

## Evidence review for future grant making

Final report for Hampton Fund

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# Foreword

In recent years, the need for support from the voluntary sector has risen, both in our local borough of Richmond as well as the rest of the UK. The impact of the pandemic and the cost-of-living crisis on the most vulnerable in our communities has been significant, and the cumulative effect of these events will have an impact for a long time to come.

The resources Hampton Fund has available to support local individuals, families and community organisations come from an endowment. This endowment represents a very valuable local asset of which the Trustees and staff of Hampton Fund are the custodians. We have a legal responsibility to balance the needs of those that can benefit from it today, with those that can access it in the future. This is because of the way the endowment was set up and it means the amount of funds we can distribute in any given year will always be set within defined limits. But we also have a moral responsibility, at a time when demand is so high, we need to look at how we can maximise the impact of these resources.

This is the main objective of our current three-year strategy. It has led us to clarify our purpose as creating opportunities to live well by relieving the burden of financial, physical and emotional hardship in our community. But it has also been about recognising the critical place these funds occupy within the local social care 'ecosystem' and that we can make more impact if we understand and optimise this role. We want to develop as a learning organisation, one that uses the insights it gains both from research but also from hearing directly from those with lived and professional experience of the issues we aim to support. All of this will make us a better grant maker and will help us to understand our contribution to the work and shared goals of the wider social care infrastructure, within the Borough of Richmond.

This report represents an important step in the process of evidence gathering and analysis to further these goals. The 'On the Edge' research we commissioned in 2017 from Rocket Science has been very helpful to trustees in their decision making since it was published, but it is now out of date. We therefore asked Rocket Science to undertake a revised local needs analysis. This time, they have focused on our priority areas of the financial, physical and emotional hardship experienced by local residents. Against this, they have mapped our current funding, to help us understand how well it is meeting those needs. Also, Rocket Science have analysed the responses of a survey of over 500 of our individual grant recipients, and conducted in depth interviews with a sample of the responders. They have undertaken interviews with a range of local stakeholders and following this, we held an event in March this year, where sixty different representatives of local social care organisations had the opportunity to discuss and feedback on both the initial findings from the research, and also share their own ideas about how our grant making could be developed.

Although this report was commissioned for our own use, we hope it will be of wider interest. Sharing the research is also part of our desire to be transparent in how we make decisions, and accountable for the way we utilise the important resources that we manage. Now that we have these initial findings, we are looking carefully at the analysis and deciding what it means for our grant making, as well as any changes and developments we may need to make as a result. As soon as we have a plan that we can share, we will look forward to making it available to all those that have contributed to this report, along with the wider social care sector across the London Borough of Richmond upon Thames.

**Richard Barron**  
CEO, Hampton Fund

# 1. Introduction



## 1.1 About this research

Hampton Fund is a foundation which has supported individuals and community-based organisations in Richmond upon Thames since 1811, with the aim of relieving the burden of financial, physical and emotional hardship. In early 2025, Rocket Science was commissioned by Hampton Fund to update the evidence base on need within the community, map Hampton Fund's current funding and produce a set of recommendations for future grant making.

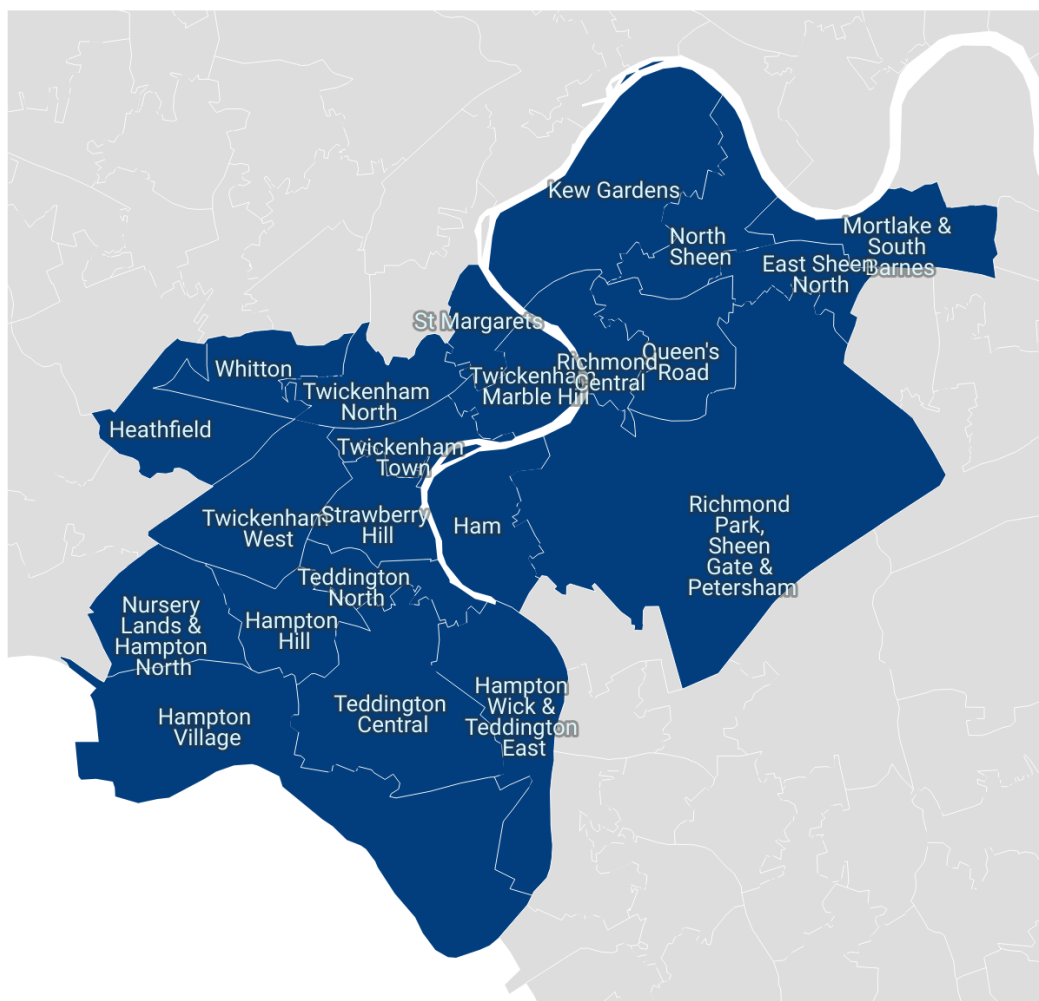
As part of this review, Rocket Science conducted an analysis of publicly available data, assessing Hampton Fund's giving through individual and community grants, complemented with stakeholder interviews, a grantee survey and phone interviews with individual grantees. Additionally, a stakeholder engagement event was held by Hampton Fund on March 26, 2025, providing further insight. This report reflects the sum of data collected and informs future directions for addressing need in the area.

## 1.2 Methodology

Between January and March 2025, Rocket Science conducted the following research:

- **A data review** of public statistics on a range of thematic needs, understanding how these needs present at the ward, Middle Layer Super Output Area (MSOA), city and national level. A map of the MSOA areas of Richmond is included for reference below.
- **A funding analysis** reflecting both individual grants (n= 4,231) and community grants (n=79) distributed between July 2023 and December 2024.
- **Stakeholder consultation** through 7 interviews with representatives from leading support organisations in Richmond: Citizens Advice, Richmond Aid, Richmond and Wandsworth Council, Richmond CVS, RUILS, Richmond Foundation and Age UK Richmond.
- **Grantee consultation** through 5 phone interviews with Hampton Fund grant recipients.
- **A grantee survey** distributed to grant recipients, receiving 507 responses.

## MSOAs- Richmond upon Thames



Map data: © Crown copyright and database right 2021 • Created with Datawrapper

Source: [ONS \(2024\). Housing affordability ratios for MSOAs. Link](#)

Importantly, this research is not representative of all need in Hampton Fund's funding area, though consideration has been made to gather varied insights from a range of sources. Additional limitations include that granular level data remains either sparse or outdated for certain metrics. Inconsistency over the level of granularity available (for example: via MSOA or ward) for which metrics were available, complicates comparison. Finally, the data on individuals supported through community grants is available at an organisation level which presents a barrier in determining the number of people supported under each thematic area. For example, one organisation may support individuals with both health and wellbeing and cost of living themes.

## 1.3 Contextualising hardship



As a relational funder, Hampton Fund's 2024-2027 strategy seeks to, *"Create opportunities to live well by relieving the burden of financial, physical and emotional hardship in our community."* Rather than focusing exclusively on deficits, Hampton Fund utilises a Survive-Strive-Thrive model to emphasise applicants' or beneficiaries' journeys from overcoming immediate crisis to building their long-term resilience and wellbeing. This approach not only identifies challenges to wellbeing but also aims to recognise the existing resilience and resources within communities.

