect the evidence of the hardship people were experiencing.

Today's event was about having a conversation about what we can collectively do to support those families and individuals in desperate need. The report of the conference would be taken up by the Mayor's Poverty Action Group and put into a framework to provide the basis for action.

Frank Hont, chair of the Poverty Action Group talked of the work that has been undertaken over the last five months by the group, with the support of Cllr Jane Corbett the mayoral lead on poverty. Six or seven other City Councillors are also involved along with senior council staff and some key organisations. The aim has been to reach out to partners in the City; to listen to those agencies and organisations working at the sharp end of poverty and to provide a connection to the Council and the Mayor. The group had the following guiding principles:

- The work should be at no extra cost to the City Council
- To work with (not for) those affected, including individual citizens, groups already addressing the challenges of austerity and the wider community
- To have a flat structure, an "around the table" approach with no hierarchy

The main activity has been scoping the scale of the problem, bringing various partners together and promoting some initiatives which will help alleviate pressure on the most vulnerable. The Poverty Action Group has developed a "poverty tracker" using a small number of indicators related to deprivation and updated to provide regular and reliable information re:

- Food bank usage
- Unemployment
- Homelessness
- Housing benefit claims
- Rent arrears
- Calls on Liverpool Citizens Support Scheme

The role of the group was to coordinate, to break down any barriers and to encourage joint working; it was not about duplicating or interfering with work already being undertaken. Some of the things the group has been working on include:

- Collaborating with the Children’s Society and Liverpool Primary School Heads Association to give every primary school child a free breakfast from this September
- Working with Liverpool Clinical Commissioning Group to fund the Liverpool Play Partnership Scheme across the City over the school summer holidays
- Supporting the work of CAB’s and other advice agencies; they face a ‘perfect storm’ with a reduction in their funding at the same time a massive increase in demand
- Work with NWTUC on their Digital Inclusion Project for Liverpool with the aim of establishing digital champions and internet hubs in 50 locations across the City.

John Davis of Together Liverpool added some final comments, including on how parts of the press were ready to malign people in poverty. He then facilitated the group work activities for the remainder of the conference.

## Workshops

Participants had the option of working on one of the following themes in the morning and then changing in the afternoon:

- Health and well-being
- Housing and homelessness
- Food poverty
- Employment
- Advice and digital access
- Children and young people
- Credit Unions and debt
- ‘Anything under the radar’

**Note:** the following record has been edited to avoid duplication and to aid clarity. There was considerable unevenness in the amounts recorded by the different groups and also the legibility of what was written, which has necessitated some guess work. The evaluation of the conference, attendance and invitation list and details of organisations attending are given as appendix.

## Children and Young People

### Organisations present

#### AM session

- Salvation Army – 3 homeless centres in Liverpool, Board of charities including Lighthouse -3000 young people last four years church based Love B Joy Ministries
- Yellow House
- Princes Trust – disadvantaged young people
- Eden Merseyside, churches – most deprived areas / communities
- Young Persons Advisory Service, 10 – 25 year olds
- Nugent Care – schools advisor – rehabilitation of offenders – food volunteers / food bank

#### PM session

- ESG – employment and skills – apprenticeships / training – employment
- Sanctuary Family Support – drug abuse etc
- Central Liverpool food bank
- John Moores Foundation – grants to voluntary sector
- Princes Trust
- Eden Merseyside
- Nugent Care
- Mersey Care NHS Trust
- LCC
- Councillor – Cabinet member children and young people
- Merseyside Youth Association

### Perception of needs

- **Low aspirations** amongst young people, who lack positive role models, don't see the prospects of work and have no idea of what the workplace is like, they may come from a family background of worklessness with parents who are disinterested. At the same time expectations for other young people can be set too low, which also leads to low aspirations. A first step has to be **improving employment prospects** of young people so that they are encouraged to gain education
- **End of EMA** resulting in less young people applying to go to college and those that do being dependent on parents
- Increasing numbers of young people caring for siblings effecting their education – late / early leaving to care for siblings – parents not taking children to school / feeding them / can't care for own children. Barnardos **young carers** programme-resource in Liverpool but need referrals – identify young carers
- Importance of **working with families** and engaging parents who are often disinterested, need to provide support for parents who are struggling

- GCSE have improved but masks **low skills**, need education support for poor young people with very low literacy ability and those that fall through net – more danger of this than ever - Problem with 16 / 18 year olds struggling currently
- **School exclusions** big issue – young people not in statistics - higher crime. Highest rate of persistent absentees at primary school and low attendance a major concern
- League tables effect funding, **payment by results** – doesn't work for most vulnerable children who need intensive support – funding structures counter productive - Ofsted inspecting schools on how they use pupil premium not about being creative - Schools now **separate commissioners** - pupil premium up to £1200 per pupil
- Not all about academic achievement – **need life skills** - system in schools only concerned with academia, no life skills in curriculum!! No time for extra curriculum
- **Joined up thinking needed**, link with finance and connection adults and children services – Less money need to access where to plug gaps - should assist schools with strategy

### Messages for CVS

- Voluntary sector competing with each other – need more collaboration- Voluntary sector consortium – Funding structures create competition or lead to diversification - Joint bids for funds – more happening
- Mapping exercise – who's doing what?
- Merging / collaborations, difficult governance issues, different cultures, job losses etc.

### Messages for Public Sector

- Giving mixed messages
- Think about structures of how to give out funds e.g. payments in arrears

### Problems for clients if services not integrated – how can it be overcome?

- Support needs to be coordinated, a total families approach avoiding duplication and repetition - can't work with pupils in isolation of their family - Liverpool family assessment pilot currently - mustn't lose sight of child
- Mental health – transition at 18 there is need for care to be joined up
- Very little support for children with ADHA - City Council online database provision - ADHD – need advice on what it's like! Personal reviews
- Need consistency – in terms of who they (families / children) are supported by
- What self-help groups are available – map current self-help provision
- Competition between services causing issues – quality of support reduces - Need to enable partnership working - more collaboration, less competition - Bigger organisations with funding need to work with smaller ones – share skills
- Volunteers – need support

- Applications for grants (JMF) standards have fallen – become formulaic – want to have story - No increase in demand for grants following cuts! People unaware - applicants need financial competence – could use larger organisations back office for this
- Voluntary groups commissioned to do work – smaller organisations not able as need quality assurance etc - commission to look at this? Should be based on results rather than cheapest tenders - Small voluntary organisations not always recognised for what they do
- Infrastructure / capacity building vital - LCVS – infrastructure support, grow, apply, independently – Sefton CVS do own delivery (some)
- Don't know which funding scheme is best to apply for? Local authority could act as broker – give our funding on consortium basis. At LCC previously councillors have had control of small budgets for their ward
- Three year grant – central government workforce plan, getting back into work – working with whole family – sustainable interventions as funding comes to an end

#### **Obstacles to joint working / role of other bodies to facilitate**

- Forced by funding to be selfish
- Apprenticeships – find employment opportunities – clients miss out as don't refer vacancies – dependant on where client is registered – possible that central registration could help – client needs to access to this
- Unaware of which services still exist - Who's got what e.g. what are they doing with it? - Joint working – children families information directory – awareness of what provision exists
- CVS – gateway portal – voluntary sector groups – see different support through one website
- John Moores Foundation – people not aware of existence. 'Funding Fair' – might be needed so people are aware of what funding is available? Have run in past and were useful – what funding streams exist, who / how can apply – Mayor Anderson write letter supporting grant givers to collaborate

#### **Post conference note:**

**The Children's & Families Directory.** This is an Information Directory the council manages. The council has a statutory duty to provide information on services that families can access. Many of the third sector providers at yesterday's meeting did not appear to know about the directory and consequently the services will not be listed on the directory. The contact person is [Judith.moizer@liverpool](mailto:Judith.moizer@liverpool) Judith updates the Directory. You can see the directory on [tps://search3.openobjects.com/kb5/liverpool/fsd/contact.page](https://search3.openobjects.com/kb5/liverpool/fsd/contact.page).

## Housing and Homelessness

### Organisations present

- Local Solutions – charity working with a wide range of services
- Basement – training/empowerment, peer to peer support, homelessness and risk of
- Whitechapel: Homelessness and housing
- Plus Dane (RSL)
- Liverpool Veterans project – one stop shop for vets / service personnel and families
- JMF: grant making foundation across Merseyside
- City Council
- LMH: social housing provider / social entrepreneurs (not for profit)

### Perception of needs

- **Homelessness increasing** - Younger homelessness 20's
- Demand for 1 bedroom property (**bedroom tax**)
- **Affordability** - Cost of good social housing
- Flexibility - **One size doesn't fit all**
- How feasible is supported / **shared lodging**
- Private landlords - **Fair rent in private sector** – hard to get, small property or PS
- Aspirational housing - Housing in areas needed in
- **Mental health** and how it affects individuals and neighbourhoods – need more support for prison and care leavers, chronic health problems, family support, services to refugees - increased complexity of issues
- **Sustainability of services**

### Gaps in services

- Catch 22 / links between mental health and assessment and treatment barriers – services for people still drinking / taking drugs
- Addressing multiple needs - long term support for people not ready to move on - Hostel places (safety) for people / housing with drug and alcohol issues - Safe spaces
- - Issue with supported housing - Supply of adaptive property (disabled) - Preventive services - Resettlement housing
- Affordable housing for young people - people leaving armed services
- Training for people drug / alcohol addiction (lack of education / understanding)
- Gaps in funding - Effects of nil income
- Risk averse
- Diversity
- Time

### **Messages for local CVS**

- Keep going
- Willingness and commitment

### **Messages for Public Sector**

- Information sharing
- Individual centred services
- Focus on eligibility criteria don't always fit
- Signposting Richmond Fellowships services
- Disconnect between child / adult services, linking systems and services
- Commissioning
- Better engagement with private sector housing
- Better involvement pre-cuts and pre-commissioning
- Different ways of providing services
- Better links with other statutory agencies
- Important some prevention

### **Problems for clients if services not integrated – how can it be overcome?**

- Duplication
- Lack of preventive services
- Communication - not allowed to directly approach (data protection) – isolation
- Not digitally included
- Lack of trust
- Benefits changes
- Accessing multiple services - dealing with lots of different agencies – disempowering
- Integration
- Competing for funds
- Travel costs / cost of living
- Waiting for some provision

### **Overcome by:**

- Shared information and services
- Better signposting
- Collaboration
- Educate providers
- Education on policies and legislation / overarching perspective
- Put individual at centre
- Better realisation about issues surrounding digitalisation
- How we regenerate community / family spirit
- Involve service users

### **Obstacles to joint working and how they can be overcome:**

- Competition
- Nobody is overseeing /tacking responsibility
- Funding
- Lack of trust
- Obstacles driven by national government
- Pace of change in terms of legislation
- Ideology
- Short-term projects / longer-term plans

### **Overcome by:**

- City as a leader
- Work together
- Liverpool spirit / revolutionary spirit
- Cleverer on how things are delivered
- Knowing what different organisations do
- Longer term planning

### **How can joint working be facilitated?**

- Role of DWP
- All responsible
- Food-banks to work together
- Better access to children's centres

### **What is the role of different bodies?**

- Council resources – coordinating crisis response – develop strategy
- Council to be seen as leaders / leadership
- Private sector to contribute as well
- LCVS need to coordinate voluntary sector
- Expand LCVS service – HOPE Liverpool website
- Sector champions
- Review one stop shops
- Message board

## Health and Well Being

### Organisations present

#### AM

- St Andrews
- Mersey Care
- Y P A S – Supporting children and young people
- Public health x2 Action group
- Lush – Hannah Charity
- L'pool Anglican Cathedral x2 City Centre church meaningful (?) way, police chaplain
- Merseyside Jewish community care – support cultural work
- Sanctuary Family Support – substance misuse support and BME ADON project. Work with Mersey Care
- LCVS – networks and VCF organisations

#### PM

- Organisations:
- Alan Bornat: RAISE
- Toni Meading: Church based charity
- Monique Collier: YPA
- Nadine Daniels: Hope food bank
- Jean Flood: churches together
- Mike Coates: vicar Kensington

### Perceptions of need:

- LCVS work with 40 organisations, all report people presenting with more complex needs
- Mersey Care's perception that there is an increase in **suicide** among men in their 40's. (Suicide data to be collated – local meeting to consider suicide earlier in the week. Police report an increase in people talking about suicide – people below the poverty line and those whose employment is insecure. **Early intervention** is needed to address these needs as soon as possible – needs a city wide approach. People whose benefits are reducing are often in situations where they are already struggling to cope – don't want to live any more. An example was given of a young man who was LGBT – he was admitted to hospital – signed out and later took his own life. Need more analysis – significant event analysis – consider the wider determinants leading up to desperation and suicide
- **Access issues** to services for those who are not working (expensive public transport)
- Are service providers part of the problem? Mersey Care have a complexity of services – not an ideal model
- Mental health is already complex and then the austerity measures come along
- **Alcoholism a symptom** of despair. Young women are presenting depressed and with increased use of alcohol

