

# ON THE EDGE

Working together  
across Richmond to  
support people in need



# Understanding need across Richmond

Findings and recommendations



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# Summary of approach and outputs

<b>Methodology</b>	<b>Output</b>
Funding review, analysis of investment and survey of grantees	<ul style="list-style-type: none"><li>• Individual funder reports with recommendations</li><li>• Funder review report bringing together findings and recommendations around collaboration, new forms of giving and support for social action</li></ul>
Review of other practice and Funder plus support from others and at London level	
Needs consultation with stakeholders and providers/VCS (100+)	<ul style="list-style-type: none"><li>• Understanding current and future need across Richmond report</li></ul>
Interviews with 30 residents	<ul style="list-style-type: none"><li>• Lives in Richmond case studies featured in the above report</li></ul>

**Condensed into the 'On the Edge' report as a summary and call to action**

# SWOT analysis

## Strengths

- Diverse and engaged Voluntary and Community Sector
- Some confidence in the future
- Diverse range of services and appreciation of need
- Social capital
- Local funders

## Weaknesses

- Duplication and cross over services and activities
- Lack of collaboration between organisations and knowledge of local offer and services exacerbates duplication
- Focus on crisis and prevention leads to....
- ...Service fragmentation, bumping around the system causing anxiety and stress for already vulnerable
- Perception of borough and its wealth results in lack of external funding and investment

## Opportunities

- Build greater strategic relationship between funders
- Borough well placed for capitalising on new forms of giving to increase resource
- Support self help through peer networking build on your social capital
- Added value funder support

## Threats

- Cuts in council funding and impact on services to 2020
- Shared service arrangements and spreading reduced budgets across wider areas.....
- .....Leading to increased competition and displacement of local organisations
- Existing met need becoming unmet as impact on vulnerable takes effect

# Voices of need

"I don't understand why they took that away from me... Swimming helped to prevent my health from getting worse. It meant that I was less likely to end up in hospital." **Richard**

"I need to start focusing on weekends because they are the times when there are no groups on and I feel really alone and isolated." **Martha**

"I'd like there to be more stuff for young people to do at the weekends. We can go to Kingston or London but there's nothing to do here." **Young person**

"There is a lack of understanding of different services in the borough, what they do and how they operate... Different teams and services in the NHS, Local Authority and third sector don't communicate."

**Danielle**

"Although the flat is better now, it's still not great. I can get trapped in the door frames because the wheelchair doesn't fit. Sometimes I can be stuck there for hours because I don't have a carer." **Ian**

"You have more opportunities for socialising if you're over 55 in this area. All those activities, the chair exercises, would be absolutely ideal for me. But I can't access them."

**Disabled Adult**

"I suffer really badly from poor mental health. I can't cope sometimes, I don't want to go on. It's all related to my constant back pain." **Martha**

"They used to just send me out of lessons and they didn't try to help me learn. They just thought that I wouldn't do well so they didn't bother with me." **Young person with ADHD**

"We were lucky last year. The teacher was caring and really understood how to work with her. This year is different though. The teacher just thinks she's a troublemaker. It's not working as well."

**Fiona with SEN child**

# Implications – On the Edge

- **Funders**

- Pressure on funding and resources both organisational and individual grants – demand will easily exceed supply
- Mitigating impact on administration and resources and rethinking giving and philanthropy locally
- Influencing the bigger picture to encourage investment based on **NEED** not **DEPRIVATION**

- **Commissioners**

- Looking for innovation and to the VCS for **low cost/no cost** service alternatives
- Need a more holistic vision on need and be open to collaboration

- **Service providers/grantees**

- Struggling to survive as cuts take place and competition for smaller value, larger area contracts – sector shakeup

- **Vulnerable residents**

- Just about Managing (the JAMs?) now - likely to fall into crisis and find it harder to recover

# Ideas for RPLC and HFAC

- **Build further on existing collaboration between funders**
  - Regularly Funded Organisations (33) –how to make the most of your respective investments into these organisations
- **Support and knowledge within funders highly valued**
  - How can be built into the 'added value' offer – money is important but so is signposting and networks
- **Finding new ways of bringing new investment and resources to local funding**
  - Place based giving as a vehicle
  - The voice of need in the borough

# The wider context

- **Developing story about the 'Forgotten Many'**
  - Need masked by wealth and communities suffering a double disadvantage by lack of investment and infrastructure affecting outer and wealthier boroughs
- **Philanthropy in the 21<sup>st</sup> Century**
  - Looking at new ways to capitalise on London's economic position and strengths – London's Giving and collaboration between funders at the London level
- **Innovation in social action driving national investment**
  - Peer support, networking and new forms of delivery – Richmond on the front foot

# Funder plus

- **What is it?**

- Additional support beyond grant making such as learning, capacity building and training provided by funders

- **How could you apply it in Richmond?**

- Already doing this with Cranfield Trust and through funder staff
- How can support add value or help provide additional help to organisations large and small build their internal capacity?
- Direction of travel from The Way Ahead in London and funder investment for building organisational capacity going straight to front line organisations.
  - No easy access to support market - who to call and what is needed – who plugs the information gap?

# Place based giving

- **What is it?**

- A structure for bringing together money and resources into a single coherent pot of support for addressing needs in a local area – different models of delivery. London's Giving a source of support

- **How could you apply it in Richmond?**

- Will need scoping to look at its application in the borough **BUT.....**
- .....A way of bringing resources (money and time) from corporates, individuals and other bodies to address need, help residents and support the VCS – including a mechanism for Social Value
- Using investment and support from funders as in-kind match to draw down funding from others. Big Lottery Fund is piloting place based approaches and invested nearly £0.5 million into Islington.

# “Needswatch”

- **What is it?**

- Building on this research to keep a watching brief on need as cuts take effect in the borough over the next five years – Move beyond service reviews to reviews of whole person needs.

- **How could you apply it?**

- This is not about establishing a separate entity, rather a process underpinned with light touch administrative support to capture voice of need on a regular basis
- Comprising a call for evidence and consultation on need (every six months) supported by a regular report to inform local funding and direction
- Creating an on-line statement of need with stats (already have this with the report) for others to use in funding applications, contracts and commissioning and service design

# A call to action – Why?

- Scale of need beyond your resources but funders can be catalyst for action
- This requires
  - Collaboration between and across services and providers to support system change
  - Compelling narrative on need and influencing within and outside the borough

**On the Edge is your narrative**

# ON THE EDGE



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