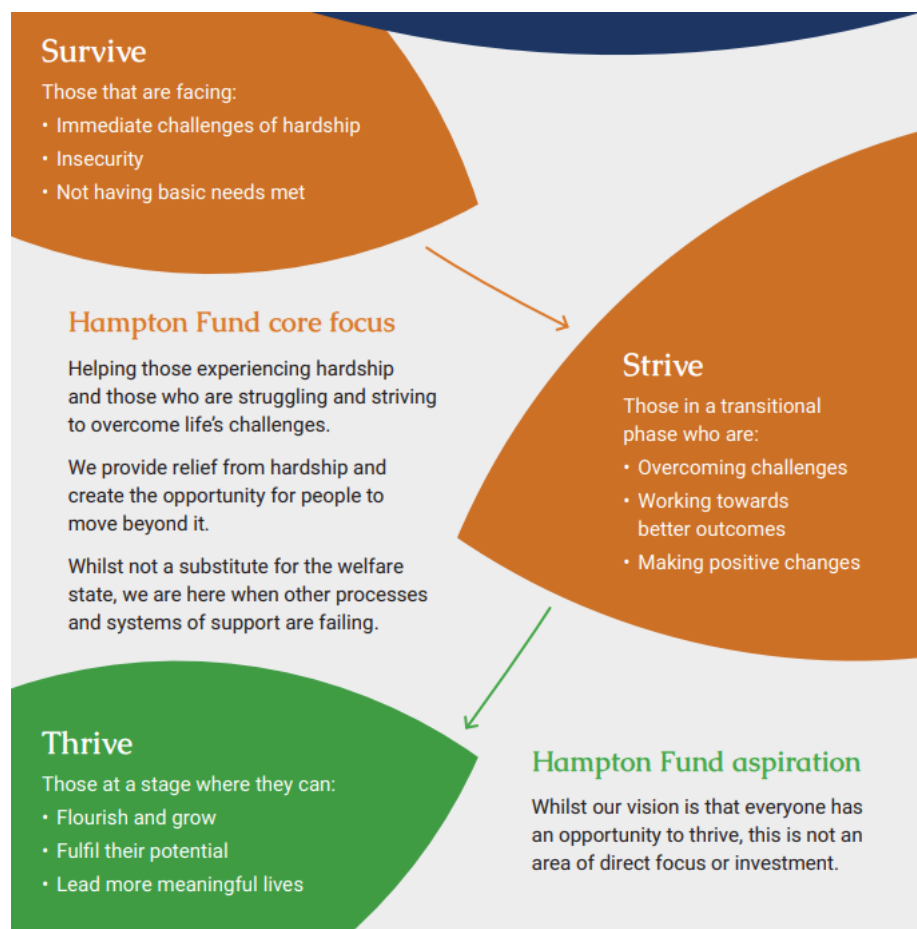
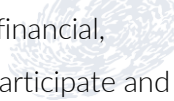


Figure 1: Hampton Fund Strategy 2024-2027 (p. 4). [Link](#)

The model encourages a shift aligned with the growing understanding that vulnerability is not static but can change with the right support, resources, and intervention. Increasingly, Hampton Fund intends to fund in a way that is proactive in enabling communities to thrive.



Within Rocket Science's analysis, grants have been categorised in terms of addressing financial, emotional, or physical need, as these dimensions directly impact individuals' ability to participate and thrive within their communities. These categorisations are understood as the following:

- **Financial:** Relating to costs such as fuel or energy bills, school expenses, some essential items costs, food costs or improving benefit take-up and financial resilience.
- **Emotional:** Relating to mental health, trauma support, social connection, and community-activities to help people at risk of isolation or loneliness.
- **Physical:** Relating to physical support for people either living with a long-term health condition or a disability or improving physical wellbeing in general.

The decision to break down grants in this way recognises that needs are intersectional and that as such, any labelling has limitations.


## 1.4 Local funding priorities

To provide additional context for this report, Rocket Science reviewed the funding priorities of two key local funders: Richmond Foundation and The Barnes Fund. Both organisations play crucial roles in supporting the local community but operate with slightly different funding scopes and focus areas through awarding a mix of community and individual grants.

Richmond Foundation is a charity dedicated to unlocking opportunities, providing critical support, and enhancing the wellbeing and success of the Richmond community. Its funding focuses on economic need, with an emphasis on crisis grants. The Barnes Fund, in contrast, operates specifically within the Barnes MSOA of Richmond, offering a broader mix of individual and community grants. Notably, The Barnes Fund places a strong emphasis on providing fuel grants to support individuals with utility bills, similar to Hampton Fund's strategic aim around energy costs.

While both funders offer critical support, their funding distribution differs. Richmond Foundation's endowment is larger, with their grants more evenly distributed across various communities, while The Barnes Fund is smaller, allocating a significant proportion of its resources (46%) towards supporting older populations and individuals with disabilities.

The table on the next page shows how these two organisations currently fund across different needs, the mechanisms and scope of their funding, as well as the amount invested across different needs.



Local funder	Amount	Funding scope	Needs supported
Richmond Foundation 2024-25 <sup>1</sup>	<b>Total funding: £2.5m</b> <ul style="list-style-type: none"> <li>Support and advice: 31.25%</li> <li>Health and wellbeing: 24.38%</li> <li>Community cohesion: 22.32%</li> <li>Educational inequalities: 16.83%</li> <li>Strengthening the voluntary and community sector: 3.36%</li> </ul>	<b>Individual grants: (17.8%)</b> <ul style="list-style-type: none"> <li>Crisis and Catalyst Grants: 54.3%</li> <li>Child Support Grants: 33.5%</li> <li>Individual Education Grants: 11.9%</li> </ul> <b>Community grants: (80.4%)</b> <ul style="list-style-type: none"> <li>Core Grants</li> <li>Project Grants</li> <li>Gateway Grants</li> <li>Partnership Grants</li> <li>Charitable Rent</li> </ul>	<ul style="list-style-type: none"> <li>Support and advice</li> <li>Health and wellbeing</li> <li>Community cohesion</li> <li>Educational inequalities</li> <li>Strengthening the voluntary and community sector</li> </ul>
The Barnes Fund 2023-24 <sup>2</sup>	<b>Total funding: £307k</b> <ul style="list-style-type: none"> <li>Older people, disability and health: 46%</li> <li>Education: 25%</li> <li>Poverty relief: 25%</li> <li>Recreation and leisure facilities: 4%</li> </ul>	<b>Individual grants: (11.7%)</b> <ul style="list-style-type: none"> <li>Support for physical, emotional, and economic hardship (fuel grants): 71%</li> <li>Education support: 25%</li> <li>Recreation and leisure: 4%</li> </ul> <b>Community Grants: (88.3%)</b> <ul style="list-style-type: none"> <li>Community organisations funded supporting similar needs to the above</li> </ul>	<ul style="list-style-type: none"> <li>Poverty relief</li> <li>Older people, disability and health</li> <li>Education</li> <li>Recreation and leisure facilities</li> </ul>

Table 1: Summary of Richmond Foundation and The Barnes Fund funding allocations

<sup>1</sup> Richmond Foundation (2024). 2024 Annual Report. [Link](#)

<sup>2</sup> The Barnes Fund (2023). Annual Review 2023: Supporting the community of Barnes [Link](#)



## 2. Needs for particular groups



Several demographic groups emerge from the research as having support needs across a range of thematic areas. These communities include:

- Families
- Children
- Young people
- Older populations
- Those with caring responsibilities
- Individuals with disabilities
- Refugees and asylum seekers

Rocket Science have grouped several of these demographics below. However, it is recognised that for many individuals, identities and needs are intersectional and may not be confined to any single category. A section on experience of trauma including domestic violence and abuse is included within the next chapter 'Thematic Needs' below.

### 2.1 Families, children and young people

In the Hampton Fund funding area of Richmond, **29% of the total population are children and young people (0–24-year-olds)**. The highest proportion of these children and young people live in Strawberry Hill (36%) followed by 32% in Twickenham West.<sup>3</sup> There are fewer families, children and young people in Richmond than the English average.<sup>4</sup>

Richmond's 2023-2030 Children's and Young People's Plan identifies objectives around further amplifying the voices of young people to continually understand their needs.<sup>5</sup> Such initiatives aim to provide a platform for children and young people to directly influence policies that affect their well-being.

As it relates to Hampton Fund, income deprivation and poverty are a particular concern for families, where lower income is linked with poor health and lower educational attainment outcomes.<sup>6</sup> A family is categorised as having an 'Absolute Low Income' when their equivalised income falls below 60% of the 2010/11 median income rate, after being adjusted for inflation. According to this metric, **4.7% of**

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<sup>3</sup> Census (2021). Age by single year. [Link](#)

<sup>4</sup> ONS (2024). Mid-year population estimates. [Link](#)

<sup>5</sup> Richmond and Wandsworth Council (2023). Children's and Young People's Plan. [Link](#)

<sup>6</sup> ONS (2021). Child poverty and education outcomes by ethnicity. [Link](#)

the children living in Hampton Fund's funding area live in absolute poverty. Of all the children living in absolute poverty in Richmond, 66% live in Hampton Fund's funding areas.<sup>7</sup>



Within Hampton Fund's funding area, **11% of children in Heathfield live in absolute poverty followed by 7% in Nursery Lands and Hampton North.**<sup>8</sup> These pockets of need indicate areas where tailored support could have the most significant impact. Further research and community-focused initiatives in these neighbourhoods will be crucial in addressing the underlying causes of poverty and improving long-term outcomes for children and families.

Recent reports, such as the *State of Children's Rights in London* by Trust for London, underscore the importance of addressing disparities around children and young people's needs in both policy and practice.<sup>9</sup> The intersection of poverty, educational disadvantage, and health inequalities disproportionately affect children more than adults, which stresses the urgency of **early intervention.**<sup>10</sup> Similarly, research from The Childhood Trust draws attention to the compounded challenges faced by children from low-income families, particularly those with special educational needs.<sup>11</sup>

## 2.2 Older populations

While children reflect a smaller portion of the local demographic, **the Hampton Fund funding area has a large proportion of older individuals (namely those 65 years old and above): 16.1% compared to 11.9% in London.**<sup>12</sup> The older population within Richmond is further projected to increase by 52% by 2050.<sup>13</sup> As this population increases, so will pressure on social care and health services.