- There is a need to **empower** those who are disempowered – as people can get desperate
- **Change is a huge issue** – Benefits and health service change at the same time – Health service changes confuse service users
- **Delays in benefit claims** bring huge stress to people and families - Need to ensure people's basic needs are met
- Often people need a quick response – services collaborating can sometimes provide this but one service/sector alone would find this difficult.
- Triple loss – home, benefit, services – then media pressure and destructive language.
- Loss of **unions** role in skilling up and training local communities – workers collaborative
- Perception that the **private sector is taking advantage** of the current situation – how do we change this?
- Kinship carers do not get any funding other than child benefit and tax relief
- Difficult for young people to cope – **loan sharks and pay day loans** iniquitous - problem of loan sharks feed on insecure poor + adverts for gambling + legitimate loan agencies
- Issues of **gambling** and risk taking with the promise of a pot of gold...
- **Credit unions** need to gain more support from across the community (lodge lane credit union at the table)
- **Coordination crucial** but not done and not joined up specific people + how coordinate crisis response. Service users want this, not seamless responsibility of all to do this (?), tends to be duplication
- Encouraged to work in competition not helped to work in collaboration, Lot of charities will close soon when could support each other - need small charities on Health and Well-Being. NHS help encourage this
- YPAS – GP champ youth health, intervene early before escalation, youth asked about health service

### Gaps:

#### Messages for the voluntary sector / Messages for the public sector

- Cross boundary working is important
- More early intervention and preventive work needed
- Co- ordination and joined up processing – systemic processes in place for - crisis resolutions and early interventions
- Consider service design and redesign – constant review to prevent duplication – lots of duplication at present – need a city wide approach and to be cognisant of what others are doing – role of the JSNA.
- What do we do with people who don't meet thresholds or criteria – don't just turn them away – needs assessment and consider levels of need rather than thresholds.

- Transition an important time – people leaving care, leaving prison, leaving hospital, leaving school, leaving employment etc...
- It was asserted that:
  - There are only 3 district nurses on duty out of hours for the whole of Liverpool and Sefton
  - GP's are not allowed to visit homes to give pain relief
  - Poor ratio of staff to patients in hospital
- Discussion of the Liverpool Care Pathway
- Chief executives – how much do they know about what is happening in their organisations – communication links and escalation of key issues.
- Exemplar of 'Topaz' protect in South London deals with moderate needs to upstream work. Need a team to coordinate crisis and be guided – message for public and voluntary sector
- Welfare advice in General Practice pilot – evaluation available and consideration that this will be rolled out city wide.
- GP Champions for CYP and adults work across YPAS and Brownlow
- Need to have a city ethos to work **collaboratively together rather than competitively which splits us apart.**

#### **Problems for clients if services not integrated – how can it be overcome?**

- Many people have mental health problems – they come to the food bank – need to be listened to and action taken – sometimes need advocacy from food bank workers.
- Homeless if the tenancy holder in a property dies – example of a woman who was out on the street after her father died.
- Confidentiality and collaboration – when is it OK to break a confidence – some people misunderstand what confidential means and so do not engage with their client with other organisations when they should.
- 50% children under 15 are in food poverty
- Addiction – those with alcoholism or drug addiction are not admitted to refuges
- Asylum seekers and those who are destitute
- Mild to moderate mental ill health – those with diagnosis of severe mental health issues have more support.
- People don't know who to talk to – in some services phone numbers given for phones which are out of use or staff member has left
- Domestic violence and fear of repercussions if families share information
- Perpetrators – need to work with them as well as victims – this is hard – where do potential perpetrators go for support and help to prevent them acting out their fantasies – positive support is not available
- Everyone using different forms

### **What are the obstacles to joint working?**

- Complexities – no easy answers and people don't want to be left with insurmountable problems but want successes attributed to them and their agency
- Organisations not speaking to each other
- Mistrust and professional pride
- Confidentiality
- Competition
- Duplication
- High demand
- Long waiting lists
- Organisations speak different languages – acronyms/jargon
- Health and safety sometimes a barrier
- Clients afraid to share information with some statutory organisations but will talk to voluntary and community groups/interventions.
- Vulnerable and violent clients –
- Social services not seen as a “helping” organisation
- Target focus rather than outcome focussed
- Some services feel unvalued and that they are not listened too and that their voice is not heard nor their information valued.
- Hierarchical systems
- Suspicion especially toward faith organisations – seen as do-gooders sometimes and not taken seriously

### **How can joint working be facilitated?**

- Volunteers need training to cope with issues such as mental health, keeping children and vulnerable adults safe, Domestic violence, listening skills (volunteers in the Hope food bank have this training).
- Organisations need to listen carefully
- Training to ask the right questions to ascertain who else is involved with the individual/family –
- Processes such as SLA's in place
- CAF process
- Family conferences
- Language is really important – positive and asset based language needed
- Need to share regular clear up to date information and people need to know their own organisation or at least who to go to for advice and information about different levels of their own service.
- Knowledge of systems and structures within and between organisations
- Professional curiosity
- Step up and step down processes clearly understood

- Multi-agency working, training
- Influence basic training for front line staff in all subject areas – social work/nursing/doctors/police/fire service/community work/youth work etc
- Other discussions round the table :
  - Food poverty
  - Direction of poverty revisit Food Strategy
  - Directory of faith communities
  - Network of Networks
  - Funding?
  - Family Services Directory – build on this
  - Regular meetings re poverty and a standing conference on poverty to bring everyone together maybe every 3 years

## **Employment**

(No available list of organisations participating)

### **Perception of needs**

- Poor access to vacancies – what vacancies – how do people access?
- Shortage of jobs – 90,000 jobs gap (CES) net number of jobs - fluctuating jobs
- Not able to compete – skills – digital access neatly matches map deprivation - digital – ease of use – access – skills and know how - Skills needs of employers
- Level playing field for vulnerable people
- Communication – ‘the system’ – targeted recruitment - face to face advice – lack of support
- Differences between young and older generation
- Business brokerage
- Partnership working
- Council filling gaps – JCP – central issue
- Local spending - procurement – focus on job creation e.g. garden festival - Recognise social value - Impact of local groups, ordinary people and organisations rather than ‘state’ solutions
- Mayoral development zones – how do we spend our money
- Could we use money to ‘support services’ on jobs
- Education and preparation - recognising non-formal qualifications and volunteering
- Encouragement and engagement - self-esteem and confidence
- Social capital – connections to the system – using networks and mates!
- Media messages – young people - schools

### **Problems for clients if services not integrated – how can it be overcome?**

- See the world from the eyes of people, this will vary from person to person – there is no one prescription - confidence of the individuals
- Geography – sometimes local is needed
- Speed of response
- Passing people around with no result - misdirection and misinformation
- Inappropriate referral

### **Obstacles to joint working and how they can be overcome:**

- Listening skills
- Network building – networking skills
- Assessment of an individual's needs
- Relationships are important
- Innovation is what we think of as 'hubs – hairdressers, pubs - creation of hubs but localised ad
- Funds and sustainability
- Overcome short-termism
- Changes to the 'maps'

### **How can joint working be facilitated?**

- There is already a lot happening
- There are really strong connections especially at a local level
- Role of 'support' agencies aren't well connected
- Message to councils / national agencies to not try to control things

## **Credit Unions & Debt**

### **Organisations present**

- North Liverpool CAB
- Credit Unions: Norris Green, Central Liverpool, Partners, Lodge Lane.
- City Church Kensington
- St Andrews Clubmoor – Debt advice (north Liverpool food bank)
- Age Concern
- Liverpool Chamber of Commerce – advice, apprenticeships
- Merseyside Police – City wide.

### **Perception of needs**

- Dealing with all the aspects of service users. How you are looking at the whole needs of the person
- Need an education service on how to solve debt issues and utilise their income fully
- Organisations have continuity for service users
- Need for good quality FREE debt advice

### **Gaps in services**

- Marketing of credit unions, services – good quality advice – free
- Directory of services either online or paper where updates can be done
- National publicity for CABS etc.
- Lobbying TV companies adverts etc.
- Materials for other services and to post out to other kinds of services
- Support for people in recovery network for help

### **Messages for local CV's**

- Were out there and were doing it
- If you're promoting Credit Unions (Housing, Cabs, Education) JOIN! – Give experience of being a member
- Networking – Publicise voluntary services and what we offer- just because public may pay doesn't mean it is better

### **Message for public sector**

- More resources
- Help and advice – Marketing – Buildings – Supplies
- Crisis points – Where to refer people after hours
- Become more integrated – Them + us - needs to be more seamless
- Develop trust between partners, approach bodies and create engagement

### **What are the problems for clients?**

- Client bounce – we only deal with certain issues and they “bounce” to another service – we need to be aware of organisations and work together to sign post to services
- Competition and duplication of services
- Talk to colleagues and other services – deal with the whole problem
- Services, staff and volunteers to be connected
- Have honest conversations on who can do things, who is best qualified to do it

### **What are the obstacles?**

- Not chasing money/funding – stick at what were good at, not lose your ethos and be in competition
- Projects with staff merging and the issues this brings and is the project being serviced right
- Getting better at collaborating – dealing with any conflict issues
- Continuity of staff and services due to funding
- Keeping up to date with governance, legislation and policies – they change on a daily basis

## How can joint working be facilitated?

- LCVS are making a website that links all groups – One person from each organisation takes responsibility to update
- Celebrate and acknowledge achievements
- Link up with private sector - get them to provide help in their communities - skills, ideas – put their names to organisations and be honest and open
- LCVS help put partnerships and capacity building services together
- John Moores and LCVS – impact measurement will go on gateway site
- Liverpool Muslim society - working in collaboration.
- Need for a free translation service – people to be trained in various languages to help organisations – groups to have champions/ambassadors to translate – relate to cross sections of society – 1<sup>st</sup> part of call & to network
- Liverpool City financial inclusion forum – just for Liverpool, similar to city region forum
- Liverpool business to work with Credit Unions to establish corporate membership, Business loans, saving accounts to be part of the community they are in
- Central Liverpool Credit Union offers credit union current accounts this works to offer people without access to banks; other Credit Unions do this also.
- Work together, not apart and not reliant on funding

## Post conference note

Suggestion that LCC do as other Council's have already done and ban Payday Lenders from opening shops on the High Street and ban their advertising too? Credit Unions would benefit massively by some professional marketing and advertising. We need to let people know there is an alternative to high cost loans and there are Rent Direct Accounts available to help those worried about receiving their Housing Allowance- Credit Unions can make their rent payment to their Housing Association for them. (Administrator Central Liverpool Credit Union)

## Food Poverty

### Organisations present

#### Group 1

- Police
- ABCC
- NLFB
- Age Concern
- Muslim Enterpriser
- Central Liverpool Food bank
- Salvation Army
- Can Cook

#### Group2

- South Liverpool Food bank
- WAM (Fareshare)
- Penny Lane Mosque – Ramadan
- ABCC Community Centre
- Hope and Food bank (Liverpool Cathedrals)
- Can Cook

- North West Housing service – want to connect to food poverty services
- Belle Valle councillor
- Trussell Trust
- FareShare

### Perception of needs

- Basic Cooking Food - Understanding fresh food in system - 91% under 25's unable to cook meal from scratch -60% adults choose not to cook
- Children reliant on free school meals - children stealing to eat - 79% of schools offer breakfast club - September 13 free breakfast club - school holiday needs no free school meals
- Money management - Debt advice - Fuel poverty
- Motivate people to cook - My name is Fred Blog teaching Liverpool to cook tasty cold food - Target parents - Teach young people to empower the will to cook at home - cooking back on curriculum
- Bank of chefs/ funding dependent
- Liverpool adopt a food stamp - Abuse/misuse of provision – temptation to sell material provisions
- Community stores - Community kitchens - Local currency - Grow your own
- Communication / Collaboration - Directory of services on offer
- Awareness food poverty - Food strategy - Food Education - Fresh food – Fare share - Tesco/Sainsbury's points unclaimed towards food bank
- Stigma/shame – Fear of accessing services/ claiming benefits – primary school work to reduce shame
- Living Wage – people not paid enough - Don't know where to go for advice - Clothing needs - “Fall through the net” cases - Parental sacrifices
- Language barriers/ Cost of translation – potential help from local mosques

### Gaps in Services

- Community kitchens/ store cupboards (Pots and pans)
- Budgeting/Education - Basic starter kit – oil /herbs/flour
- Microwave Meals
- School holiday meals/ Breakfast clubs
- More EET resources required
- Start up grants - Emergency loans/grants
- More opportunities for skill training – links to business community and mentoring - Work experience opportunities
- Signposting – Health watch/ Advocacy services
- Transport / access to services -Bus Pass
- Gas and Electric – Fuel poverty
- Resources put into advice services (e.g. CAB) - Welfare Reform Gaps
- Collaboration

