

## RDC Anti-Poverty Strategy

### CONSULTATION PLAN 2022

While Rother District Council has formed the draft Strategy with a range of statutory and community sector partners it will seek to identify any gaps for inclusion and gather evidence of the potential impact of the Anti-Poverty Strategy and Action Plan. This includes understanding the strength of feeling on the proposals from residents, community groups and wider stakeholders.

#### Aims of the consultation

This consultation will give the Members of Rother District Council (the Councillors) further evidence to take into account when making a final decision on the content of the strategy.

#### Who we will consult:

##### Resident target groups:

- Users of community and support services

##### Statutory Partners:

- Department Work & Pensions
- Mental Health Services
- ESCC

##### Voluntary sector partners:

- Local organisations that support vulnerable groups that could be affected by poverty

##### Internal/other:

- Finance
- Housing Benefit & Council Tax
- Parish / Town Councils
- Customer Services
- Neighbouring local authorities
- Legal Services
- Environmental Services

#### How we will consult:

GROUP	METHOD	COMMUNICATION
Benefit & Debt Advice Service	On-line questionnaire	Via e-mail with link to questionnaire
Rother Voluntary Action	On-line questionnaire	Via e-mail with link to questionnaire
The Pelham	On-line questionnaire	Via e-mail with link to questionnaire
Brighton Housing Trust	On-Line questionnaire	Via e-mail with link to questionnaire
Citizen's Advice	On-line Questionnaire	Via e-mail with link to questionnaire
Customer Services	Request for comments	Via e-mail, meeting if required
Depart Work & Pensions (DWP)	On-Line questionnaire	Via e-mail with link to questionnaire
ESCC Adult Social Care	On-line Questionnaire	Via e-mail with link to questionnaire
ESCC Children's services	On-line Questionnaire	Via e-mail with link to questionnaire
ESCC Gypsy & Traveller liaison	On-line Questionnaire	Via e-mail with link to questionnaire
Finance	Request for comments	Via e-mail, meeting if required

GROUP	METHOD	COMMUNICATION
Hastings Advice & Representations Centre (HARC)	On-line questionnaire	Via e-mail with link to questionnaire
Hastings Furniture Service	On-line questionnaire	Via e-mail with link to questionnaire
Homelessness Unity Group	On-line questionnaire	Via e-mail with link to questionnaire
Homelessness/ Housing Options clients	On-Line questionnaire	Leaflet with details given to applicants during interview
Homeworks	On-line questionnaire	Via e-mail with link to questionnaire
Housing Benefit & Council Tax	Request for comments	Via e-mail, meeting if required
Housing Register applicants	On-line questionnaire	Additional paragraph on all letters/emails going to new applicants
Legal Services	Request for comments	Via e-mail, meeting if required
Mental Health Services	On-line Questionnaire	Via e-mail with link to questionnaire
Neighbouring Local Authorities	On-line Questionnaire	Via e-mail with link to questionnaire
Other interested residents	On-line questionnaire	Via MyAlerts with link to questionnaire
Parish/Town Councils	On-line Questionnaire	Via e-mail with link to questionnaire
Planning & Strategy	Request for comments	Via e-mail, meeting if required
Rother Voluntary Action	On-Line questionnaire	Via e-mail with link to questionnaire
The Mediation Service	On-line questionnaire	Via e-mail with link to questionnaire

In addition to the above plan, a local press release will be communicated, in order to raise awareness of the ongoing consultation and allow all residents to have their say.

As well as through the on-line questionnaire, all consultees will be given the opportunity to provide comments on the strategy via e-mail. The RDC social media accounts will provide regular reminders regarding the ongoing consultation.

Paper copies of the questionnaire will be available at our help points for those unable to take part on-line. Residents will also have access to the Help Point online computers.

**Consultation will commence 4 April 2022. The deadline for consultation responses to be received is 15 May 2022.**

**Following the Consultation:** The outcomes of the consultation will be used to update the draft Anti-Poverty Strategy to present to Cabinet and full Council for adoption to cover the next three years (2022-25).

## Anti-Poverty Strategy Consultation Questionnaire (Draft)

Welcome to our consultation. We wrote our draft Anti-Poverty Strategy after talking to a wide range of local, regional and national organisations in autumn/winter 2021.

Our vision is to work together, with our local partners, to tackle the symptoms of poverty in order to reduce its impact and enable communities to thrive.

We want to know:

- Is there support for our approach and proposed actions?
- What other relevant information is available about poverty in Rother and reducing its impact?
- Any organisations with an interest in becoming our partner?