Geographically, within Hampton fund area, older adults account for larger proportion of the population **in Hampton Village (20% of the entire local population), followed by 19% residing in Nursery Lands and Hampton North.**<sup>14</sup>

Centre for Ageing Better and Age UK have published extensive research on the needs of older individuals living in London. Older residents often face challenges in accessing timely and appropriate healthcare. A 2024 Age UK report revealed that individuals aged 50 and above frequently encounter

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<sup>7</sup> Gov UK (2023). Children in low-income families. [Link](#)

<sup>8</sup> Idem

<sup>9</sup> Trust for London (2025). State of Children's Rights in London. [Link](#)

<sup>10</sup> Childhood Trust (2023). SEND report. [Link](#)

<sup>11</sup> Childhood Trust (2023). Deep poverty research report. [Link](#)

<sup>12</sup> Census (2021). Age by single year. [Link](#)

<sup>13</sup> London Datastore (2022). Population projections. [Link](#)

<sup>14</sup> Census (2021). Age by single year. [Link](#)

difficulties when trying to access health and social care services, leading to concerns about the adequacy of support available to them.<sup>15</sup>



Financial insecurity is another pressing concern among older adults in Richmond. Age UK Richmond's Annual Review 2023-2024 highlighted that **demand for welfare benefits assistance was particularly high** during the year, reflecting the financial challenges faced by many older adults.<sup>16</sup> Polling data from Age UK Richmond in January 2025 showed that nearly half (48%) of pensioners worried about 'Being able to heat my home when I want to' and 44% worried about the impact of energy prices on their health.<sup>17</sup>

The Richmond JSNA likewise shows that significant social support is still required for older populations, particularly around tackling social isolation.<sup>18</sup> Isolation and loneliness amongst older adults are worsened when experiencing poverty, indicating the intersectionality of need for older individuals.<sup>19</sup>

## 2.3 Those with caring responsibilities

Unpaid carers are an additional group with support needs. Supporting carers is critical to not only their wellbeing and that of those they care for, but also to wider society. The economic value of unpaid carers to the economy is estimated at £162 billion pounds a year, reflecting reduced burden on health and care services which carers offset.<sup>20</sup>

Despite their significant contributions, the needs and experiences of those providing unpaid care are often overlooked, including by carers themselves. Individuals may find themselves in caring roles due to a wide variety of circumstance, ranging from parenting to the illness of a loved one.

When individuals find themselves the only remaining or best placed person to meet someone's needs, they take on care in a unpaid capacity and often fail to identify themselves as a 'carer' but instead view themselves first as a son or daughter, relative, parent, partner, or friend.<sup>21</sup> As such, this demographic is prone to miss out on relevant support.<sup>22</sup>

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<sup>15</sup> Age UK (2024). It's a struggle to be seen. [Link](#)

<sup>16</sup> Age UK Richmond (2024). Annual review. [Link](#)

<sup>17</sup> Age UK Richmond (2025). Cold at home: How older people are managing during the first winter after Winter Fuel Payment reform. [Link](#)

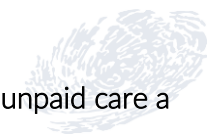
<sup>18</sup> Richmond Council (2024). JSNA: Age Well. [Link](#)

<sup>19</sup> Age UK (2024). Poverty and financial disadvantage in later life. [Link](#)

<sup>20</sup> Centre for Care (2023). Valuing Carers. [Link](#)

<sup>21</sup> Carers Trust (2024). Young Carers Survey (2022) cited in the guide to the young carers covenant. [Link](#)

<sup>22</sup> Carers Trust (2024). Making Carers Count. [Link](#)



In the Hampton Fund funding area, 2.9% of residents provide more than 20 hours of unpaid care a week with 1.7% providing more than 50 hours of unpaid care every week. The figures are highest in Heathfield (5%) and Nursery Lands and Hampton North and Whitton (4%).<sup>23</sup>

## 2.4 Individuals living with a disability

A person is considered disabled under the Equality Act 2010 if they have a physical or mental impairment that has a 'substantial' and 'long-term' negative effect on their ability to do normal daily activities. Those living with a disability may require adaptations to support across facets of their lives, including aspects like work, home life, transport, health, and wellbeing.

In 2024, the UN Committee on the Rights of Persons with Disabilities undertook a comprehensive review of the UK's process towards inclusion for those with disabilities since 2016. The subsequent report critically found that “**no significant progress** has been made ... The Committee also notes that while some measures have been taken to address its recommendations ... there are also signs of regression”.<sup>24</sup>

In 2024, the NHS South West London Integrated Care Board published a mortality review of those with learning disabilities, finding significant inconsistencies with support service delivery for those with such disabilities across South London, particularly in regard to clarity of responsibilities between what health services are responsible for and what social care services are responsible for.<sup>25</sup>

In the Hampton Fund's funding area, 12.4% of the population is disabled under the Equality Act.<sup>26</sup> Within the MSOAs in the Hampton Fund's funding area, the proportion of disabled people is highest (16%) in Nursery Lands and Hampton North, followed by 15% in Heathfield.<sup>27</sup> **24% of the households in Hampton Fund's funding area comprise at least one disabled person.**<sup>28</sup> This figure is likewise highest for the regions of Nursery Lands and Hampton North and Heathfield (31%).<sup>29</sup>

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<sup>23</sup> Census (2021). Provision of unpaid care dataset. [Link](#)

<sup>24</sup> United Nations (2024). Report on follow-up to the inquiry concerning the United Kingdom of Great Britain and Northern Ireland. [Link](#)

<sup>25</sup> NHS South West London ICB (2024). Learning from Lives and Deaths” People with a learning disability and autistic people. Mortality Review (LeDeR), Annual Report. [Link](#)

<sup>26</sup> Census (2021). Disability dataset. [Link](#)

<sup>27</sup> Idem

<sup>28</sup> Census (2021). Number of disabled people in the household dataset. [Link](#)

<sup>29</sup> Idem

## Autism and disability



A 2022 independent evaluation of the refreshed Live Well local plan found additionally that **people with neuro-disabilities were a sizeable proportion of all hospital patients** and highlighted as missing targeted support within existing public health plans.<sup>30</sup> Early diagnosis and early years support for neuro-related needs has been identified as a gap in local provision.<sup>31</sup>

National estimates suggest that:

- Autism prevalence in Richmond is around 0.98%, with diagnoses increasing, likely due to better awareness and identification.<sup>32</sup>
- Learning disabilities have been recorded for 39 in 1,000 people in Richmond, compared to 49 in 1,000 across London.<sup>33</sup> However, the proportion of residents receiving social care support in Richmond (32 per 1,000) is nearly identical to the London average (31 per 1,000).<sup>34</sup> This suggests that differences in diagnosis rates may not necessarily correspond to differences in access to support services.

## 2.5 Refugees and asylum seekers

A further demographic in need are migrants, or 'sanctuary seekers', encompassing refugees, asylum seekers and other people affected by forced migration. This can include European Economic Area (or EEA) migrants or those from outside the EEA. Post-Brexit, migration can be precarious for European Union (EU) nationals, especially lower-skilled workers.<sup>35</sup>

Migrants are a priority demographic as they can experience unique vulnerabilities when it comes to securing and retaining housing and settling into life in the UK. These challenges can include insecure or fictitious job offers, low wages, lack of contingency savings, relationship breakdowns, seasonable employment, landlord illegality, loss of ID and/or employment abuses.<sup>36</sup>

Across London, many councils are experiencing an increase of those on resettlement schemes applying for help with homelessness, particularly Ukrainians, Afghans, Syrians and Sudanese people.<sup>37</sup>

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<sup>30</sup> Southwest London Health and Care Partnership (2022). Refresh of Richmond's Health and Care Plan 2022 -2024 Patient and public engagement report. [Link](#)

<sup>31</sup> *Idem*

<sup>32</sup> Richmond Council (2020). JSNA: Vulnerable Groups. [Link](#)

<sup>33</sup> *Ibid*

<sup>34</sup> *Ibid*

<sup>35</sup> Migration Advisory Committee (2018). EEA migration in the UK: Final report. [Link](#)

<sup>36</sup> Homelessness Link (2019). Supporting EEA Nationals. [Link](#)

<sup>37</sup> Newham Council, Harrow Council, Southwark Council in London Assembly Housing Committee (2023). Call for evidence on Temporary Accommodation - responses [Link](#)

These individuals are substantially more likely to live in overcrowded environments once in London than elsewhere in the UK (10% versus 2%).<sup>38</sup>



In Richmond, there are significant data gaps around sanctuary seekers locally. Once awarded refugee status, data collection improves. For example, the Homes for Ukraine scheme shows that once awarded refugee status, **the majority (70%) of local refugees in Richmond are women** and given the barriers on working aged men generally leaving Ukraine, many of these refugees are in effect temporarily single parents.<sup>39</sup> In 2023, Richmond recorded that **68% of those Ukrainian refugees working in the UK do so in different sectors to when they were in Ukraine** with difficulties in getting qualifications recognised meaning many are working in comparatively lower income sectors than previously.<sup>40</sup>

The Refugee Council has also found that across refugee migrant groups, individuals exhibit low confidence about their speaking, writing and reading English abilities, with women generally rating their confidence lower than men.<sup>41</sup> Language skills, lack of awareness and other barriers around enrolling in English training courses were found to be prohibitive to accessing support services.

In response to the number of migrants in London, the Department for Levelling Up, Housing and Communities (DLUHC) is creating and improving pathways for asylum and settled housing, particularly for Ukrainian and Afghan individuals, though the provision of secure, suitable support remains complex and under-resourced.<sup>42</sup>

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<sup>38</sup> The Migration Observatory (2020). Analysis of the UK Household Longitudinal Study, 2019-2020. [Link](#)

<sup>39</sup> Richmond Council (2023). SSA Equality Impact and Needs Analysis. [Link](#)

<sup>40</sup> Idem

<sup>41</sup> Refugee Council (2022). Going Full Circle: The primary needs and experiences of refugees and people seeking asylum living in London. [Link](#)

<sup>42</sup> Idem

## 3. Thematic needs



### 3.1 Cost-of-living, income and debt

The cost-of-living in the UK is a complex issue driven by escalating costs across housing, energy, food, and transportation, exacerbated by stagnant wages, the accumulation of debt and overall worsening financial resilience of families. Inflation peaked at 11.1% in October 2022 and has since dropped to 2.5% in December 2024.<sup>43</sup> Despite this improvement, the previous spike in costs depleted the savings of many, leaving individuals and families in a sustained worse-off financial position and more susceptible to market changes.