### **Messages for local CVS**

- Digital access - Computer access / Mayoral provision – need for trained digital champions
- Concern about resource needs for advice services
- Communication / updating each other
- Volunteer training

### **Messages for Public Sector**

- Provision not just of computers but digital champions / benefit ambassadors
- Transport provision
- Corporate sector involvement – Liverpool Vision
- Volunteer training – NWTUC
- Mental health awareness, Health & Safety, Food hygiene, Manual handling
- Meaningful apprenticeship schemes./ Job application and CV training

### **What are the problems for clients if services are not integrated and how can they be overcome?**

- Lack of knowledge
- Waste
- Tapping into wrong service
- Higher costs and overheads - Lack of resources
- Joint participation
- Shared information- One Hub - Data protection challenges
- Stress – mental health, apathy, suicide, loss of ‘voice
- Loss of self-control
- Stigma – determination
- Overcomplicating one issue / making problem worse by waiting longer
- Things falling through the gaps
- Duplication /dilution of services - Time wasted – repeating problem story x10
- Competition between similar providers
- Safe-guarding
- Equality / fairness of access to services based on ‘what we know’

### **Solutions:**

- ‘Triage’
- Single point of contact e.g. CAF for young people
- Broad perspective not just statutory response but holistic / WB
- Health Watch former Advocacy Rights Hub)
- Joint funding of bids
- Staying within your own specialism but working jointly

### **What are the obstacles to joint working and how can they be overcome?**

- Where to site - Who will manage - Who is responsible - Who will lead or run
- Community involvement
- Trust – lead organisation in funding bids
- Sharing same values / capacity for smaller charities
- Geographical / MID's statistics / leverage
- Criteria by Trusts / legal costs

### **How can joint working be facilitated? What is the role of different bodies?**

- Free Phone
- Be brave of radical in approach - Can do attitude
- Community Hubs / One stop shop Information point for this purpose share point
- Waste
- LCC – Monitoring / evaluation – University Researchers
- Data sharing protocols – linked with Healthy themes?
- Strategic role in bringing people together
- Liverpool Food Alliance – Squash Nut
- LCVS – Funding support and advice - Website Help – CSR or volunteer CV's
- "Think Family" agenda
- Training of advocacy Champions in local community
- Neutral/independent "Triage"
- Scrutiny of funds – LCC CRU?
- The media have a vital role to play In communication about services – Press releases jointly community/ Networking events - Not paper leaflets - Community Radio station
- Support for Voluntary organisation caring for the carers!!

### **Advice and Digital Access**

#### **Organisations present**

- CAB x 2
- Jackson and Canter solicitors
- LCC x 2
- Eldonians
- Raise Liverpool
- TUC
- Councillor – labour
- Merseyside Welfare Rights
- Liverpool Association of Disabled People
- Liverpool CVS / United Way

## Perception of needs

- **Fuel Poverty:** Representative from Eldonians said that they were working on agreement with EON (nationally) to ensure that pre-payment customers (token meters) were automatically put on the lowest payment tariff, and that they were hopeful of extending this to Scottish Power.... also able to give advice on fuel poverty/energy efficiency generally, and on pros and cons of Green Deal as there are concerns that for some people this programme would lead to further fuel debt
- **Universal Credit:** (CAB) raised concerns about 'digital default' requirements for this and other benefits, and importance of linking advice provision to the digital hubs for this and for other benefits/money management issues. Paul (Merseyside Welfare rights) and Martin (LCC Benefits Service) felt roll-out of Universal Credit (UC) would be very slow – October roll-out limited to 6 job Centres, single JSA claimants only . Two groups identified with varying needs – worry that those who need help are those least likely to get / seek it. Benefit service at forefront of helping people on transition to universal credit. Don't want digital access to be improved for people to sign on – want it so that people have access to jobs / training / benefits. Go online campaigns nationally recognised
- **Reaching the people who need assistance most:** There was discussion about the need to provide additional claims and budgeting support around UC and other benefits for the most vulnerable people and that the challenge was to identify the people who needed this support as they aren't necessarily the people in regular contact with current services. Outreach services were mentioned as one method, and Alan (RAISE) talked about the home visiting benefits/debt advice service they provide in conjunction with RSLs. Martin felt the LCC benefits Service might be able to assist with this. Colin (LCVS) said they were working with DALLAS and were doing engagement work to encourage use of the digital hubs. Agreed it would be useful to have other services in the hubs also to build on this.
- **Employment & Support Allowance:** Paul (MWR) pointed out there are 21,000 ESA claimants in Liverpool (combined income into the city £2.1 million. They are subject to continual problems with the flawed medical assessment process, leading to the need for help and representation; studies show success rate is 30% higher if appellant is represented. MWR, CABx and solicitors (Jackson & Canter) have all suffered eradication of specialist welfare benefit advice due to Legal Aid cuts and there is a need to find alternative resources
- **Volunteering:** Generally agreed that there needed to be more encouragement of volunteering. Barriers included demands of Work Programme requirements under which volunteering isn't seen as a valuable route to work. There was a worry that loss of welfare rights specialists meant that there were fewer experienced staff to train and shadow volunteers. Ideas included:

- Agencies ‘borrowing’ each other’s volunteers so that they could get the right experience/training e.g. CAB vols. shadowing the MWR tribunal reps
  - Employee volunteering – LCVS currently working with business to encourage this. Scheme operating for Knowsley Council staff could be replicated
  - Providing training to Union learning reps (who are already volunteers!) to provide in-work advice sessions
  - Links with universities to encourage student volunteers. Richie said Liverpool Association of Disabled People (LAD) already working with Law Dept. on this
  - Use Volunteer Centre website to advertise roles
- **Personal Independence Payments:** Richie (LAD) pointed out system for claiming (replacement for DLA) requires a 20 minute phone call to assess basic eligibility before form is sent out – expensive for claimants and uses advice agency limited resources. LAD has already had to make a staff member redundant and fear further cuts. Martin felt that the DWP ‘invitation’ to claim PIP at the end, or reassessment of DLA awards would lead to lots of people dropping out of benefit. He saw a role for the LCC Benefits Service to identify people who had fallen foul of this, through the information held on HB, Council tax Support claims.
  - **Digital Access:** Laura (LCC Cllr) reported on the success of ‘GO ON Its Liverpool’. Steering group in getting people on line, so that the proportion of people who’ve never been online in Liverpool is now close to the national average. Achieved by joint working rather than additional funding. Getting online is important not just for benefit claims as there is a clear link to employability as well. Work is on-going to provide access to computers. JCP has some availability – but most people in the group felt that people weren’t comfortable with JCP setting and would prefer usage in libraries and other community settings. Joint project with NW TUC will see 50 community digital hubs set up in community organisations, with people from these organisations trained as digital champions. Siw/Rachel (CAB/Liverpool Advice Alliance) felt need for digital champions to also have basic advice issues awareness so they can signpost as needed. Laura invited Rachel to join the GO ON steering group (Digital loop around Liverpool – what’s happening?)

Richie felt there would always be digital access problems for many LAD clients, e.g. people with mental health issues, literacy problems, visual impairment, English as second language. This led to a discussion about interpreting services. There are problems in advice agencies with children being brought to interpret; Colin (LCVS) said LCVS was working with Merseyside Network for Change to provide access to interpreters.

Ruth (LCC Cllr Childwall) reported that LMH in Belle Vale (?) had made a flat available for community use, including online access and felt that this initiative could be repeated elsewhere and by other RSLs

- **Things will only get worse:** Martin said that the HB shortfall caused by the bedroom tax was £8 million. The Discretionary Housing Payment allocation to Liverpool was £1.6 million – around 40% had been allocated. Normally awarded for 3 months then a renewal application would be needed. There might be less money next year. Difficult decisions about priority will have to be made. There are inherent difficulties with discretionary schemes (DHP and Citizens Support Scheme) when they are cash limited. Reduction in Council Tax support now beginning to take effect with summonses being issued. Agreed that the effect of welfare reform measures is cumulative. Ruth spoke about people in her ward who were in employment but suffering financially because of redundancy, reduced hours, reduced pay due to privatization of services, uncertainty over job security. She felt there was lots of despair behind closed doors.

Cuts in funding due to legal aid going – lack of representation at social security tribunals – people less likely to go if no representation – 30% less chance of winning if done paper based. No advice on mortgage repossession – limited resources to do this.

### Beginning to join up our work

- **Digital access and advice:** see above
- **Better Co-ordination/awareness of services** LCVS have cabinet office funding to help with transforming the infrastructure of the VC Sector. One aspect is a data base of services which could be used as a central information point for all agencies. Everyone was urged to use it to explain their services, availability referral arrangements etc and also to report on successes and share good practice
- **Reconfiguring advice services.** Growing demand and funding cuts make this necessary. Jackson & Canter are looking at charging (at legal aid rates) for quality assured welfare rights advice. The not for profit advice sector is also examining income generation possibilities, e.g. money from creditors for debt advice. Rachel reported on the funding received by the Liverpool Advice Alliance from the Advice Service Transition Fund (Lottery/Cabinet Office). This will be used over the next two years with different member advice agencies taking the lead on:
  - Co-ordinated volunteer recruitment and training
  - Advice and digital inclusion
  - Joint promotion of services
  - Exploring different approaches to funding housing, debt, benefits and employment advice

**Key message:** Let's make it about the issue and not the organisation

### What are the problems for clients if services are not integrated?

- Duplication of workload if referral to lots of places could put service users off – need one central gateway

- When you refer people they don't turn up to other services – could be one place to access all services – promote more what each other are doing to share workload
- No dialogue between CA's and credit unions - work to be done between advice agencies and credit union – CAB to take idea and consider and feedback to credit union Chapter

### **What are the obstacles to joint working?**

- Lack of trust and suspicion - misunderstanding of what others do
- Competition for funding and resources
- Fear of being overwhelmed with demand can't meet
- If no overall policy across organisations when existing managers change 'policy' changes as relationships not there

### **Overcome by:**

- Visit and see how each other operates to build understanding. LCC appeals to visit and share with CAB and vice versa. Be provided with information on organisations
- Some organisations to visit specific organisations that have clients less likely to visit others. Visit directly to ensure they get the help directly e.g. CAB visit the Basement
- Food vouchers: distribution to contact food bank providers to say names of those issued vouchers to ensure not sold / swapped

### **How can joint working be facilitated? What is the role of different bodies?**

- If we don't work together, we won't get anywhere
- Use the right language – understand each other
- Relationships are key – we need to trust each other
- Central services 'Gateway' – one online directory of all services – we need to know what each other are doing
- Children's Act still in place – can be used to challenge

## **Off the radar**

### **Organisations present**

- Faith
- Disability
- ESL
- Legal
- Housing
- Addiction
- Residents association
- City Council

## Perception of needs

- Disability gaps – how are we responding to and working with disabled groups – multiple issues – horizontal / cross working very difficult
- Legal aid 40 years – now systems down, how do we cope? Not just debt and also family law – people with no money cannot force their rights
- English not first language – additional barrier accessing advice – translators important
- Fuel advice to maximise resources – fuel poverty is a huge problem in our community
- Not just people also agencies struggling to pay bills
- Lack of knowledge of what services are in the city and how we can access them (advocacy hub may have developed this?). Goisa preparing a survey to some information may be put into LCVS website
- People who need it most often can't access it – need pathways into the service. Help people pay phone calls – bridging the gap. Lack of advice – particularly the elderly – professionals don't always have the knowledge themselves – so many problems
- Benefit sanctions – letters sent with appointments – people homeless, can't read, multiple issues – miss appointments
- Tuebrook residents association – back to the group to find out what is happening in local area – not previously an issue but suspect it is a wider issue than they speak about – try and persuade group to do some advocacy for local people e.g. fuel poverty, debt
- Accurate information in accessible format. People don't understand the changes that are happening – network to help back up 'experts' – no one can know everything – pathways in and out
- Community cohesion fallen off radar
- Schools are a good way into communities using existing events - Rolling programme of events in schools
- Why such an increase in food bank usage?
- Challenge to educate the media – can't take eye off community cohesion might exacerbate everything else - Local media getting on board to advertise the good things happening
- The elderly housebound – what happens to these vulnerable people?
- Legislation sometimes stops people helping – taking jobs to neighbour, cleaning pathways in snow etc.
- IT has got to be a help in all of these things – knowledge, advice, information
- What is the community hub? Will be different in each area – Mosque, residents association – challenge to find out what works in area
- Provision of white goods – distribution
- Failed asylum seekers – few mechanisms to provide and support
- Business sector involvement / engagement / innovation / solutions – pathway in

- Balance of reps at event better more private / statutory
- Loosing grassroots organisations all the time

