

**Appendix 1-** Actions arising from the cost-of-living conferences

<b>Identified Need</b>	<b>Description</b>	<b>Outcome</b>	<b>Action</b>
Barrier to access need either due to information technology, waiting times on phone or awareness.	Refernet	To simplify the referral route to access help and reduce or mitigate potential barriers for residents seeking advice from Worcester CAB.	Agencies to register and use Refernet on behalf of residents.
	A & E waiting rooms	Opportunity for residents to get advice whilst waiting for appointments.	Age UK to outreach workers to spend time in A&E waiting room to provide advice to patients whilst they wait for appointments. Extending the existing programme provided in GP waiting rooms.
	Warm Hubs	Frontline staff can promote and / or use one source of information to find out details on all warm hubs for residents.	To promote all Warm Hubs on <a href="http://www.warmwelcome.uk">www.warmwelcome.uk</a>  All agencies and front line staff to use website for information.
	StreetLink	Frontline staff using one method to report and for support services co-ordinate services from.	For all agencies to report individuals rough sleeping via the Streetlink app.

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	Co-location of services in the community	To increase access and awareness of residents to services and support.	To identify opportunities to co-locate and promote complimentary services within the community.
	Project X	To provide complimentary support for residents at the point of need.	For partners to co-create a city centre location for safeguarding and support services to be based during the night time economy.
Improve awareness of services and support available to residents	Cost of living directory	To improve awareness and co-ordination of services between frontline staff and agencies.	Worcester City Council to regularly review and update the directory with partners and to circulate.  Partners to use and provide to staff.
	Adult Front Door Directory	To improve awareness and co-ordination of services between frontline staff and agencies.	Worcestershire County Council – Adult Front Door Community Champions to deliver project to create a directory of services for health and wellbeing.
	Worcester Cares Alliance	To improve communication and co-ordinated support for residents.	Partners to consider joining the Worcester Cares Alliance and Worcester Cares Alliance Whatsapp group.  Worcester Cares Alliance will host further networking events on homelessness

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Improve the promotion of support available to residents	Cost of Living marketing materials	To ensure information is displayed where residents will see it.	Worcester City Council to distribute materials for partners to display.
	Marketing and communications	To ensure residents know where to seek help if and when they need it.	Worcester City Council to provide information by face-to-face engagement through door knocking and high street interaction; highlighting where to seek advise and support.
	Best practice and learning	To improve engagement and access to services by residents.	<p>Service providers to use best practice in order to reduce stigma and increase participation and access to help available.</p> <p>For example,</p> <ol style="list-style-type: none"> <li>1. Run activities and events to compliment warm hub offer.</li> <li>2. Put on children’s activities to free up parents time to talk to advisors.</li> <li>3. Don’t provide separate or segregated queues or channels for people needing help.</li> </ol>

<b>Identified Need</b>	<b>Description</b>	<b>Outcome</b>	<b>Action</b>
To provide support where no other help is available.	Discretionary Welfare Assistance Scheme	To provide support to qualifying residents	Worcester City Council to review the existing offer of support available from the Discretionary Welfare Assistance Scheme
	Community Fridges	To provide opportunity for the community to improve sustainability of food.	Worcester Community Trust to provide a new community fridge scheme in Dines Green, complimenting other schemes in the city centre, Ronkswood and Tolladine.