London's housing crisis exacerbates cost-of-living, with locals experiencing record rates of homelessness and highly unaffordable housing. This crisis disproportionately affects certain populations, including older adults, severely disabled individuals, and children, who face heightened financial strain and reduced quality of life. Despite being one of London's most affluent boroughs, Richmond has resulting pockets of deprivation that highlight these pressures.

#### Housing

Pressure from housing costs creates immediate financial strain and long-term barriers to wealth building for households. This situation adversely affects family stability, mental health, and the ability to maintain consistent employment or education, often forcing families to choose between housing quality and other essential needs.

Housing prices in London have surged 275% since 2000, outpacing wage growth (65% over 22 years) and severely impacting affordability.<sup>44</sup> Prices are expected to increase a further 4.5% in 2025, driven by lower mortgage rates and returning demand.<sup>45</sup>

One measure of housing affordability is median housing-price ratio: the ratio of median housing price to gross annual household income. The Hampton Fund funding area has a housing affordability ratio of 8.14, which appears more affordable than the rest of Richmond (10.59), though disparities do exist. Twickenham Marble Hill (10.92), Strawberry Hill (9.82), and Hampton Village (9.34) exhibit the

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<sup>43</sup> ONS (2024). Consumer price inflation. [Link](#)

<sup>44</sup> Hastings International (n.d.). London house prices since 2000. [Link](#)

<sup>45</sup> Ibid

highest housing price ratios within the area. Seven areas in Richmond have ratios exceeding the London average (8.07), and all areas are above the England average (5.28).<sup>46</sup>



## Fuel poverty

Fuel poverty in England is driven by persistently high energy prices and inefficient heating. Electricity prices reached record highs during the 2022 energy crisis, with unprecedented spikes.<sup>47</sup> While prices have decreased since then, they remain 39% higher than in 2021, and forecasts predict a further 2.7% increase in April 2025 due to ongoing geopolitical tensions and market volatility.<sup>48</sup> In response, the government is reviewing its fuel poverty strategy, with a focus on improving energy efficiency and promoting clean energy to help mitigate future crises.<sup>49</sup> However, reaching the 2030 target of eliminating fuel poverty remains a significant challenge.

In England, only households in homes with lower energy efficiency (bands D-G) that fall below the poverty line after energy costs are taken into account are considered to be in fuel poverty. Under this definition, fuel poverty affects 8.6% of all households in the Hampton Fund funding area, slightly lower than the rest of Richmond average of 9%. **Areas such as Heathfield (9.9%), Twickenham West (9.2%), and Twickenham Marble Hill (9.1%) have higher rates of fuel poverty** though are still lower than London average of 10.4% and England average of 13.1%.<sup>50</sup> The difference in these areas to other areas noted for high need is unknown, though may be in that there is a higher proportion of people in Twickenham West and Twickenham Marble Hill with poor energy efficiency and low income remaining after energy costs are deducted.

Living in fuel poverty can result in inadequate heating, which exacerbates health problems, particularly amongst older populations and young children. These impacts will be further explored in the following chapter on 'Health and Wellbeing'.

## Benefits and income

The benefits and income landscape in the Hampton Fund funding area highlight notable geographical disparities. The area has a Universal Credit claimant rate of 9.7%, which is higher than the Richmond average of 8%.<sup>51</sup> Certain neighbourhoods, such as Heathfield (19%) and Nursery Lands and Hampton

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<sup>46</sup> ONS (2024). Housing affordability ratios for MSOAs. [Link](#)

<sup>47</sup> UK Parliament (2024). Domestic energy prices. [Link](#)

<sup>48</sup> Cornwall Insight (2024). Market turbulence and price cap reforms. [Link](#)

<sup>49</sup> Department for Energy Security and Net Zero (2025). Review of the Fuel Poverty Strategy: consultation document. [Link](#)

<sup>50</sup> ONS (2024). Sub-regional fuel poverty data. [Link](#)

<sup>51</sup> Department for Work and Pensions (2024). People on universal credit. [Link](#)



North (16%), show higher rates, with Heathfield surpassing both the national rate of 17.6% and the London rate of 18.9%.<sup>52</sup>



The median gross annual household income in the Hampton Fund's funding area is £69,900, lower than the Richmond average of £75,300.<sup>53</sup> Within the Hampton Fund's funding area, income levels in Nursery Lands and Hampton North (£56,400) and Heathfield (£57,100) fall below the London borough median of £56,800 but remain above the national median of £45,500.<sup>54</sup>

## Deprivation

Benefits and income disparities in the Hampton Fund funding area are closely linked to broader issues of deprivation, which can be assessed across four key dimensions: Education, Employment, Health, and Housing. **Multiple deprivation—where households experience disadvantage in more than one of these areas—affects 11.5% of households in the Hampton Fund funding area**, compared to 10% in the rest of Richmond.<sup>55</sup> Areas with particularly high rates include Heathfield (19%) and Nursery Lands and Hampton North (18%), both of which have higher rates of deprivation than England (18%) but lower than London (19.1%).<sup>56</sup>

These statistics highlight the challenges many households face due to overlapping disadvantage. Addressing this complex deprivation requires targeted interventions to support the households most in need.

## Debt

As this chapter outlines, deprivation in the Hampton Fund funding area is closely linked to challenges across income, employment, education, and health. The financial and social strains around cost-of-living also contribute to an increase in personal debt, which has been rising across London due to factors such as high housing costs and the ongoing cost-of-living crisis. Approximately 45% of households in London are now in financial debt, with many struggling to meet basic expenses.<sup>57</sup> The city's high inflation and housing costs only amplify the pressure, making it harder for residents to manage their finances without accumulating debt. Addressing these financial challenges is essential to prevent long-term economic instability.

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<sup>52</sup> *Idem*

<sup>53</sup> ONS (2023). Income estimates for small areas, England and Wales: financial year ending 2020. [Link](#)

<sup>54</sup> *Idem*

<sup>55</sup> Census (2021). Households by deprivation dimensions. [Link](#)

<sup>56</sup> *Ibid*

<sup>57</sup> ONS (2025). Household debt: wealth in Great Britain. [Link](#)



Debt-related issues are often deeply interconnected with other forms of hardship, reinforcing a cycle of financial instability that can be difficult to break. The rise in formal debt relief measures indicates that more households are reaching a point where external support is required to manage their financial struggles.

Rate of debt can be understood by looking at individual insolvency—when someone is unable to pay their debts—which often involves bankruptcy, Individual Voluntary Arrangements (IVAs), or Debt Relief Orders (DROs) to help manage outstanding obligations. **In the Hampton Fund funding area, there are 8.2 individual insolvencies per 10,000 adults.**<sup>58</sup> However, in Hampton North, the rate is much higher at 22.5, surpassing both the England average of 21.7 and the London average of 13.9.<sup>59</sup>

## Summary

While Richmond fares relatively well compared to London averages, Hampton Fund’s funding area faces specific socio-economic challenges. Within the area compared to national averages, Heathfield and Nursery Lands and Hampton North experience similar or greater challenges in the following areas:

- Housing affordability
- Household deprivation by dimension count
- Debt

As shown in the table below, these areas show consistent disparities across multiple metrics when compared to Richmond and London averages, particularly in income and benefits uptake indicators.

- **Heathfield** demonstrates the highest levels of deprivation at 19%, with notable share of residents accessing Universal Credit (19%) and experiencing high rates of fuel poverty (9.9%).
- **Nursery Lands and Hampton North** have 16% of residents claiming Universal Credit and face significant income disparities, with the median income being £18,900 lower than Richmond's average.

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<sup>58</sup> The Insolvency Service (2024). Metadata for Time Series in CSV Format - Individual Insolvency Statistics by Ward, England and Wales, 2013 to 2023. [Link](#)  
<sup>59</sup> Idem



Metric	Hampton Fund area	Highest need areas		Richmond	London	England
Housing Median Price Ratio	8.14	Twickenham Marble Hill	10.92	10.59	8.07	5.28
		Strawberry Hill	9.82	10.59	8.07	5.28
Fuel Poverty Rate (%)	8.60	Heathfield	9.9%	9%	10.4%	13.1%
		Twickenham West	9.2%	9%	10.4%	13.1%
		Twickenham Marble Hill	9.1%	9%	10.4%	13.1%
Universal Credit Claimant Rate (%)	9.70	Heathfield	19%	8%	18.9%	17.6%
		Nursery Lands and Hampton North	16%	8%	18.9%	17.6%
Median Income	£69,900	Nursery Lands and Hampton North	£56,400	£75,300	£56,800	£45,500
		Heathfield	£57,100	£75,300	£56,800	£45,500
Households deprived in 2+ dimensions (%)	11.5%	Heathfield	19%	10%	19.1%	18.1%
		Nursery Lands and Hampton North	18%	10%	19.1%	18.1%
Debt (Individual insolvencies/10k)	8.2	Hampton North	22.5	10.5	13.9	21.7
		Heathfield	13.8	10.5	13.9	21.7

Table 2: Cost-of-living, income and debt needs: key findings

## 3.2 Funding for cost-of-living

Hampton Fund disburses grants through two channels: community grants and individual grants.

Community grants are allocated to applicant organisations across Hampton Fund's funding area, who work across different needs and target groups. Additionally, individual grants are allocated directly to residents and support with the cost of electricity, gas and other essential items including school uniforms and school journeys.

Between July 2023 and December 2024, Hampton Fund awarded £2,172,863 (or 57.8% of their total funding) to cost-of-living support. Between the two channels of funding, cost-of-living support was largely directed through individual grants (78%).