## **What are the problems for clients if services are not integrated and how can they be overcome?**

### **Problems:**

#### **Cost of travel for young people**

- Mersey Travel does not set fares – difficult to pay bus fares – children not attending school as parents can't afford bus fare. Obstacle – operators Arriva increased child fare to 2/3 of adult fare. Sympathetic but profit to make – children travel free in London 'lobby' government – 'shame' companies trying softly approach at moment
- IASH – pupil premium
- Older people get free bus pass – unequal to children
- 'media' use – church could help the cause

#### **Age concern**

- Private homes up to standard - £183 million – equity release scheme to help fund
- Maintain, eat well, healthy living
- Use a social enterprise – profits get recycled
- Already a partnership with Sefton
- Charities advantage age

#### **Ad Action – drug alcohol problems**

- Multiple issues – homeless / losing children – how do we help them / direct them / access / pathways
- Each service deals with a symptom not the whole person – people in crisis / people housebound
- Supporting people money – has got worse
- Move from prevention has led to more demand on services further down the ladder

#### **Solutions**

- Directories – LCVS (going to produce)
- Citywide forum of agencies
- Family services directory – updated every 6 months [www.fsd.com](http://www.fsd.com)
- Audit version soon (August) – duty to keep up to date
- Business – to take responsibility e.g. BT – cheap broadband, ASDA / Tesco – click and shop

#### **Summary**

- Travel costs for young people – shame companies / church leaders / football players / challenge head teachers

- Equity release schemes – SE run xxx
- Drugs and alcohol – directory, signpost, FSD, up to date
- Business – corporate responsibility

## **PM**

### **Organisations present**

- Raise – debt advice
- Charities – church based
- YPAS – children and young people xxx
- Hope plus food banks / signpost – Hope contact and name individual to see
- Public Health listen to children making issue
- Mission in chaplains all faiths
- Vicar Kensington and Why kids Bootle

### **Problems for clients**

#### **Food banks:**

- Work out of St Brides food bank – person with mental health access - Women nine different agencies no one talking to each other. Organised case conference and focused on problems – psychiatric, homelessness etc....diverse range of issues not collaboratively – was a homeless and retell story
- Services users – want complex needs need organisations to work collectively to talk to each other (obstacles – forms, jump through hoops)
- Food bank – problem children and young people over the summer not fed and starved – have complex problems leading to children not being feed. Train volunteers – mental health workers – understand violence, child abuse, listening skills, asylum and refuges, complexity of issues
- Complexity of problems particularly xx mental health is an issue

#### **Obstacles:**

- Confidentiality and lack of sharing information – ways around this, protocols permissions – critical need to share information under Health and Safety
- Lack of trust - competition for funding mistrust each other
- Protectionist about own services
- Political – forces competition to get funds
- Can identify gaps and benefits workers together share intelligence about services and people
- Service users want to share information and positive outcome
- Importance to build relationships, know how will use information - Lack of protocols around vulnerable clients, like with children and young people

- Trust and value between organisations – build relationships but not given credit with public sector, faith and voluntary sector – ‘professionalization’ – looked down on
- Probation – not listen or understand clients
- Communication is key and attitude of individuals – mission statement – third sector say will share information – need to know what they will do with that information
- Systems in place – different sectors. Business, voluntary and public sectors - different forums. LSP now gone, brought sectors together strategically and Liverpool Community Network gone. Nothing statutory about having to share information like with children and young people laws. Problems that people are stressed out xxx time to operate sensibly – soft actions – level of threshold very high with social services. Language – national offender mgr move from probations just risk assessments. ‘Business model’ – move towards

#### **How can facilitate dialogue?**

- Infrastructure – provide links
- Directories – faith sector
- Information – who, what, where contactable
- Need networks of networks – LCVS connects us all
- Important ‘ family services directory’ FSD Council own
- Train statutory agencies on value of voluntary and community and faith sector – part of a structure, be part of inclusion, shadowing
- Misuse of power, dismissing organisations that have a value to the family or person
- Use strategic boards – have voluntary sector representation there like Health and Wellbeing Board

#### **Post conference note**

There was much talk about the role of ‘Community Hubs’ and what these are and what they could look like and offer. We are based in the Joseph Lappin Centre and are part of a shared community resource that brings together diverse elements of the community and the not for profit sector. (Merseyside Disability Federation)

## Individual comments

Participants were given the opportunity throughout the day to individually suggest ideas and comment on how they felt:

### It would be a great idea if.....

- More private sector executives/owners engaged in poverty
- Charities and not for profits safeguarded their future by taking advantage of a new, risk free way of trading to raise funds - contact Age Concern Liverpool + Sefton for more information
- The views of the service user were taken into account
- Fareshare could help and support more charities and community organisations in Liverpool
- "NHS", CEO's need to know what is happening on the ground floor
- Had online, Information and Services Directory
- A van company to deliver food to all our centres as we struggle to get food moved around, Man in a van
- Third sector reps on major groups, Poverty etc.
- We had community kitchens
- We had an information sharing system
- The mayor could request different trusts/foundations to work together, to agree funding and pool some budgets e.g. play schemes
- Local government introduced food stamps. Community kitchens
- Invite more from RSL Statutory and Business next time
- We had an online directory with a trips advisor
- We had a funding fair
- All relevant organisations coming together to advise what funds/grants are available
- Those most vulnerable and marginalised were given the support/training and skills to enable them to become more resilient and able to cope with key transactions in life, e.g. employment. Careful consideration needs to be placed on this issue, if their intervention is managed well we will have healthier individuals, who are able to cope with new challenges and ultimately become, fantastic employees and happy healthy individuals
- We had a directory of all the services in the city and how to access their services
- There was a shift in thinking in terms of perception of poverty being attributed to the unemployed. The reality is that those working for a minimum wage are in many respects much worse off especially as the benefit cuts appear to have hit these people the hardest. We need to ensure that those people have their working tax credits protected and employers should provide a travel allowance for people on minimum wage

- 2 for 1 style supermarket offers could be shared with food banks, e.g. My current supermarket offer is “Buy one lettuce, get one free” Nobody needs two lettuce but that could be offered to a food bank
- Both people who purchase care via direct payments and individual budgets and the personal assistants who provide the care and support could save money by getting their insurances from Age Concern Liverpool.
- To bring back wet room, it’s a great way to engage with those who you may not see
- For the most chaotic individuals we could have a team around that individual (Similar to that what we have for team around child)
- All the churches took on an admin/ I.T apprentice
- Need to turn reaction into action, have a poverty free city and strategic vision
- Peer support groups could be used to develop support/solutions for different groups
- Mandatory education on substance abuse in schools, Education on life and the wider community to prevent chaotic behaviour in our city
- We can harness the solidarity compassion and fairness of people in the city to work together to promote fairness
- Furniture from void property from the RSL’s need to be stored in a large warehouse and delivered free to people in need
- Joining up, Joint drinking, Joint working to address the needs of children, young people and families in a holistic way
- An offer from Penny Lane Mosque re: help with translation services, “Hurray!”
- ‘Social prescribing’ could become the norm and social referring and mechanism for sharing information between organisations
- Trying out ideas could be in a more risk taking environment
- We had a coordinator that was employed jointly by all agencies to be a walking “Font of knowledge”, who knew what every organisation was offering and who could point all others in the right direction
- People were directed to a trustworthy equity release provider to release money from their property for repair/ care to make ends meet, Age Concern Liverpool = Sefton offers this through social enterprise
- Charities and businesses got a commercial insurance quote from Advant-age, they could save money and profits are re-invested into charities, If interested contact Age Concern Liverpool + Sefton
- Everyone got a voucher for 10% off for their council tax & N.I back, they could then choose to give that to bottom up local services that genuinely deliver rather than pursue someone’s top down policy
- We meet again, although six weeks might be a bit soon
- We could have one place or building which would have all the children and youth support agencies which would create a children’s sanctuary. This would be safe for any child or young person that needs help now. This sanctuary would provide the

support they need from the get go, from social support, food support etc., I have the organisation that will do this today. [Bernie.hollywood@biteconnect.org](mailto:Bernie.hollywood@biteconnect.org)

- Education into money matters and dealing with budgeting/ debt etc. was part of the national curriculum
- Organisations weren't in competition with one another
- We all worked together for the service users and not our own chain
- There were no stigma of children, a singling out e.g. replace the C.A.F write a more generally used "Checklist" of points to identify needs
- Debt advisors and credit unions get together to agree a strategy for managing credit union debts
- People are given a voice by people here today
- There was a memorandum of understanding between organisation for information sharing and service awareness
- There was a directory of services for people/organisations, online, updated and accessible by all (Search function)
- Charities can take advantage of cheaper prices by smarter purchasing, (The 800 group is 7 local charities) contact Age Concern Liverpool + Sefton for more info
- Establish role of a consortia model and vol/3<sup>rd</sup> sector + support lords/integration/cooperation
- The benefits service can potentially identify people 'dropping off DLA' when invited to claim PIP so they can be targeted for advice
- The city did an awareness campaign to make families aware that they are able to have free school meals. Some lads they get a hot meal at school and I was at a meeting last year and all school meals were under claimed, this needs tackling
- Met many great people/organisations today, too many to talk about, one particular I would like to suggest is the ESG group to get more access to job vacancies for apprenticeships, what they are doing is amazing and could benefit our young people even were, and help to reduce poverty and unemployment, Loved today!
- Next conference on Friday so local MP's can also attend
- Liverpool wide GP monitoring for fuel and food poverty, Healthy homes have developed it, needs to be rolled out and Liverpool CCA – Wide
- Standardised response to the bedroom tax, from all housing providers – RP's + Housing coop's + regular reporting of areas solely due to BT
- Food poverty/ Fuel poverty link
- Give out subsidised energy keys – Credit at food banks so clients can cook the food
- Advice services could have a presence in Credit Unions and other community organisations
- Liverpool took a decision to be supportive of people rather than the economy first, Work collaboration rather than competitiveness and young people are citizens now and adults of the future

- LCC's become benefit maximisation link with CAB's
- We organised community fun days where people could have a low cost day out, but also have access to support agencies and local services
- Companies like Amazon who have an interest in people having access to the internet, being encouraged to fund and support community technology users
- Mandatory education took place at schools on the subject of substance abuse, this would prevent some people from finding themselves in difficult situations in the future
- Representation from schools that are, in deprived areas, those receiving support and not, how the support has made a difference, how our services can help at an earlier age
- Funder fair, Funding fair in Liverpool
- People were directed to a trustworthy equity release provider to release money from their property for repairs/care to make ends meet
- Peer support groups could be used to develop support/information/ solutions for different groups

### Feelings and Reactions

- NHS – I feel passionate about the lack of communication and the lack of funding
- Credit Unions still seen as a 'poor peoples bank' – need to work with more agencies for the perception to be changed
- Should be a follow up to this – all agencies kept informed via either e-mail, website etc
- LGBT, ethnic minorities, recovery and addictions – there needs to be representation and involvement of marginalised groups
- I have a great fear that the Welfare reforms are like an expected Tsunami!
- Can't believe fuel poverty isn't one of the theme groups – massive problem!
- Happy that we are all coming together to relieve food poverty within Liverpool! 'Better together'
- Lady on my table from a food poverty organisation told us about instances where children are going to school with no underwear on. When the schools tackle it, the same families are selling it to obtain money for other things. So the kids still have no underwear. This is shocking and so sad to think clothing is something other families take for granted
- Sheer bloody frustration!
- Hopeful in a delicate climate of change
- Awareness with what needs to be done. How do we start small with quick wins (like play scheme food) and keep hope alive
- Collaboration not competition

- The fact that in 2013 families are struggling to survive due to levels of poverty is despicable. A stigma is still very much linked to poverty and children should not have to suffer as a result of something they have not caused
- There was joined up thinking which recognises support for parents / grandparents as part of work with children and young people. The home still remains the bedrock for every child. Without reference to it, work with children / youth will not succeed!
- People around the table of housing and homelessness not knowing the city has a housing strategy – some groups should have contributed to it!
- It is worrying that as a credit union we are seeing more and more people whose benefit has been 'sanctioned' (appalling use of the word). The DWP say they do not have targets but....really!
- It horrifies me to see how much bus fares cost. How can a family on a low income have an outing in the summer holidays (museum etc.)?
- Shocked, angry, frustrated! The employment table. People knew what they were talking about. However, so many were clueless as to the issues and how to improve – they are making senior level decisions and managing funds. How is that still happening???! Our young people have no chance, if people making decisions are unaware of where deprivation is, what is causing it and how to fix! They were great – Mary Rasmussen and Helen Carroll!!!
- An encouraging start to achieve a comprehensive solution to a problem which affects us all in one way or another. Please don't let us lose momentum!!
- Smaller charities need to be able to access funding to improve their services including admin, front-line workers etc. It is more difficult now in accessing funding to be able to continue the necessary work for the communities
- Was there any representation from schools here today? If not, why not?
- Children should be able to access school meals through the holidays as we did when we were young
- Feeling a positive outcome from today's hope conference
- Things are moving in the right direction
- Angry that there seems to be no anger. Just an acceptance and urgency about 'managing' things. The 'Big Society' is forced on us and it seems to be being accepted unquestioningly, why? When business are sitting on £750 billion in this country we seem to content to bid for the crumbs they throw....
- Recently read book re William Booth in 1890's. Nothing has changed. Progress! No....
- Passionate
- Sad – we have reached this situation. Heartened – people's generosity, commitment and care
- There are lots of amazing joined up partnership's working together to alleviate these issues discussed today. Please don't lose sight of this and perhaps support for this to continue and develop