This information will help the Councillors make their decisions on adopting the anti-poverty strategy and carrying out the action plan.

There is an opportunity at the end of the survey to comment or make suggestions on anything not covered in our key questions.

To move to the next page, press the Next button. You can submit your answers only on the last page of the questionnaire by pressing the Finish button.

Next

### **Objective One: Co-ordination**

The first challenge we identified is coordination. Our objective is to develop local strategic commissioning and operational structures to coordinate services designed to alleviate poverty.

There are a lot of local services, but we need to improve:

- Co-ordination between our various strategies.
- Operational delivery between local services.
- How all our front-line staff can provide a more holistic service because they know about other local services.
- Improve how local services share information.
- Affordable childcare improves access to both employment and educational attainment.

**1. How much do you agree or disagree that co-ordination is key challenge in Rother?**

Strongly agree, agree, agree a bit, disagree a bit, disagree, strongly disagree.

Next

We propose three main actions to improve co-ordination.

**2. How much do you agree or disagree that the council taking these actions will help achieve the objective?**

Form a local Anti-Poverty Strategy Steering Group to co-ordinate homelessness and anti-poverty strategies.

Provide the Rother Local Strategic Partnership with quarterly updates on progress of the action plan.

Engage with local strategic leaders to act as a consultee to regional and sub-regional commissioners.

Answers:

Strongly agree, agree, agree a bit, disagree a bit, disagree, disagree strongly

Note: a commissioner refers to teams or organisations that fund local services by other organisations.

**3. Please tell us what you would like us to know about improving co-ordination between local services in Rother.**  
(Open text question)

Next

## **Objective Two: Accessibility**

Our objective is to maximise the accessibility of services so that those in the greatest need can be reached.

We identified improvements are needed for:

- Internet access, particularly in rural areas
- Too much reliance on signposting through online or telephone methods.
- Service locations are often in distant or inconvenient locations.
- When trying to deliver services in rural areas better use could be made of existing technology and community facilities.
- Improve the skills of our staff to provide a wider range of information and make every contact count.

**4. How much do you agree or disagree that accessibility is a key challenge in Rother?**

Strongly agree, agree, agree a bit, disagree a bit, disagree, strongly disagree.

Next

We propose four main actions to improve accessibility.

**5. How much do you agree or disagree that the council taking these actions will help achieve the objective?**

Deliver new Bexhill place-based hub and new rural virtual hubs.

Support existing service hubs with more targeted signposting.

Create a Street Sheet to map the services available.

Increase social prescribing through GP surgeries.

Answers:

Strongly agree, agree, agree a bit, disagree a bit, disagree, disagree strongly

Notes:

Street Sheet means (explanation to be added)

Social prescribing means (explanation to be added)

**6. Please tell us anything you want us to know about accessibility in Rother.**

(Open text question.)

Next

**Objective Three: Promotion**

Our objective is to promote information, advice and support to service users and professionals.

We identified improvements are needed for:

- Everyone knowing more about the East Sussex Community Information Services (ESCIS).
- Low literacy levels – the national average reading age is 9 years old – mean we can't rely on written communications and promotions.
- Lots of information is available on different services but it isn't co-ordinated to get to vulnerable people in one package.

**7. How much do you agree or disagree that promotion is a key challenge in Rother?**

Strongly agree, agree, agree a bit, disagree a bit, disagree, strongly disagree.

Next

We propose three main actions to improve promotion.

**8. How much do you agree or disagree that the council taking these actions will help achieve the objective?**

Create a training resource video of local services for residents and frontline staff

Create a video explaining statutory services.

Develop an annual Anti-Poverty networking event for local services.

Answers:

Strongly agree, agree, agree a bit, disagree a bit, disagree, disagree strongly

**9. Please tell us anything you would like us to know about promotion in Rother.**

(Open text question).

Next

**10.** Are you answering this questionnaire as a:

Resident

Parish or town council

Voluntary sector organisation

Public service organisation

Business or business organisation

Other (name)

[Direction to next section for organisations or elsewhere for residents]

**11.** Is your organisation interested in potential partnership in any of the following:

- i. Service hubs
- ii. Mapping services
- iii. Social prescribing through GPs
- iv. Training resource video of local services
- v. Video explaining statutory services
- vi. Anti-poverty networking event for local services

Next

**12.** Organisation name

**13.** Contact name

**14.** Job Title/Position

**15.** Contact email address

Next

(Directed residents)

**Would you be directly affected by an anti-poverty strategy?**

Yes, No

Next

**Thank You**

Thank you for taking part in this consultation

Deadline information when finalised

Next steps information when finalised

Please press 'Finish' to send your answers.