### Hampton Fund grants allocation: Cost of Living

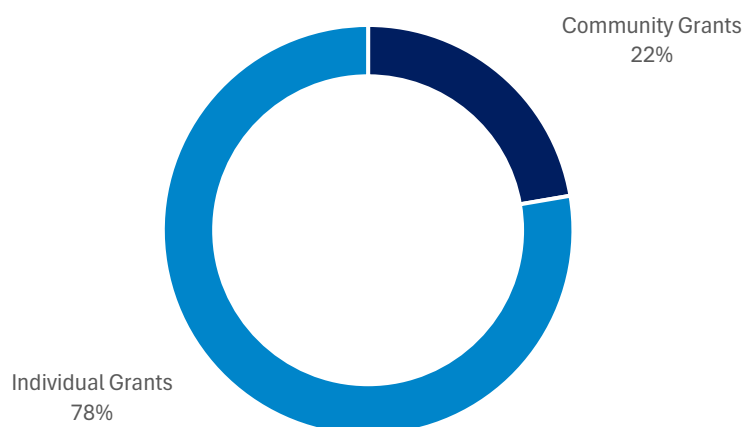


Figure 2: Cost-of-living support by type of grants

## Grants to community organisations

Hampton Fund distributed £484,701 through 14 community grants to organisations providing cost-of-living support to 9,259 clients<sup>60\*</sup>.

Support in this thematic area included:

- Information and advice services
- Food surplus points and food banks
- Furniture schemes
- Refugee support

<sup>60</sup> Note: Here, there is a potential overlap of at most 620 clients with cost-of-living support. This is because the data on number of clients supported is at organisation-level and not grant-level. There are a few organisations that provide services across the thematic areas of both cost-of-living as well as health and wellbeing - such organisations have supported 620 clients in the Hampton area.

## Breakdown of community grants



The majority (68%) of funding tackling cost-of-living was directed to information and advice services via Richmond Advice and Information on Disability and Citizens Advice Richmond. Largely, the proportion of funding awarded is aligned with the number of clients supported by each type of community grants, as shown below.

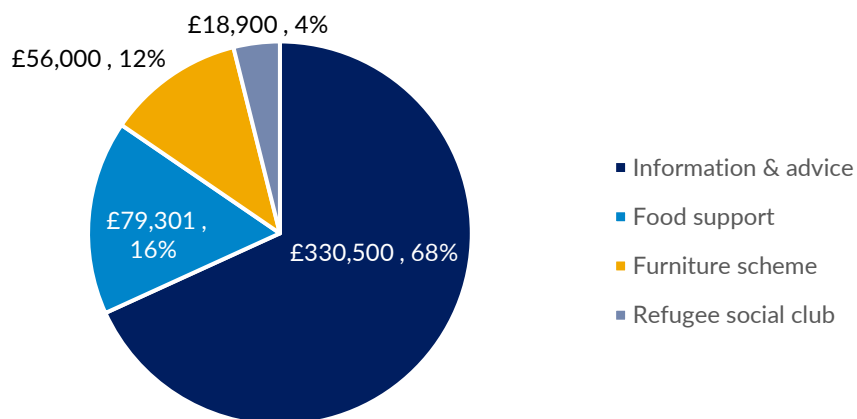


Figure 3: Hampton Fund community grants awarded for cost of living, income, and debt support, showing award and client reach of organisations by type of support

## Breakdown of community grants by individuals supported

Community grants funding for cost-of-living supported several key demographics: 20.2% was directed towards those with disabilities, 16.3% for older individuals, and 14.3% for children and young people (mainly through SEN support services). 3.9% of funding supported Ukrainian refugees through advice and social activities, including a social club.

This support area includes two community grants awarded to RUILS and Skylarks to cover the salary costs of SEND advice managers. Given that their services lie in the ambit of advice and support, despite part of their work focusing on children and young people, for the purpose of this analysis, such grants have been included in this thematic category and not in education.

The largest proportion of cost-of-living funding supported the general public, rather than any specific demographic in need.

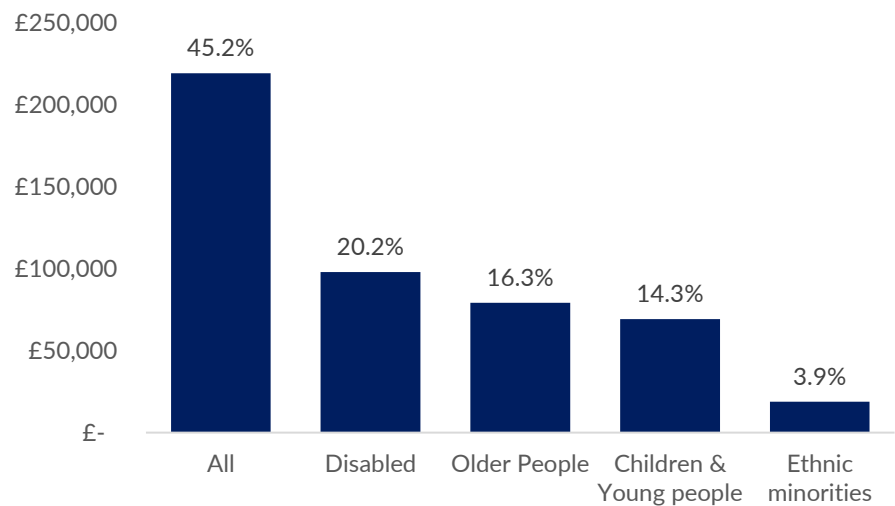


Figure 4: Hampton Fund community grants cost-of-living spend by demographic supported

### Grants to individuals

The majority (78%) of cost-of-living support was directed through individual grants, totalling £1,688,162 spent through 4,112 grants to residents.

Individual grants covered:

- Fuel grants: Electricity and gas costs accounted for 94.6% of individual grants and supported 3,889 residents;
- Essential items: Essential furniture items like cookers and washing machines accounted for 5.4% of individual grants, supporting 223 local residents.

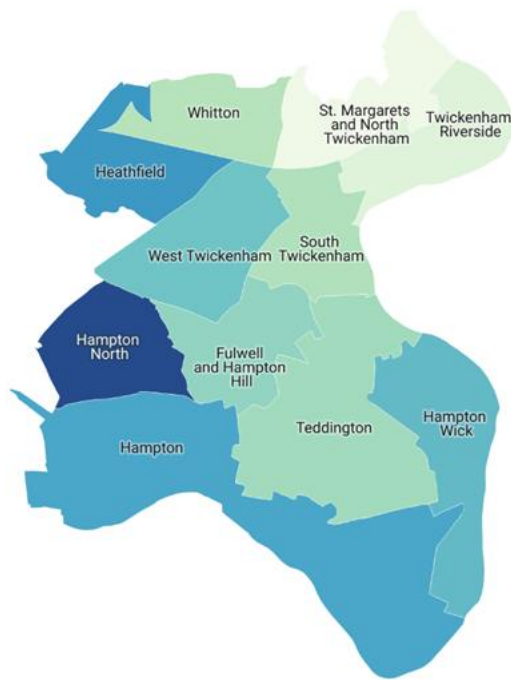
A little over half (55%) of all cost-of-living individual grant recipients identify their household income as entirely dependent on benefits.

The geographic distribution of cost-of-living grants across wards is shown below. Of the total amount of funding disbursed through individual grants for cost-of-living support, **a higher proportion of funding was allocated to Hampton North (19%), followed by Heathfield (13%) and Hampton (11%).**

### Cost of living support grants

Individual grants provided in the form of essential items and fuel grants .

45,400 229,776



Map data: © GLA • Created with Datawrapper

Figure 5: Hampton Fund individual grants for cost-of-living by geography of award (Total distributed: £1,688,162)

### 3.3 Summary



Of Hampton Fund's total funding, 57.8% was disbursed to address the cost-of-living. Of this funding, the majority (74.2%) comprises fuel grants to individuals.

The table below summarises current grant funding within this theme:

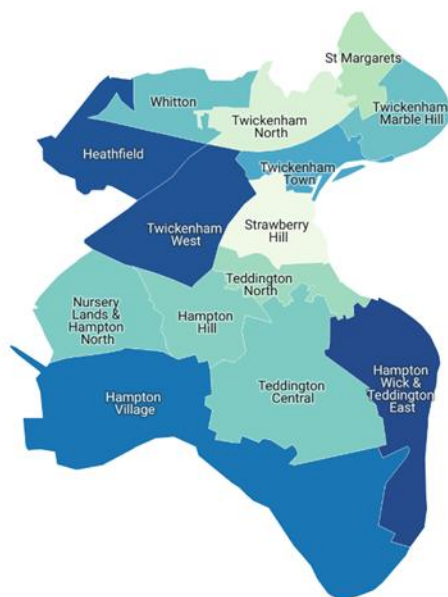
Community Grants			Individual Grants		
Amount	£484,701 (22%)		Amount	£1,688,162 (78%)	
Count	14 grants, 9,259 individuals		Count	4,112 grants/individuals	
Type (£)	Info and advice	68%	Type (£)	Fuel grants	95%
	Food support	16%		Essential items	5%
Type (n)	Info and advice	63%	Type (n)	Fuel grants	95%
	Food support	21%		Essential Items	5%
Demog. (£)	Disabled	20.2%	Demog. (£)	Hampton North	19%
	Older individuals	16.3%		Heathfield	13%

**Table 3: Summary of Hampton Fund's individual and community grants directed towards cost-of-living**

This chapter has shown that Heathfield, Nursery Lands and Hampton North consistently report as the areas most impacted by cost-of-living pressures and this is largely aligned with the current funding distributed. However, **there is some mismatch between fuel poverty needs and funding across the geographical areas.**

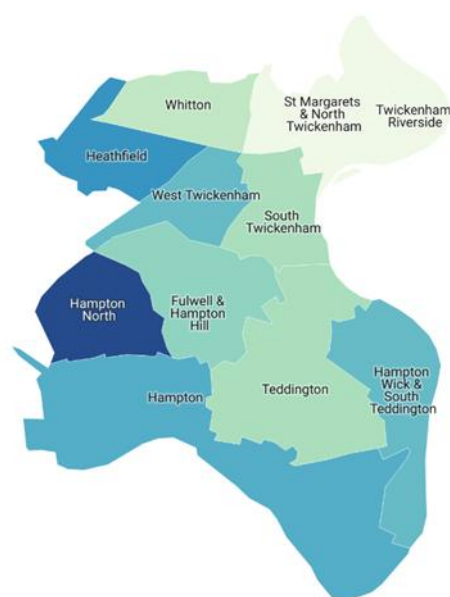


Households in fuel poverty- Hampton Fund area



Map data: © Crown copyright and database right 2020 • Created with Datawrapper

Distribution of fuel grants



Map data: © Crown copyright and database right 2022 • Created with Datawrapper

Figure 6: Comparison of distribution of households in fuel poverty (MSOAs) against Hampton Fund fuel grants allocation (wards)

Though not historically an explicit aim of Hampton Fund, the distribution of fuel grants in the Hampton Fund funding area is more uneven than the disparities in fuel poverty rates across the region. While 9.8% of households in fuel poverty are in the MSOA areas of Hampton Wick and Teddington East, 9.6% in Twickenham West, and 9.5% in Heathfield, these areas receive 10.2%, 9.6%, and 12.8% of the fuel grants funding, respectively. In contrast, a larger share of the fuel grants (19.3%) goes to Hampton North, despite this area accounting for only 7.3% of households in fuel poverty.