- Shocked – desperate – lucky
- I've got a constituent who may be prevented from getting a job (after being an apprentice) because he is 20 and can't be put on vehicle insurance – awful
- The 'working poor' is something we should be ashamed of in modern Britain
- Need for partnership working but there can be a reluctance to do this – how will this be addressed?
- Mapping of services needs to ensure funds and skills get to the right places with a clear strategy from top to bottom

## Appendix one: invitation and attendance list

<b>Surname</b>	<b>First name</b>	<b>Organisations present</b>
<b>Akehurst</b>	Heather	Local Solutions
<b>Allen</b>	Peter	The Basement
<b>Anderson</b>	Joe	Mayor of Liverpool
<b>Atherton</b>	Steve	Liverpool Archdiocese
<b>Bainbridge</b>	Gill	Merseyside Youth Association
<b>Barry</b>	Louise	Merseyside Disability Federation
<b>Batterbee</b>	Lynda	Trussell Trust
<b>Belmon</b>	Les	Old Eldonions
<b>Billard</b>	Mark	Salvation Army
<b>Billard</b>	Lynda	Salvation Army
<b>Blackmore</b>	Paul	Liverpool City Council - Regeneration
<b>Bornat</b>	Alan	RAISE Liverpool
<b>Bowman</b>	Eddie	John Moores Foundation
<b>Bruckshaw</b>	Linda	Merseyside Police
<b>Burgess</b>	Colette	Anfield Breckside Community Centre
<b>Byrne</b>	Sandra	Lush
<b>Carroll</b>	Helen	ESG Group
<b>Carter</b>	David	Whitechapel Centre
<b>Chadmaz</b>	Tahid	MBAS
<b>Collier</b>	Monique	Young Peoples Advisory Service
<b>Connolly</b>	Jacqui	Neighbourhood Investor
<b>Cooper</b>	Kim	Liverpool City Council
<b>Corbett</b>	Jane	Labour Councillor - Everton
<b>Daly</b>	Dil	Age Concern
<b>Daniel</b>	Nadine	Hope + Food Bank
<b>Davis</b>	John	Together Liverpool
<b>Davison</b>	Robbie	Can Cook Studio
<b>Dolan</b>	Lisa	Merseyside Jewish Community Care
<b>Dowdle</b>	Cynthia	Hope + Food Bank
<b>Drummond</b>	Terry	Diocese of Southwark Adviser on Urban & Public policy
<b>Duffy</b>	Kevin	Parish Power
<b>Durnion</b>	Frank	Jackson & Canter Solicitors
<b>Dwyer</b>	Susan	WAM Friendship Centre
<b>Earle</b>	Hannah	Lush
<b>Edwards</b>	Paul	Central Liverpool Food Bank
<b>Ellis</b>	Dave	Local Solutions
<b>Fazakerley</b>	Charlotte	Princes Trust
<b>Flood</b>	Jean	Mission in the Economy
<b>Forshaw</b>	Angela	Liverpool Mutual Home

<b>Foxall</b>	Jill	Anfield Breckside Community Centre
<b>Gamester</b>	Paula	Blackburne House
<b>George</b>	Catherine	Local Solutions
<b>Glore</b>	Clarke	Liverpool City Council
<b>Gommon</b>	Ed	Alt Housing Coop
<b>Gray</b>	Marie	Lodge Lane Credit Union
<b>Hawkes</b>	Nicola	South Liverpool Food Bank
<b>Heaney</b>	Colin	Liverpool CVS/United Way
<b>Hirschfield</b>	Ruth	Labour Councillor - Childwall
<b>Hitchman</b>	Keith	City Missioner - Diocese of Liverpool
<b>Hollywood OBE</b>	Bernie	Bernie Hollywood OBE - HRH Prince of Wales Business Connector
<b>Holroyd CBE</b>	Andrew	Jackson & Canter Solicitors
<b>Hont</b>	Frank	Chair Mayor's Poverty Action Group
<b>Howley</b>	Rachel	Liverpool Specialist Advice Services
<b>Ismail</b>	Amina	Liverpool Muslim Society
<b>James</b>	Annette	Liverpool City Council - Public Health
<b>Job</b>	Lavelli	WLCTB
<b>Jones</b>	Elaine	Lilyfield Project Wavertree
<b>Jones</b>	Gerwyn	Liverpool John Moores University
<b>Jones</b>	Siw	Citizens Advice Bureau North Liverpool
<b>Jordan</b>	Gail	Liverpool CVS/United Way
<b>Jump</b>	Phil	Churches Together in Merseyside Region
<b>Jung</b>	Martin	Liverpool City Council / LDL
<b>Kelly</b>	Peggy	Merseyside Welfare Rights
<b>Khan</b>	Mumin	Muslim Enterprise Development Service (MEDS)
<b>Knight</b>	Mike	Riverside Credit Union
<b>Kyprianou</b>	Paul	Praxis
<b>Lee</b>	Bernadette	Liverpool Health Schools
<b>Lewis</b>	Alan	Liverpool CVS/United Way
<b>Lloyd</b>	Kerry	Liverpool City Council Public Health
<b>Lloyd</b>	Stuart	Partners Credit Union
<b>McGanity</b>	Andrea	North Liverpool Foodbank (St Andrews)
<b>McGanity</b>	Steve	St. Andrew's Clubmoor
<b>McKane</b>	George	Yellow House
<b>McLinden</b>	Richard	Liverpool Association of Disabled People
<b>Metcalf</b>	Suzanne	Liverpool City Council - Children's
<b>Middleton</b>	Elaine	Age Concern
<b>Midghall</b>	Paula	Central Liverpool Credit Union
<b>Mission</b>	Mary	Liverpool City Council
<b>Mitchell</b>	Peter	Big Help Project / Next Steps Projects
<b>Moran</b>	Antonia	Big Help Project / Next Steps Projects
<b>Moran</b>	Emma	North West Housing Services
<b>Norris</b>	Mark	Labour Councillor - Woolton
<b>Nuttall</b>	Dave	EDEN Merseyside

<b>O'Byrne</b>	Anne	Liverpool City Council
<b>O'Byrne</b>	Rachel	Liverpool City Council
<b>O'Donnell</b>	Val	Young Peoples Advisory Service
<b>Omideyi</b>	Tani	LJM Group
<b>Parkes</b>	Derek	City Church Kensington
<b>Parkes</b>	Lucy	Can Cook Studio
<b>Parkinson</b>	Brigid	Liverpool City Council
<b>Peacock</b>	Kevin	St Andrew's Clubmoor
<b>Philbin</b>	Carol	Partners Credit Union
<b>Rafferty</b>	Joe	MerseyCare NHS
<b>Robb</b>	Jenny	Merseyside Care NHS Trust
<b>Roberts</b>	Colin	Liverpool City Council - TUC
<b>Rushton</b>	Erika	Neighbourhood Investor
<b>Russell</b>	Ultan	Church and Society
<b>Russell</b>	Hilary	Together Liverpool
<b>Scott</b>	John	Merseyside Police
<b>Seery</b>	Bryan	The Basement
<b>Small</b>	Nick	Liverpool City Council
<b>Spencer</b>	Charlene	Fare Share Merseyside
<b>Swan</b>	Hollie	Liverpool City Council
<b>Thakar</b>	Kush	Liverpool Chamber of Commerce
<b>Todd</b>	Hayley	Labour Councillor - Knotty Ash
<b>Tori</b>	Rigby	Big Help Project
<b>Vaz</b>	Maddy	Sanctuary Family Support
<b>Volleamere</b>	John	Tuebrook Central Residents Association
<b>Wallace</b>	Lynn	Norris Green Credit Union
<b>Wanless</b>	Julie-Ann	St. Andrew's Network
<b>Whitfield</b>	Jo	Addaction
<b>Williams</b>	Fran	Central Liverpool Credit Union
<b>Wilson</b>	Carole	Hope + Food Bank
<b>Woolford</b>	Richard	Nugent Care
<b>Coates</b>	Mike	All Saints Church, Liverpool
		<b>Not attending*</b>
<b>Ahmed</b>	Farah	Muslim Enterprise Development Service (MEDS)
<b>Chamberlain</b>	Jo	St Mary's Wavertree Debt Advice
<b>Chamberlain</b>	Malcolm	St Mary's Wavertree Debt Advice
<b>Devaney</b>	Clare	Downtown
<b>Farnos</b>	Robbie	Whitechapel Centre
<b>Fitzpatrick</b>	Tara	The Princes Trust Fairbridge
<b>Freankel</b>	Beatrice	MerseyCare NHS
<b>Griffiths</b>	Sheldon	Mencap
<b>Hanlon</b>	Clare	Liverpool Metropolitan Cathedral
<b>Harrison-Smith</b>	Joanne	Nugent Care

<b>Hurley</b>	Patrick	Social Enterprise Network (SEN)
<b>Jagota</b>	Geeta	Rainbow Opening Minds
<b>Kelly</b>	Nicola	North Liverpool Regeneration Company
<b>Little</b>	Ruth	Anfield Breckside Community Centre (ABCC)
<b>Mair Powell</b>	Rhiannon	Healthiness Ltd
<b>Matthews</b>	Caryn	Citizens Advice Bureau South Liverpool
<b>Merry-Harby</b>	Annie	Faiths4Change
<b>Moore</b>	Rowley	Merseyside Police
<b>Munby</b>	Steve	Cabinet Member for Living Environment & Localism
<b>Nasuh</b>	Jacqui	Merseyside Domestic Violence Service
<b>Nolan</b>	Debbie	Citizens Advice Bureau South Liverpool
<b>O'Brien</b>	Tony	Liverpool Metropolitan Cathedral
<b>Radford</b>	Steve	Tuebrook Hope Group
<b>Santangeli</b>	Lawrence	Old Eldonions
<b>Sheldon</b>	Phil	Merseyside Police
<b>Smith</b>	Michelle	The Basement
<b>Stewart</b>	Christopher	The Princes Trust Fairbridge
<b>Wong</b>	Faron	Merseyside Domestic Violence Service
<b>Wynne</b>	Karen	Merseyside Network for Change & Merseyside Refugee

\*May not have signed in

## Appendix two: Profile of organisations attending conference

Organisation	Contact details
<b>St Andrews Community Network</b>	<b>Contact Name: Julie Ann Warless</b> <b>Tel: 0151 226 3406</b> <b>Email: <a href="mailto:Julie-Anne@standrewslive.org.uk">Julie-Anne@standrewslive.org.uk</a></b>
<p><u>Type of service provided:</u> Debt advice – which holds the AGS quality mark, open Mon-Fri - 9-5:30 late night Wednesday advisors also pro intermediaries, some benefits advice support with DHP forms – money education programme debt and mental health specialists - digital inclusion- Home of north Liverpool food bank – the danger family support well being support</p> <p><u>Geographic area covered:</u> Clubmoor, Anfield, Kirkby, Wavertree, Norris Green, Tuebrook, Walton, Fazakerley, Toxteth, Kirkdale, City Centre</p> <p><u>Currently working with the following organisations:</u> Local RSLs, Clubmoor Children’s Centre, CAB’s, Partners Credit Union, GP’s and mental health services – CPN’s – Liverpool Citizens Support Scheme</p> <p><u>Would like work with:</u></p> <ul style="list-style-type: none"> <li>• Schools to deliver preventative courses to educate young people how to manage their finances.</li> <li>• More in depth work with RSLs – to work with tenants to relieve poverty in that sector – and for them to access digital inclusion</li> <li>• Link with other community groups across the city to deliver good quality debt advice</li> </ul>	
Organisation	Contact details
<b>Liverpool City Council Community Cohesion Team</b>	<b>Contact Name: Gosia Mckane</b> <b>Tel: 0151 233 5238</b> <b>Email: <a href="mailto:gosia.mckene@liverpool.gov.uk">gosia.mckene@liverpool.gov.uk</a></b>
<p><u>Type of service provided:</u> Cohesion related, Hate crime</p> <p><u>Geographic area covered:</u> Liverpool</p> <p><u>Currently working with the following organisations:</u> Police, Fire service, Housing associations, CAB’s, Community groups</p> <p><u>Would like work with:</u> Faith groups/ Churches</p>	

Organisation	Contact details
<b>The Basement Advisory Centre</b>	<b>Contact Name: Bryan Seerey / Tommy Allman</b> <b>Tel: 707 1515</b> <b><a href="mailto:tommy.allman@the-basement.org.uk">tommy.allman@the-basement.org.uk</a></b>
<p><u>Type of service provided:</u> Out reach for the homeless, training, counsellor, Alcohol awareness, peer mentoring, Volunteers</p> <p><u>Geographic area covered:</u> Liverpool</p> <p><u>Currently working with the following organisations:</u> White Chapel, Police, Big issue, Care line, New start housing, Northwest properties custodians</p> <p><u>Would like to work with:</u> Everyone</p>	
Organisation	Contact details
<b>LMH</b>	<b>Contact Name: Angela Forshaw</b> <b>Tel: 0151 235 2428</b> <b>Email: <a href="mailto:angela.forshaw@liverpoolmh.co.uk">angela.forshaw@liverpoolmh.co.uk</a></b>
<p><u>Type of service provided:</u> Social HSG / advice / Community regeneration initiatives / Repairs / Handyperson Scheme / Environmental Devices</p> <p><u>Geographic area covered:</u> 29 of Liverpool's 30 wards</p> <p><u>Currently working with the following organisations:</u> Raise / Nugent Care / Making Space / Local Solutions / White Chapel / Everton in the community</p> <p><u>Would like to work with:</u> Everyone, Anyone!</p>	
Organisation	Contact details
<b>The Princes Trust</b>	<b>Contact Name: Charlotte Fazackerley</b> <b>Tel: 07946464781</b> <b>Email: <a href="mailto:Charlotte-fazackerley@princes-trust.org.uk">Charlotte-fazackerley@princes-trust.org.uk</a></b>
<p><u>Type of service provided:</u> We work with disadvantaged / disengaged young people (aged 13-30) to help reengage and move their lives forward; we have a portfolio of programmes to respond to local need, our programmes include advice, guidance and support finding employment / training and education</p>	

Geographic area covered:

We are a national charity; in terms of Merseyside we cover the whole Liverpool city region  
Currently working with the following organisations:  
Fire and Rescue service, Social Enterprise, Job centres probation, Sexual health,  
Schools/Colleges

Would like to work with:

We would welcome any new partnerships that will help us support more young people

**Organisation**

**Contact details**

**Plus Dane Group**

**Contact Name: Jacqueline Connolly**

**Tel: 07970549118**

**[Jacqueline.Connolly@neighborhoodinvestor.com](mailto:Jacqueline.Connolly@neighborhoodinvestor.com)**

Type of service provided:

We are a R.S.L who deal with our tenants and our neighbourhoods (Housing association)

Geographic area covered:

All of Liverpool

Currently working with the following organisations:

Social Service, Asylum link, St Anne's church, L.C.C, Riverside housing, LMH, Everton Football Club, Liverpool Football Club, Kirkdale community centre, Merseyside Police, Boots, Tesco, Asda, Morrison's, Iceland, Credit Union, D.W.P, Foodbank, Fire Service, B&Q, St Helens College, CAB's, Banks (Our public is the best job), all the fuel/gas/water suppliers, Asule+house, Y.M.C.A, One stop shop, National Health Service, White Chapel, H.I.V Nurses, GP's

Would like to work with:

Everybody we all have so much to learn and share

**Organisation**

**Contact details**

**The Whitechapel Centre**

**Contact Name: David Carter**

**Tel: 0151 207 8625**

**Email: [david.carter@whitechapelcentre.co.uk](mailto:david.carter@whitechapelcentre.co.uk)**

Type of service provided:

Street Outreach Services, No Second Night Out – Hub + Homeless Resolution Centre, Rough Sleeper Enablement Centre, Resettlement Services, Floating Support Services, Volunteer Services

Geographic area covered:

Liverpool City Region

Currently working with the following organisations:

RSL's, Private landlords, Support providers, Care providers, Treatment agencies, mental health services

Organisation	Contact details
<b>Local Solutions</b>	<b>Contact Name: Heather Akehurst</b> <b>Tel: 0151 705 2320</b> <b>Email: <a href="mailto:h.akehurst@localsolutions.org.uk">h.akehurst@localsolutions.org.uk</a></b>
<p><u>Type of service provided:</u>  Foodbank vouchers, Home Care, Bully busters, Debt advice, Domestic violence services, Homeless Provision, Fuel Debt Advice, Shop mobility, Work with unpaid covers</p> <p><u>Geographic area covered:</u>  Merseyside</p> <p><u>Currently working with the following organisations:</u>  Liverpool City Council, Rouge Voluntary Sector Organisations, RSLs</p> <p><u>Would like to work with:</u>  Anyone!</p>	
Organisation	Contact details
<b>Merseyside Police</b>	<b>Constable John Scott</b> <b>Tel: 0151 777 4183</b> <b>Email: <a href="mailto:8499@merseyside.police.uk">8499@merseyside.police.uk</a></b> <b>Contact Name: Linda Bruckshaw</b> <b>Tel: 777 8976</b>
<p><u>Type of services provided:</u>  Police</p> <p><u>Geographic area covered:</u>  Merseyside</p> <p><u>Currently working with the following organisations:</u>  All Merseyside local authority, Many 3<sup>rd</sup> sector services, LCUS, AWF, Victim support, Asylum Link</p> <p><u>Would like to work with:</u>  Food banks</p>	
Organisation	Contact details
<b>Muslim Enterprise Development Service</b>	<b>Contact Name: Mumin Khan or Farhad Ahmed</b> <b>Tel: 0151 709 6567 or 07949921692</b> <b>Email: <a href="mailto:Mumink@yahoo.co.uk">Mumink@yahoo.co.uk</a></b>
<p><u>Type of service provided:</u>  Business start-up advice, free welfare advice, Immigration advice, Business management programmes e.g. Courses. Workshops</p>	

Geographic area covered:

Merseyside wide, but predominately L8, L7, L15, L18 etc.

Currently working with the following organisations:

Comtechsa, SENW, LCV's. Alt Valley Trust, LMS, Al-Ghazali Centre

Would like to work with:

CAB, Benefits Agency, The poverty action group and other community and social organisations

Organisation	Contact details
<b>Merseyside Disability Federation</b>	<b>Contact Name: Louise Barry</b> <b>Tel: 0151 282 8020</b> <b>Email: <a href="mailto:Louise@merseydisability.org.uk">Louise@merseydisability.org.uk</a></b>

Type of services provided:

Peer support and capacity building and group support for organisations and disabled people

Geographic area covered:

Merseyside

Currently working with the following organisations:

Database of 600+ orgs and numerous relationships across voluntary sector with some working relationships with statutory

Organisation	Contact details
<b>Addaction</b>	<b>Contact Name: Jo Whitfield</b> <b>Tel: 0151 546 1141</b> <b>Email: <a href="mailto:J.Whitfield@addaction.org.uk">J.Whitfield@addaction.org.uk</a></b>

Type of service provided:

Drug and alcohol services, Criminal Justice, Shared care, Recovery services and young people services

Geographic area covered:

Liverpool

Currently working with the following organisations:

Currently have an excellent networking and partnership approach but we could do more

Would like to work with:

Faith communities, Homeless/ Housing agencies, Employment agencies, disability agencies

Organisation	Contact details
<b>Age Concern Liverpool + Sefton</b>	<b>Contact Name: Dil Daly / Elaine Middleton</b> <b>Tel: 0151 330 5567 / Tel: 330 5601</b> <b>Email: <a href="mailto:dil.daly@ageconcernliverpool.org.uk">dil.daly@ageconcernliverpool.org.uk</a></b> <b><a href="mailto:Elaine.middleton@ageconcernliverpoolandsefton.org.uk">Elaine.middleton@ageconcernliverpoolandsefton.org.uk</a></b>
<p><u>Type of services provided:</u>  Welfare rights, Home care, Advice and information, Shopping , Social activities for older people, also products for individuals and organisations, equity release, charity insurance, dom care insurance, disability aids, wills, probate, PDA etc.</p> <p><u>Geographic area covered:</u>  Liverpool and Sefton – but able to work anywhere. Company selling products and services is national - called advant-age</p> <p><u>Currently working with the following organisations:</u>  800 group – LMH, MSDP, Bradbury Field, Henshaws, Imagine, Nugent care plus many sea Cole, Irish community care, Chinese community Assoc, asylum link, also working with hundreds of local partners, 20 national partners and 25 provider orgs in Liverpool</p> <p><u>Would like to work with:</u>  Wider voluntary sector to partner with and provide services and products, e.g. charity insurance, also direct payments teams could benefit from our carers insurance (Cheaper than current provider)</p>	
Organisation	Contact details
<b>Mersey Care NHS Trust</b>	<b>Contact Name: Jenny Robb, Director of social care and safeguarding</b> <b>Tel: 0151 473 2803</b> <b>Email: <a href="mailto:jenny.robbs@merseycare.nhs.uk">jenny.robbs@merseycare.nhs.uk</a></b>
<p><u>Type of service provided:</u>  Mental health, Learning disability, substance misuse</p> <p><u>Geographic area covered:</u>  Liverpool, Sefton and Kirkby</p> <p><u>Currently working with the following organisations:</u>  Local authorities, 3<sup>rd</sup> sector partnerships, CCGS, A.B.C Health, (Too many to list accurately)</p> <p><u>Would like to work with:</u>  Health and well being board and more public health in relation to public mental health. Any organisation that wishes to form firm partnerships and different ways of working</p>	

Organisation	Contact details
<b>Liverpool City Council</b>	<b>Contact Name: Suzanne Metcalfe</b> <b><a href="mailto:suzanne.metcalfe@liverpool.gov.uk">suzanne.metcalfe@liverpool.gov.uk</a></b>
<p><u>Type of service provided:</u> Children and families education services, Too many to list</p> <p><u>Geographic area covered:</u> City wide</p> <p><u>Currently working with:</u> Voluntary groups, CCGS, Public health, Merseycare</p>	
Organisation	Contact details
<b>Sanctuary Family Support</b>	<b>Contact Name: Maddy Vaz</b> <b>Tel: 735 0747</b> <b>Email: <a href="mailto:maddy@sanctuaryfs.org">maddy@sanctuaryfs.org</a></b>
<p><u>Type of service provided:</u> Support families affected by substance misuse. 1-1 support, crisis counselling, advocacy</p> <p><u>Geographic area covered:</u> Liverpool and surrounding areas</p> <p><u>Currently working with the following organisations:</u> Mersey care, PSS, Whitechapel, YMCA, Addaction, Brownlons Practice, Mildmag, Front line church</p> <p><u>Would like to work with:</u> Anybody and Everybody</p>	
Organisation	Contact details
<b>Partners Credit Union</b>	<b>Contact Name: Stuart Lloyd / Carol Philbin</b> <b>Tel: 0151 258 2451 / 0151 258 2454</b> <b>Email: <a href="mailto:Stuartlloyd@partnerscreditunion.co.uk">Stuartlloyd@partnerscreditunion.co.uk</a></b> <b><a href="mailto:carol.philbin@partnerscreditunion.co.uk">carol.philbin@partnerscreditunion.co.uk</a></b>
<p><u>Type of service provided:</u> Credit Union</p> <p><u>Geographic area covered:</u> Merseyside, Wirral, St Helens</p> <p><u>Currently working with the following organisations:</u> LCC, Mersey Travel, RSLs, Money Advice, CAB, Local Community Groups, Schools, Universities, Local employers, Local councillors, Voluntary organisations</p> <p><u>Would like to work with:</u> Any organisation that we can offer our services to</p>	