However, when viewed as one form of income support, individual cost-of-living grants are more focused on the two most deprived regions: Hampton North (MSOA - Nursery Lands and Hampton North) and Heathfield, with a stronger emphasis on Hampton North.

## 3.4 Education and employment



Access to quality education provides foundational knowledge and specialised skills, both essential for securing stable career opportunities well into adulthood. Data from the Social Mobility Commission indicates that young adults with undergraduate degrees earn, on average, 48% more than those without their GCSEs.<sup>61</sup> Thus, an individual's earning trajectory can be visualised as a roadmap from school to profession, where the starting point significantly influences long-term socio-economic wellbeing and financial stability.

Young people in London face numerous barriers to educational progression and entry into high-skilled employment, ranging from systemic inequities to individual challenges. For example, those from lower income families, may lack access to careers guidance, resulting in educational choices shaped more by family pressures rather than labour market demands.<sup>62</sup>

Financial constraints also create divides: concerns about student debt may deter higher education enrolment, while unpaid internships—often crucial for securing professional roles—remain inaccessible to those needing immediate income. Even after obtaining qualifications, skill gaps in self-advocacy and interview preparedness persist, with students from lower-income families being less likely to develop these competencies through school programmes.<sup>63</sup>

### School children and full-time students

Education plays a significant role in a young person's development. The quality of education received in the early years steers lifelong learning, cognitive growth and social skills.

London has experienced a decline in full-time school admissions in recent years, driven by falling birth rates and demographic shifts. Richmond, for example, is projected to see a 3.6% decrease in primary admissions by 2029, mirroring broader London-wide trends.<sup>64</sup> However, since 2023, demand for Richmond secondary schools has risen.<sup>65</sup> The imbalance between increased support needs in secondary schools and declining admissions in primary schools poses risks, including school closures and budget constraints that could particularly impact the early years offer and support for students with Special Educational Needs and Disabilities (SEND).

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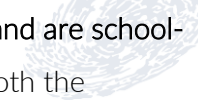
<sup>61</sup> Social Mobility Commission (2024). Income returns to Education, Intermediate outcomes- State of the nation. [Link](#)

<sup>62</sup> Social Market Foundation (2019). What are the barriers to success?. [Link](#)

<sup>63</sup> Social Mobility Commission (2020). The long shadow of deprivation: Differences in opportunities across England. [Link](#)

<sup>64</sup> London Councils (2025). Continued drop in school places demand creates impossible choices for London schools- press release. [Link](#)

<sup>65</sup> Richmond Council (2023). Schools Capacity Survey, Local Authority Commentary. [Link](#)



In the Hampton Fund's funding area, **21.7% of the population are aged 5 and above and are school-going children or students - slightly below the London average of 22.2% but above both the** Richmond (20.9%,) and England (20.4%) averages.<sup>66</sup> This figure may be skewed by higher admissions in Strawberry Hill (30.3%).<sup>67</sup> Some areas, however, show lower school participation than the England average, including Hampton Village (19.4%), Teddington Central (19.5%), and Hampton Hill (20%).<sup>68</sup> This suggests that educational take-up i.e., the proportion of school-going children or students of the total population varies within the Hampton Fund's funding areas.

In Richmond, 11.8% of pupils require Special Education Needs (SEN) support or are identified as SEN without an Education, Health and Care (EHC) plan, compared to 12.7% in London, and 13.6 % in England.<sup>69</sup>

School attendance is another key factor influencing educational achievement. Persistent school absence rates in Richmond (14.9%) are lower than the London average (21.6%). However, absence rates amongst pupils eligible for free school meals are higher in Richmond (37.3%) than in London (35.9%), showing that **students from lower income backgrounds in Richmond experience higher absenteeism** than their peers.<sup>70</sup>

## Higher qualifications

Higher education significantly enhances career progression and social mobility, with graduates gaining access to more senior roles and high-skilled industries. This is also a gendered issue with female graduates earning 28% more (and male graduates 8% more) than their non-graduating peers by age 29.<sup>71</sup> University education plays a pivotal role in driving social mobility, as students from lower-income backgrounds who attend university are then more likely to enter into higher income brackets.<sup>72</sup>

The 2021 Census<sup>73</sup> categorises educational attainment into eight qualification levels:

- **Level 1:** 1–4 GCSEs (A\*–C/4+), NVQ Level 1, or equivalents.
- **Level 2:** 5+ GCSEs (A\*–C/4+), O-Level passes, or Level 2 vocational diplomas.

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<sup>66</sup> Census (2021). Dataset- Schoolchildren and full-time students. [Link](#)

<sup>67</sup> Ibid

<sup>68</sup> Ibid

<sup>69</sup> Gov UK (2024). Pupils in all schools by SEN, Special Educational Needs in England. [Link](#)

<sup>70</sup> ONS (2023). Education and skills- Local indicators for Richmond upon Thames. [Link](#)

<sup>71</sup> University of Birmingham (2020). How does education influence professional success? [Link](#)

<sup>72</sup> The Sutton Trust (2021). Universities and Social Mobility: Summary Report. [Link](#)

<sup>73</sup> Census (2021). MSOA level Dataset- Highest level of qualification. [Link](#)

- **Level 3:** 2+ A-Levels, Advanced Diplomas, or NVQ Level 3.
- **Level 4+:** Degrees (BA/BSc), postgraduate qualifications, and professional certifications (e.g., nursing, accountancy).
- **Other qualifications:** Unclassified or non-UK credentials without clear equivalency.

London outperforms the England average in secondary education and higher education attainment, with 40% more graduates projected in the capital than other regions by 2035.<sup>74</sup> Richmond is among the least deprived areas in London in terms of educational attainment, though disparities exist within the borough.<sup>75</sup>

In Hampton Fund's funding areas, **10% of residents aged 16 and over lack any formal qualifications - higher than** the 7.8% average for the rest of Richmond, but lower than London (16.2%) and England (18.1%).<sup>76</sup> Within the area, Heathfield (18.1%) and Whitton (15%) show lower levels of educational attainment.<sup>77</sup> **Heathfield specifically has a lower rate of formal qualifications than the London average.**

In terms of higher education (NVQ4+), 57% of Hampton Fund's funding area residents hold higher education qualifications, compared to 65.5% in rest of Richmond, 46.7% in London, and 33.9% in England. Within the area, Heathfield (38.8%) and Whitton (44.9%) again rank lowest, with rates below the London averages. Expanding access to adult continuing education in these areas could help bridge this gap.

## Employment and economic activity

London's unemployment rate is higher than the UK average and has risen over recent years.<sup>78</sup> This disparity is partly due to London's diverse economy, which has been affected by global economic shifts and the COVID-19 pandemic.

Despite these trends, Richmond maintains high employment rates, with many residents in professional and technical roles. The Hampton Fund funding area (61.1%) has slightly lower employment rates than the rest of Richmond (61.9%), but remains higher than London (59.4%), and

<sup>74</sup> Atherton G. (2025). Post-Levelling Up: A New Agenda for Regional Inequality in Higher Education, HEPI. [Link](#)

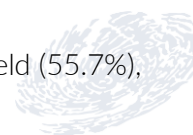
<sup>75</sup> Trust for London (2022). GCSE attainment - grades 9-4 in English and Maths by London borough (2022/23). [Link](#)

<sup>76</sup> Census (2021). MSOA level Dataset- Highest level of qualification. [Link](#)

<sup>77</sup> Ibid

<sup>78</sup> Statista (2025). Unemployment rate in London 2000-2024 [Link](#)

England (55.7%).<sup>79</sup> However, some areas, such as Strawberry Hill (52.4%) and Heathfield (55.7%), report lower employment statistics than the England average.<sup>80</sup>



Unemployment statistics (excluding students) show that the Hampton Fund area has a lower rate of unemployment (3%) than London (4.1%) but higher unemployment than both the rest of Richmond (2.9%) and England (2.9%).<sup>81</sup> Five areas, including Heathfield (3.8%) and Nursery Land and Hampton North (3.7%), have unemployment rates higher than England but lower than the London average.