Organisation	Contact details
<b>Central Liverpool Credit Union</b>	<b>Contact Name: Fran Williams/ Eileen Halligan</b> <b>Tel: 0151 708 5515</b> <b>Email: <a href="mailto:fran.williams@centralliverpoolcu.co.uk">fran.williams@centralliverpoolcu.co.uk</a></b>
<p><u>Type of service provided:</u> Credit Union current accounts, various loan products, adult and junior savers, corporate membership – business loans, free life insurance, ethical banking</p> <p><u>Geographic area covered:</u> Liverpool 1-19 excluding parts of Liverpool 9&amp;14, New office to be opening in the L4 area in next 2 months</p> <p><u>Currently working with the following organisations:</u> Liverpool city council, Hope Food bank, Raise north Liverpool, CAB, Riverside Housing, Plus Dane, LMH, Abcul, Liverpool chapter of credit unions, Schools in our area, ALOCC, Rotunda, St Michaels church</p> <p><u>Would like to work with:</u> Housing associations, Youth services, Benefit Services, Education, establishments/ universities, LCVS, Business sector and legal services for advice and referral</p>	
Organisation	Contact details
<b>Liverpool Chamber of Commerce</b>	<b>Contact Name: Kush Thakar – Policy executive</b> <b>Tel: 0151 227 1234</b> <b>Email: <a href="mailto:Kush.Thakar@liverpoolchamberofcommerce.org.uk">Kush.Thakar@liverpoolchamberofcommerce.org.uk</a></b>
<p><u>Type of service provided:</u> Apprenticeships, Public policy agreements, Room hire + hot desking, marketing, advice, Research intelligence</p> <p><u>Geographic area covered:</u> Liverpool city region</p> <p><u>Currently working with the following organisations:</u> Private sector, Court at local, national and European levels</p> <p><u>Would like to work with:</u> Anyone, Credit Unions, Food bank</p>	
Organisation	Contact details
<b>North Liverpool CAB</b>	<b>Joe Lavelle</b> <b>Tel: 0151 207 6974</b> <b>Email: <a href="mailto:joe.l@northliverpoolcab.org.uk">joe.l@northliverpoolcab.org.uk</a></b>
<p><u>Type of services provided:</u> Advice, benefits, Financial capability, training, Social policy</p> <p><u>Geographic area covered:</u> North of city, but city wide community project and mental health project</p> <p><u>Currently working with the following organisations:</u> 4 other CAB's, LSAS, L9B7 Groups, Children Centres, Credit Unions, LCC</p>	

Organisation	Contact details
<b>Business in the Community – Princes Charity</b>	<b>Contact Name: Bernie Hollywood – OBE Tel: 07860583493 Email: <a href="mailto:Bernie.hollywood@lloydsbanking.com">Bernie.hollywood@lloydsbanking.com</a></b>
<p><u>Type of services provided:</u> I act as a broker between business and charities/social enterprise/ community interest companies; I have created around £600,000 worth of social value in 6 months</p> <p><u>Geographic area covered:</u> North Liverpool/ South Liverpool</p> <p><u>Currently working with the following organisations:</u> Too many to list</p> <p><u>Would like to work with:</u> Any business, charity, social enterprise or community interest company</p>	
Organisation	Contact details
<b>St Andrews Church + Community Network</b>	<b>Contact Name: Steve McGanity Tel: 07717454001 Email: <a href="mailto:steve@standrewslive.org.uk">steve@standrewslive.org.uk</a></b>
<p><u>Type of service provided:</u> Food bank, Debt advice, Family Support, Well being project, befriending service, Youth and Children’s work, Enterprise support</p> <p><u>Geographic area covered:</u> North Liverpool – Specifically Clubmoor, Tuebrook, Norris Green, Walton, Anfield</p> <p><u>Currently working with the following organisations:</u> Local churches, community money advice, Trussell Trust, Over 190 voucher holders, CAB’s, RSLs etc.</p> <p><u>Would like to work with:</u> Anyone! Particularly around wellbeing</p>	
Organisation	Contact details
<b>Norris Green Credit Union</b>	<b>Contact Name: Lynn Wallace Tel: 0151 256 5708 Email: <a href="mailto:ngcu@live.co.uk">ngcu@live.co.uk</a></b>
<p><u>Type of services provided:</u> Savings and lending to people within the community, business support and loans for people wishing to set up their own business</p> <p><u>Geographic area covered:</u> Norris Green, Fazakerley, Walton, Clubmoor, Croxteth</p> <p><u>Currently working with the following organisations:</u> Liverpool Mutual Homes, St Helens Chamber of commerce, Liverpool City Council</p>	

Organisation	Contact details
<b>ABCC</b>	<b>Contact Name: Jillian Foxall / Colette Burgess</b> <b>Tel: 0151 261 4600</b> <b>Email: <a href="mailto:abccjill@hotmail.com">abccjill@hotmail.com</a></b> <b><a href="mailto:abcccolette@hotmail.com">abcccolette@hotmail.com</a></b>
<p><u>Type of services provided:</u> Foodbank, F.U.N, Food of need, welfare, debt advice, neighbourhood issues, Credit unions, counselling, basic cooking sessions, digital hub</p> <p><u>Geographic area covered:</u> Anfield Ward, We are at a critical point in Anfield with people who need help and support with food/ advice/ digital access through sanctuary/ bedroom tax/ loss of DLA</p> <p><u>Currently working with the following organisations:</u> Credit Union, Fare share, CAB, Whitechapel, CMA, Job Centre, Liverpool in work</p>	
Organisation	Contact details
<b>Liverpool Health Schools</b>	<b>Contact Name: Bernadette Lee</b> <b>Tel: 0151 233 3901</b> <b>Email: <a href="mailto:Bernadette.lee@liverpool.gov.uk">Bernadette.lee@liverpool.gov.uk</a></b>
<p><u>Type of service provided:</u> Healthy Eating, Advice, Guidance, Promotion in Liverpool Schools</p> <p><u>Geographic area covered:</u> Liverpool City Council, Schools, Colleges and academies</p> <p><u>Currently working with the following organisations:</u> Public health, Community health, Children's services</p> <p><u>Would like to work with:</u> All groups</p>	
Organisation	Contact details
<b>LCVS</b>	<b>Contact Name: Colin Heaney</b> <b>Tel: 227 5177</b> <b>Email: <a href="mailto:colinheaney@lcv.org.uk">colinheaney@lcv.org.uk</a></b>
<p><u>Type of service provided:</u> Voluntary sector, Support Services, Community impact programmes</p> <p><u>Geographic area covered:</u> Liverpool, Merseyside</p> <p><u>Currently working with the following organisations:</u> Over 2000 VCS groups</p>	

Organisation	Contact details
<b>Liverpool Muslim Society Trustee</b>	<b>Contact Name: Amina Ismail</b> <b>Tel: 07968422468</b> <b>Email: <a href="mailto:a.ismail@ljmu.ac.uk">a.ismail@ljmu.ac.uk</a></b>
<p><u>Type of services provided:</u> Counselling, advice and guidance, food bank collection point</p> <p><u>Geographic area covered:</u> Merseyside</p> <p><u>Currently working with the following organisations:</u> LCVS, CCGS, Local Authority, Schools, Community Organisations</p> <p><u>Would like to work with:</u> CAB, Credit Unions etc.</p>	
Organisation	Contact details
<b>Eden Merseyside</b>	<b>Contact Name: Dave Nutall</b> <b>Tel: 07853895766</b> <b>Email: <a href="mailto:Merseyside@eden-network.org">Merseyside@eden-network.org</a></b>
<p><u>Type of services provided:</u> Youth children work, wider community activities</p> <p><u>Geographic area covered:</u> Netherton, Norris Green, Potential to work in areas right across Liverpool</p> <p><u>Currently working with the following organisations:</u> Emmanuel Baptist Church Netherton, Christ Church Norris Green</p> <p><u>Would like to work with:</u> Police, Council</p>	
Organisation	Contact details
<b>Hope Food Bank</b>	<b>Contact Name: Nadine Daniel</b> <b>Tel: 702 7275</b> <b>Email: <a href="mailto:foodbank@liverpoolcathedral.org.uk">foodbank@liverpoolcathedral.org.uk</a></b>
<p><u>Type of services provided:</u> Food bank, Sign posting and working with other agencies</p> <p><u>Geographic area covered:</u> Toxteth, Dingle, City Centre, Kensington and beyond</p> <p><u>Currently working with the following organisations:</u> Fare share, Central Credit Union, Health Centres, Whitechapel centre, YPAS, Basement, Asylum Link, Refugee Action, Chamber of commerce, Housing Associations</p> <p><u>Would like to work with:</u> Anyone who thinks we can help</p>	

Organisation	Contact details
<b>North Liverpool Food bank</b>	<b>Contact Name: Andrea McGanity</b> <b>Tel: 0151 226 3406</b> <b>Email: <a href="mailto:andrea@standrewslive.org.uk">andrea@standrewslive.org.uk</a></b>
<p><u>Type of services provided:</u> Foodbank, Clothes, Debt advice, Money management, Family support, Well being support</p> <p><u>Geographic area covered:</u> Norris Green, Clubmoor, Tuebrook, West Derby, Anfield, Walton, Fazakerley</p> <p><u>Currently working with the following organisations:</u> CAB, JC Plus, Whitechapel, Schools, Probation services, LCSS, LMH, Plus Dane, LCC, Children Centres</p> <p><u>Would like to work with:</u> We would like to have a van company to deliver our food weekly as that is currently an issue for us</p>	
Organisation	Contact details
<b>Lilyfield (St Mary's Church)</b>	<b>Contact Name: Rev Elaine Jones</b> <b>Tel: 0151 722 4598</b> <b>Email: <a href="mailto:lilyfield@live.co.uk">lilyfield@live.co.uk</a></b>
<p><u>Type of services provided:</u> Work club, Mental Health Awareness, Debt Advice</p> <p><u>Geographic area covered:</u> Liverpool</p> <p><u>Currently working with the following organisations:</u> St Andrews Church Clubmoor, Job Centre Plus Wavertree, Imagine – Tomorrows people. Wavertree CAB</p> <p><u>Would like to work with:</u> Volunteers with general I.T skills for digital support, Organisations helping people into the workplace, Churches, Organisations supporting mental health</p>	
Organisation	Contact details
<b>North West Housing Services</b>	<b>Contact Name: Emma Moran</b> <b>Tel: 0151 726 2259</b> <b>Email: <a href="mailto:emma.moran@nwhousing.org.uk">emma.moran@nwhousing.org.uk</a></b>
<p><u>Type of services provided:</u> We are a managing agent for a number of small housing co-operatives and are also interested in working with other organisations such as social enterprises</p> <p><u>Geographic area:</u> Liverpool, Sefton, Knowsley, Huyton, Kirkby, Manchester, Length services in the north east</p>	

Currently working with the following organisations:

Small housing co-operators providing housing management, finance and maintenance services

Would like to work with:

NWHS, Care services, Food banks

Organisation	Contact details
<b>Central Liverpool Food bank</b>	<b>Contact Name: Paul Edwards</b> <b>Tel: 0151 733 3373</b> <b>Email: <a href="mailto:paule@frontline.org.uk">paule@frontline.org.uk</a></b>

Type of services provided:

Foodbank, (Frontline centre offers other several services), Christians against poverty, Money management courses, worker support

Geographic area covered:

Wavertree, Toxteth, Dingle, Kensington, City Centre etc. 5 distribution centres to give out emergency food parcels

Currently working with the following organisations:

Other local food banks, Whitechapel centre, Riverside homeless prevention, Wavertree CAB, Fareshare etc.

Would like to work with:

A van company to transport the food, Food suppliers and producers, Local businesses, Large supermarkets

Organisation	Contact details
<b>Fareshare Merseyside</b>	<b>Contact Name: Charlene Spencer</b> <b>Tel: 0151 486 1139</b> <b>Email: <a href="mailto:Charlene.spencer@fareshare.org.uk">Charlene.spencer@fareshare.org.uk</a></b>

Type of services provided:

Food Redistribution Charity, 'Surplus Food', Food provisions/ support, Volunteering opportunities

Geographic area covered:

Merseyside area, Mostly Liverpool coverage

Currently working with the following organisations:

Hostels, YMCA, Home ground, Whitechapel, Soup kitchens, Missionaries of charity, School breakfast clubs, Holy cross, ABCC, Liverpool Lighthouse, Beacon counselling service, Warm friendship centre

Would like to work with:

Other community groups, non for profit organisations, hostels, homeless shelters, community meeting groups, lunch clubs, older adult services, children's provision, young peoples projects, soup kitchens, community café's

Organisation	Contact details
<b>South Liverpool Food Bank</b>	<b>Contact Name: Nicola Hawkes</b> <b>Tel: 07760718640</b> <b>Email: <a href="mailto:admin@slfoodbank.org">admin@slfoodbank.org</a></b>
<p><u>Type of services provided:</u> Food bank</p> <p><u>Geographic area covered:</u> South Liverpool, roughly including L16,L17,L18,L19,L24,L25,L26,L27, Centres in Childwall Valley, Speke, Garston, Netherley</p> <p><u>Currently working with the following organisations:</u> 100+ agencies including, CAB's, Job Centres, Housing associations, Schools, Social services, Community organisations, Local councillors</p> <p><u>Would like to work with:</u> Free of charge van supply</p>	
Organisation	Contact details
<b>Warm Friendship Centre</b>	<b>Contact Name: Sue Dwyer</b> <b>Tel: 0151 734 2565</b> <b>Email: <a href="mailto:Suedwyer@btconnect.com">Suedwyer@btconnect.com</a></b>
<p><u>Type of services provided:</u> Community activities for all age groups, Fareshare project</p> <p><u>Geographic area covered:</u> Picton Ward</p> <p><u>Currently working with the following organisations:</u> Schools, Youth Centres, Churches and all other voluntary organisations within the area, Victim support, LCVS</p> <p><u>Would like to work with:</u> Anyone who can help get us more money</p>	
Organisation	Contact details
<b>Parish Power</b>	<b>Contact Name: Kevin Dudley</b> <b>Tel: 01744 882637</b> <b>Email: <a href="mailto:Kevin@parishpower.org.uk">Kevin@parishpower.org.uk</a></b>
<p><u>Type of services provided:</u> Affordable warmth, food – healthy eating</p> <p><u>Geographic area covered:</u> Current funding L5, L13, L24, affordable warmth</p> <p><u>Currently working with the following organisations:</u> Faiths4change, Energy projects</p>	

Organisation	Contact details
<b>All Saints Liverpool</b>	<b>Contact Name: Mike Coates</b> <b>Tel: 0151 345 3208</b> <b>Email: <a href="mailto:mike@allsaintsliverpool.org">mike@allsaintsliverpool.org</a></b>
<p><u>Type of services provided:</u> Foodbank, community meal, drugs, alcohol, asylum, immigrant</p> <p><u>Geographic area covered:</u> Kensington, Edge Hill, Fairfield</p> <p><u>Currently working with the following organisations:</u> Y-Kids, Barerret, Oasis, Local Councillors, Asylum Link,</p> <p><u>Would like to work with:</u> Other local social providers</p>	
Organisation	Contact details
<b>City Church, Kensington</b>	<b>Contact Name: Derek Parkes</b> <b>Tel: 07922111500</b> <b>Email: <a href="mailto:parkesd@blueyonder.co.uk">parkesd@blueyonder.co.uk</a></b>
<p><u>Type of services provided:</u> Assistance to Central foodbank, run Kensington comm. Food bank, Domestic abuse support, Team challenge – work amongst addicts on the streets</p> <p><u>Geographic area covered:</u> Foodbank – Kensington, Dom Abuse – Liverpool wide, Team Challenge – Liverpool</p> <p><u>Currently working with the following organisations:</u> Central food bank, All Saints Kensington, Meth Ch Kensington</p>	
Organisation	Contact details
<b>The Yellow House</b>	<b>Contact Name: George McKane</b> <b>Tel: 0151 709 2091</b> <b>Email: <a href="mailto:theyellowhouse@btinternet.com">theyellowhouse@btinternet.com</a></b>
<p><u>Type of services provided:</u> Holistic work with young people – all day, everyday, we have been doing this for 28 years, been feeding young people at yellow house since 1996</p> <p><u>Geographic area covered:</u> Merseyside</p> <p><u>Currently working with the following organisations:</u> Work with too many organisations to list</p> <p><u>Would like to work with:</u> Happy with who I am working with, Open door at Yellow house</p>	

Organisation	Contact details
<b>Lodge Lane and District Credit Union</b>	<b>Contact Name: Marie Gray</b> <b>Tel: 0151 734 2561</b> <b>Email: <a href="mailto:M22gray@blueyonder.co.uk">M22gray@blueyonder.co.uk</a> or <a href="mailto:lodgelane.creditunion@phoncoop.coop">lodgelane.creditunion@phoncoop.coop</a></b>
<p><u>Type of services provided:</u> Savings loans, Cooperative working</p> <p><u>Geographic area covered:</u> L1, L2, L3, L7, L8, L15, L17, L18</p> <p><u>Currently working with the following organisations:</u> Housing Association, North West Housing Services, M.E.D.S, Business Support orgs</p> <p><u>Would like to work with:</u> LCVS, St Andrews, Picton Children Centre</p>	
Organisation	Contact details
<b>Mencap Liverpool</b>	<b>Contact Name: Sheldon Griffiths</b> <b>Tel: 0151 707 8582</b> <b>Email: <a href="mailto:SheldonGriffiths@moncapliverpool.org.uk">SheldonGriffiths@moncapliverpool.org.uk</a></b>
<p><u>Type of services provided:</u> Outreach support for people with a learning disability, Support for carers and parents</p> <p><u>Geographic area covered:</u> Liverpool</p> <p><u>Currently working with the following organisations:</u> People First, LCA, Toxteth and Granby Development Trust</p> <p><u>Would like to work with:</u> Any other orgs that are interested in creating a level playing field for people with learning difficulties</p>	
Organisation	Contact details
<b>JMF</b>	<b>Contact Name: Eddie Bowman</b> <b>Tel: 0151 707 6077</b> <b><a href="mailto:eddie@johnmooresfoundation.com">eddie@johnmooresfoundation.com</a></b>
<p><u>Type of services provided:</u> Grant Uncles Foundation, Voluntary sector on Merseyside</p> <p><u>Geographic area covered:</u> Merseyside</p> <p><u>Currently working with the following organisations:</u> Too many to list</p>	

Organisation	Contact details
<b>Young Persons Advisory Service</b>	<b>Contact Name: Monique Collige / Val O Donnell</b> <b>Tel: 0151 203 0807</b> <b>Email: <a href="mailto:Monique@ypas.org.uk">Monique@ypas.org.uk</a> or <a href="mailto:val@ypas.org.uk">val@ypas.org.uk</a></b>
<p><u>Type of services provided:</u> Counselling Information, Advice and Guidance to children and young people aged 10-25 years and their families</p> <p><u>Geographic area covered:</u> Liverpool, Citywide</p> <p><u>Currently working with the following organisations:</u> CAMMS, Alder Hey, CCG, Schools, GP's, LCVS, MYA, Addaction, Training Providers, Housing services, Hostels, Social Care, Care lines, Barly Intervention Team, Barnardo's, Youth Service Projects, PSS, Liverpool Community College</p> <p><u>Would like to work with:</u> Increase relationships with adult services and commissioning</p>	
Organisation	Contact details
<b>Liverpool Justice and Peace Commission</b>	<b>Contact Name: Steve Atherton</b> <b>Tel: 0151 522 1080</b> <b>Email: <a href="mailto:s.atherton@reaol.co.uk">s.atherton@reaol.co.uk</a></b>
<p><u>Type of services provided:</u> Fuel poverty, Food Growing, Social Analysis</p> <p><u>Geographic area covered:</u> Liverpool, St Helens, Widnes, Wigan, Sefton</p> <p><u>Currently working with the following organisations:</u> Faith for change</p>	
Organisation	Contact details
<b>Merseyside Youth Association</b>	<b>Contact Name: Gill Bainbridge</b> <b>Tel: 0151 702 0746</b> <b>Email: <a href="mailto:bainbridge@mya.org.uk">bainbridge@mya.org.uk</a></b>
<p><u>Type of services provided:</u> Targeted and general services for young people including youth work, Disability equality, Health, We also provide information and support for others including training and educational support</p> <p><u>Geographic area covered:</u> Merseyside – Liverpool city region</p> <p><u>Currently working with the following organisations:</u> LCC, LJMU, Windmills, Schools, MEH, YPAS, LCUS, Youth Centres, SCUS, Schools, County FA, Chamber of commerce</p> <p><u>Would like to work with:</u> Anyone else working with children, young people, families</p>	

Organisation	Contact details
<b>Can Cook</b>	<b>Contact Name: Robbie Davison</b> <b>Tel: 07979860130</b> <b>Email: <a href="mailto:Robbie@cancook.co.uk">Robbie@cancook.co.uk</a></b>
<p><u>Type of services provided:</u>  Cookery Skills – Meals for the elderly – Community Café – Training for young people</p> <p><u>Geographic area covered:</u>  Liverpool city region</p> <p><u>Currently working with the following organisations:</u>  Schools, Community Groups</p> <p><u>Would like to work with:</u>  Anyone who comes to the centre the more the better</p>	
Organisation	Contact details
<b>Praxis</b>	<b>Paul Kyprianou</b> <b>Tel: 0151 705 3000</b> <b><a href="mailto:kyp@praxiscic.co.uk">kyp@praxiscic.co.uk</a></b>
<p><u>Type of services provided:</u></p> <ul style="list-style-type: none"> <li>▪ Research and evaluation including financial inclusion, health and well being</li> <li>▪ Facilitation and community engagement</li> </ul> <p><u>Geographic area covered:</u>  Merseyside – Liverpool city region</p> <p><u>Currently working with the following organisations:</u>  A range of Public and third sector organisations</p> <p><u>Would like to work with:</u>  Organisations committed to positive social change</p>	

### Appendix three: evaluation of conference

#### 1) What have you gained by being here today? (please tick as many options as are relevant)

- Made useful connections – 31 (75%)
- Developed partnership projects – 7 (17%)
- Found out about accessing resources locally – 19 (46%)
- Found out more about volunteering – 4 (9%)
- Improved my fundraising knowledge and/or skills – 6 (14%)
- Improved my project management skills – 2 (4%)
- Improved my governance skills – 1 (2%)

Other (please state):

- Integration of areas more effectively would provide an example of how to work outside of conference
- Heard issues other people face and suggestions of how to respond on an organisational level.
- Caught up with contacts.
- As a visitor I gained information about life in Liverpool.

#### 2) Have your expectations of the day been met? (please circle one option)

Not at all

Partly met

Yes, fully met

- This is an encouraging start

**3) Please briefly explain more about how we have met (or not met) your expectations here today.**

- Key area of fuel poverty not focused on.
- I came to find out more about the Mayor's views etc. on poverty. I now understand better the needs of the city and who exists to deal with it.
- I was invited. I found the conference both worthwhile and enjoyable.
- My expectations were met by meeting people from different organisations.
- Expected to connect more with people who are willing to work in partnership – though spoken about no real connections made.
- The danger is that conference organisers do not know extent of connections and assume they aren't there.
- Perhaps will wait for the report before judging if expectations have been met or not.
- Because of time restrictions the exchange of business cards is realistically all that we could hope to do.
- Feels like we are trying to knit fog. Can we really join-up? Should we even try? Surely local connections are more important – I mean at a family level.
- Need to articulate different agencies meanings.
- Very educational in having other support organisations highlighted with the opportunity to promote the message of each service group.
- Learnt about other services, some in Kensington. Lots of food for thought.
- Was not very clear about the event before I attended.
- Good to hear how people are leading the issues locally.
- Opportunity to meet other people and organisations in a similar work area.
- Hope that a clear strategy will emerge from the day – more funding for LCVS to sustain networking for similar organisations.
- Contacts – information – heard.
- The like minded people all looking for a solution to a big problem.
- No expectations. Asked to facilitate.
- Giving hope that people are coming together to try and make change.
- Networking opportunities of involvement in the Hope conference.
- Managed to gain a better understanding of the main issues.
- Learned about several different organisations.
- Networking has improved my knowledge of the sorts of activity and provision being offered.
- Great to be meeting with others that have a passion to see lives changed and people's dignity restored.
- Some specific actions to integrate advice and share understanding about services.
- Great to meet organisations and develop working partnerships.
- Great event – wide variety of charities and organisations which allowed for interaction and discussion.

#### 4) What could we do better next time?

- Integration of areas.
- More of the same ☺
- I have a hearing disability and all the groups in one room was a problem for me.
- Put people working on similar issues together to see how as a group they can move things forward in that area of support.
- Wider range of representation? Job Centres, local residents groups.
- Time to network – a networking board with agency contact details on.
- Not assume partnership working isn't happening.
- Invite more local councillors, education reps (schools), RSL's and make sure all here today receive follow up invites.
- Look at resources to equip what we do locally.
- Need to articulate different agencies meanings.
- Provide information of the next meeting and any other related meetings.
- Ensure the loop is working.
- Need to feed back what is being taken forward and have a strategy we can feed in to.
- Room acoustics were poor. Difficult to hear.
- Take the conversation further.
- A bit more notice?
- Facilitator in first session was poor and then in the second session seemed to be pushing us to one idea of a hub / one-stop-shop.
- Nothing. The whole session went by far too quick.
- Thought the set up of the conference was very good.
- Was fine.
- The lack of loop made the speeches from the microphone unintelligible.

#### 5) What other services or support would you like to access from us?

- More of these conferences / emails and updates.
- Promotion of service being provided by all organisations – and a service to link providers up to work jointly.
- Free legal advice.
- A set of minutes from this meeting and previous ones to see if there are any recurring issues, and what actions have been taken.
- Funding.
- Youth agencies working across the city.
- More connections with the business community.
- Support to keep the services we provide up and running.
- Join up with other organisation that were here today and other that were not in attendance.
- I would like to know what happened to the report that Frank Field produced. Is the Fairness Commission's analysis available? *[response required to [s.atherton@rcaol.co.uk](mailto:s.atherton@rcaol.co.uk) ]*
- A consolidated "hub" or directory of services and ultra-network referral routes.

**Thank you for your comments and insight.**

**If you are happy to be contacted in the future for further brief feedback, please put your email address here:**

- [Kevin@parishpower.org.uk](mailto:Kevin@parishpower.org.uk)
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- [paulagamester@blackburnhouse.co.uk](mailto:paulagamester@blackburnhouse.co.uk)
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**If you would like us to contact you to discuss further support, please put your email address here:**

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