## Skilled occupation

London's economy is driven by finance, technology and professional services, with a growing demand for high-skilled labour. The 2021 Census categorises occupations into three skill levels.<sup>82</sup>

- High Skill: Senior officials, professional occupations, and technical roles
- Mid Skill: Administrative and skilled trades
- Low Skill: Service roles, sales, machine operatives, and elementary occupations

Across the Hampton Fund area, **69% of workers hold high-skilled jobs** - lower than the rest of Richmond (77.4%), but higher than London (55.7%) and England (46.4%). Heathfield (50%) and Nursery Land and Hampton North (58.1%) have lower high-skilled employment rates but remain above the England average.<sup>83</sup>

## 3.5 Summary

While Richmond generally compares positively to the London average in terms of education and employment, some areas continue to face barriers to education and employment, particularly Heathfield, Whitton, and Nursery Lands and Hampton North.

The table below shows statistics for the Hampton Fund area by MSOA regions/wards compared with the averages across Richmond, London, and England. The colours used (red, yellow, and green) indicate whether the respective MSOA is performing below, at a similar level, or improved rate (respectively) than the regional aggregate.

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<sup>79</sup> Census (2021). MSOA-level Dataset- Economic activity status. [Link](#)

<sup>80</sup> Ibid

<sup>81</sup> Ibid

<sup>82</sup> Census (2021). MSOA-level Dataset- Occupation (current) variable [Link](#)

<sup>83</sup> Ibid



Several wards show disparities across multiple education and employment metrics compared to Richmond and London:

- **Heathfield** demonstrates the highest levels of need, reflecting the lowest levels of level 4+ qualifications (38.8%), employment at 52%, and take-up of high-skilled jobs (50%). Heathfield also has the highest unemployment rate (3.8%).
- **Whitton** and **Nursery Lands and Hampton North** follows closely, having a low number of individuals with level 4+ qualifications, low employment figures, and low take-up of high skilled jobs.

Metrics (%)	Hampton Fund area	Hampton Fund area MSOAs		Richmond	London	England
Highest qualification (Level 4+)	57.0	Heathfield	38.8	65.5	46.7	33.9
		Whitton	44.9	65.5	46.7	33.9
No qualification	10.0	Heathfield	18.1	7.8	16.2	18.1
		Whitton	15.0	7.8	16.2	18.1
Economically active (excl. students): In employment	61.1	Strawberry Hill	52.4	61.9	59.4	55.7
		Heathfield	55.7	61.9	59.4	55.7
Unemployed (excluding students)	3.0	Heathfield	3.8	2.9	4.1	2.9
		Nursery Lands and Hampton North	3.7	2.9	4.1	2.9
High-skilled jobs	69.0	Heathfield	50.0	77.4	55.7	46.4
		Nursery Lands and Hampton North	58.1	77.4	55.7	46.4

Table 4: Education and employment needs: key findings

## 3.6 Funding for education and employment



Between July 2023 and December 2024, Hampton Fund awarded **£157,307** towards education and employment, accounting for **4.2% of total funding**.

The majority (90%) of education and employment support funding was disbursed through community grants.

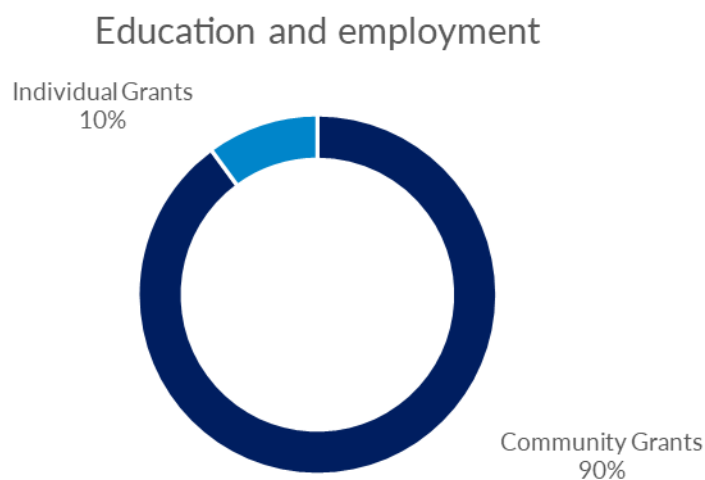


Figure 7: Total Hampton Fund funding for Education and Employment support disbursed by type of grant

### Community Grants

**£141,436** was spent on education and employment support, distributed through **9 grants** to various community organisations. The respective funded organisations reported **supporting 309 clients**.<sup>84</sup>

Support in this thematic area included the provision of:

- Music lessons
- English courses
- Work courses
- School support

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<sup>84</sup> Note: Hampton Fund provided two community grants to RUILS and Skylarks to cover the salary costs of SEND advice managers. However, because this service lies in the scope of advice and support, in this analysis, such grants have been included in the thematic category of 'cost-of-living, income, and debt' support.

## Breakdown of grants by type of awarded organisation



The distribution of education and employment support through community grants is shown below. A large proportion of the amount dedicated to education and employment support (community grants) was awarded to grants providing English courses.

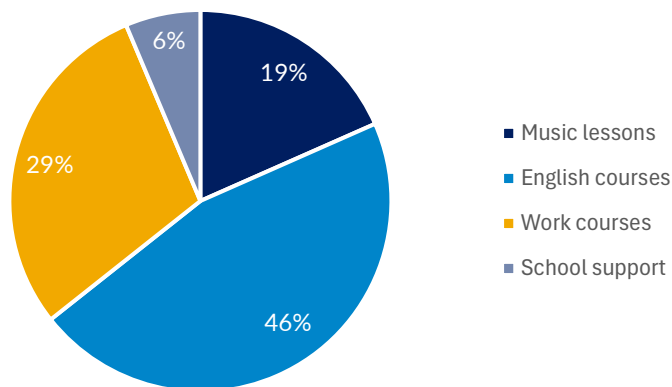


Figure 8: Hampton Fund community grants awarded to education and employment support, showing amount of funded award by type of support

The majority of support provided for education and employment was delivered through music lessons (42%) and English lessons (41%) supported by:

- Richmond Music Trust
- Richmond EAL Friendship Group Centre

## Breakdown of grants by communities supported

The community grants funding for education and employment supported several key demographics: a large proportion (46%) of community grants funding for education and employment support was directed towards individuals for whom English is not a first language and who are learning English. This largely reflects English language learners. Additionally, 46% of those supported were children and young people, and 11% were people older than 40 years.



## Individual grants funding education and employment



An additional total of **£15,871** (10% of all education and employment support) was spent by Hampton Fund on **118 grants to individuals** to support their education. These individual grants went towards the costs of:

- School journeys: representing 57% of the amount funded (i.e., £8,971.25), supporting 49 grant recipients
- School uniforms: 43% of the amount funded (i.e., £6,900.00), supporting 69 grant recipients

The distribution of these grants as awarded across wards is shown below. Of the total amount of funding disbursed through individual grants for education and employment support, **the highest proportion of funding was distributed in Heathfield (24%)**, followed by West Twickenham (13%), and 12% in Hampton North and Fulwell and Hampton Hill.



Figure 9: Individual Grants for education and employment support, by wards (Total award: £15,871)

The MSOA regions of Heathfield, Whitton, and Nursery Lands and Hampton North consistently report with the highest need in terms of education and employment, which aligns with the existing funding awarded.

The table 5 below summarises current grant funding within this theme:



Community Grants			Individual Grants		
Amount	£141,436 (90% of funding awarded within this theme)		Amount	£15,871 (10% of funding awarded within this theme)	
Count	9 grants, 309 individuals		Count	118 grants/individuals	
% of funding allocated (£)	English courses	46%	% of funding allocated (£)	School journeys	57%
	Work lessons	29%		School uniforms	43%
% of clients supported	Music lessons	42%	% of clients supported	School uniforms	58%
	English courses	41%		School journeys	42%
Demog. (£)	Individuals for whom English is not a first language	46%	Demog. by location (£)	Heathfield	24%
	Children and young people	43%		West Twickenham	13%

**Table 5: Education and employment funding: key findings**

This funding analysis highlights that:

- Of Hampton Fund's **total funding, 4.2% was disbursed for education and employment support**. Analysis of funding breakdown reveals that grants for **English courses** and **music lessons** compose a **majority (58%) of total funding for education and employment support**. Given that only a few grants target towards improvements in education and employment headline metrics, focus could be shifted towards grants for improving qualifications and employment outcomes.
- In terms of geographic need, through individual grants, a higher proportion of funding (24%) is currently granted to individuals in Heathfield area, which is aligned with the higher needs present in Heathfield.

# 3.7 Health and wellbeing



## General health

Self-reported general health is a key indicator of overall wellbeing. The 2021 Census asked individuals to rate their health on a five-point scale: "Very Good," "Good," "Fair," "Bad," or "Very Bad".<sup>85</sup> By examining the proportion of people who reported, "Bad" or "Very Bad" health, we can identify areas where health support may be particularly valuable.

In the Hampton Fund funding area, 3.1% of residents report experiencing poor health, a proportion similar to the rest of Richmond (3%) and lower than the figures for London (4%) and England (5.2%).<sup>86</sup> Within Hampton, the areas of Nursery Lands and Hampton North (5%) and Heathfield (4.3%) have the highest proportions of residents reporting health challenges, highlighting the importance of targeted health and wellbeing initiatives in these communities.<sup>87</sup>

Metric	Hampton Fund funding area	Areas with highest reported health needs		Richmond	London	England
Bad & Very Bad Health (%)	3.1	Nursery Lands and Hampton North	5.0	3.0	4.0	5.2
		Heathfield	4.3	3.0	4.0	5.2

Table 6: Bad or Very Bad Health across Richmond, London and England

Beyond self-reported health, there is a higher overall healthy life expectancy for both men (69.5) and women (70.2) living in Richmond than the average across all local authorities in London (63.8 and 63.8, respectively).<sup>88</sup>

Apart from life expectancy, looking across other key health indicators, Richmond generally performs well. Fewer people smoke cigarettes in Richmond than in London.<sup>89</sup> Similarly, obesity prevalence is lower than the London average.<sup>90</sup>

<sup>85</sup> Census 2021, MSOA- level dataset-General health. [Link](#)  
<sup>86</sup> Idem  
<sup>87</sup> Idem  
<sup>88</sup> ONS (2023). Health and wellbeing- Local indicators for Richmond upon Thames. [Link](#)  
<sup>89</sup> Ibid  
<sup>90</sup> Ibid

## Drug use



Community consultation led by the South West London Health and Social Care Partnership revealed that **drug misuse was a significant overlooked health need** in the borough.<sup>91</sup> Between 2021 and 2023, deaths due to drug misuse in Richmond (2.7%) were less than in London (3.8%) and England (5.5%).<sup>92</sup>

## Long term conditions

Health can also be understood geographically by reviewing the prevalence and distribution of long term conditions, as these individuals rely most heavily on public services, accounting for a large proportion of GP appointments and hospital bed stays.<sup>93</sup> To understand long term conditions, the 2011 Census<sup>94</sup> showed that **11.5% of Richmond residents reported having a long term condition**, with 15.6% in Hampton North, 15.3% in Heathfield, and 14.5% in Whitton compared to 17.6% in England.<sup>95</sup>

In the 2021 Census, residents who assessed their day-to-day activities as limited by a long term physical or mental health conditions or illnesses are considered disabled. This change in question wording differed to better collect data aligned with the government's definition of disability. In 2021, **12.9% of Richmond residents were disabled under the Equality Act**, with 4.8% reporting their day to day activities were limited a lot and 8.1% being limited a little.<sup>96</sup>

Across Richmond, need is growing in care admissions for under 65s exhibiting between 1 and 4 long term conditions.<sup>97</sup> One in three individuals registered with a local GP in Richmond have one or more long-term condition and nearly one in ten has three or more.<sup>98 99</sup>

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<sup>91</sup> *Idem*

<sup>92</sup> Public Health England (2021-23). Deaths from drug misuse. Fingertips. [Link](#)

<sup>93</sup> Richmond Council (2023). JSNA Live Well. [Link](#)

<sup>94</sup> Note: 2011 is the most recent data set regarding long term conditions as the 2021 Census instead counted long term disability.

<sup>95</sup> Public Health England (2011). Local health, public health data for small geographic area. [Link](#)

<sup>96</sup> ONS (2021). Disability, England and Wales. [Link](#)

<sup>97</sup> Richmond Council (2023). JSNA Live Well. [Link](#)

<sup>98</sup> Richmond Council (2021). The London Borough of Richmond upon Thames Health and Care Plan, 2022-2024. [Link](#)

<sup>99</sup> Richmond Council (2021). Richmond Health & Care Plan: Live Well Progress Report. [Link](#)

## Excess winter mortality



The UCL's Institute of Health equities report on Fuel poverty, cold homes, and health inequalities revealed that 10 per cent of the excess winter deaths are directly attributable to fuel poverty and 21.5 per cent are attributable to cold homes.<sup>100</sup> **In 2020-2021, in Richmond, there were 42.5% more deaths in winter than non-winter period** compared to 60.1% in London and 35.4% in England.<sup>101</sup>

## Mental health

One's health and wellbeing includes not just their physical health but also their mental wellness, encompassing both short and long term, diagnosed and self-reported mental health needs.

The Small Area Mental Health Index (SAMHI) provides insight into community mental health needs by combining multiple data sources<sup>102</sup>, including:

- **NHS data** – Mental health-related hospital visits
- **GP patient surveys** – Self-reported mental wellbeing
- **Prescribing data** – Use of antidepressants
- **Quality and Outcomes Framework (QOF)** – Diagnosed depression
- **DWP data** – Employment Support Allowance claims related to mental health

A higher SAMHI score reflects greater mental health needs in an area. **Across the Hampton Fund funding area, the SAMHI score is 1.9, with Nursery Lands and Hampton North (4.0%) and Hampton Hill (3.25%) seeing the highest levels of reported mental health-related challenges.** Mental health needs identification is a wider area requiring support: as of March 2021, Richmond saw the number of residents receiving a Severe Mental Illness (SMI) Health Check fall beneath their 60% target.<sup>103</sup>

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<sup>100</sup> Lee A., Sinha I., Boyce T, et. Al, 2022. Fuel poverty, cold homes and health inequalities. *London: Institute of Health Equity*. [Link](#)

<sup>101</sup> ONS (2022). Winter mortality index (including Covid-19) by LA- 2020-21 Dataset- Winter mortality in England and Wales. [Link](#)

<sup>102</sup> University of Liverpool (2023). Small Area Mental Health Index (SAMHI). [Link](#)

<sup>103</sup> Richmond Council (2021). Richmond Health & Care Plan: Live Well Progress Report. [Link](#)

## 3.8 Funding for health and wellbeing



Of Hampton Fund's total funding, 30% (£1,128,961) was allotted towards health and wellbeing support, encompassing **42 community grants**. Analysis shows that through community organisations, the funding delivered support to **9,981 individuals**.<sup>104</sup>

Funding for health and wellbeing intervention was provided for a number of specialised needs and services, including:

- Physical health and disabilities
- Neurological conditions
- Neurodevelopmental support
- Youth-specific services
- Specialist health services
- Creative and alternative therapies
- Mental health and emotional wellbeing
- Family and parenting support
- Community and social care

### Breakdown of health and wellbeing funding by type of organisation

In this section, we evaluate the funding received for health and wellbeing support across different types of support and contrast them with the number of people that the service has been able to support. The left pane of Figure 10 shows the funding for health & wellbeing support while the right pane shows the proportion of people supported across different support.

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<sup>104</sup> Note: Here, there is a potential overlap of at most 620 clients with cost-of-living support. This is because the data on number of clients supported is at organisation-level and not grant-level. There are a few organisations that provide services across the thematic areas of both cost-of-living as well as health and wellbeing. Such organisations have supported 620 clients in the Hampton area.

The majority of funding awarded to community health and wellbeing support was through community and social care, family and parenting support, and Mental health & emotional wellbeing.

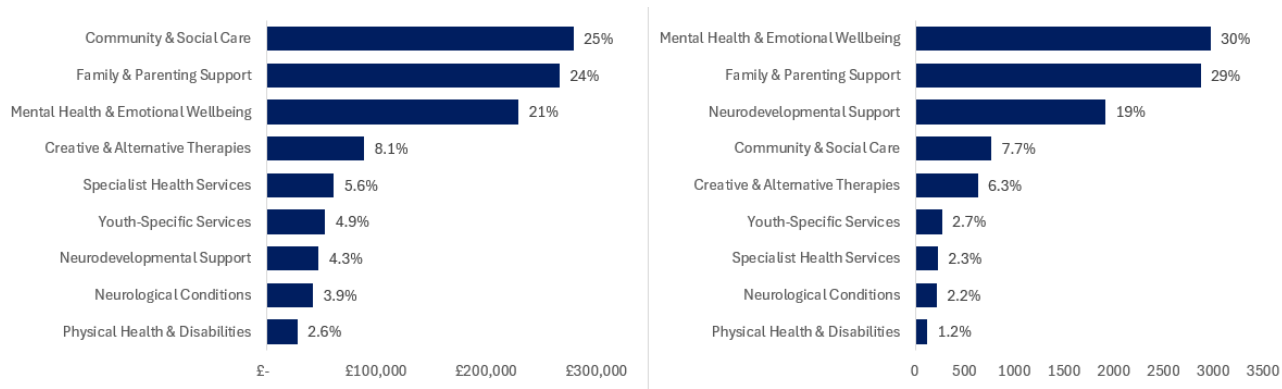


Figure 10: Funding amount by type of health and wellbeing support and number of clients supported by funded organisations in the Hampton fund area by type of health and wellbeing support

Reviewing the number of grants provided by supported organisations and an analysis of funding via 360 Giving, the proportion of funding across health and wellbeing is aligned with the number of clients supported by funded organisations for ‘family and parenting support’ but not for ‘community and social care’ and ‘mental health and emotional wellbeing’. This may indicate that certain services have a higher cost per individual supported.

The largest proportion of support provided was through mental health and emotional wellbeing (30%) and family and parenting support (29%), reflecting the services of:

- Richmond Borough Mind
- Off the Record.

## Breakdown of funding by communities supported



Hampton Fund funding for health and wellbeing supported multiple demographics: **21% of those supported were families, children and young people.** A further 20% of those supported were carers, followed by 14% for those with disabilities, and 2% for older people.

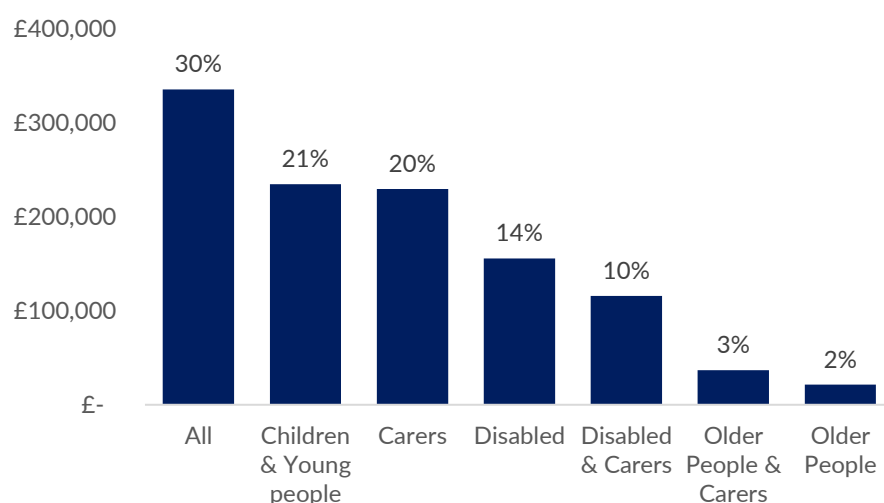


Figure 11: Amount of health and wellbeing funding support by demographics<sup>105</sup>

## 3.9 Summary


The table below highlights key takeaways regarding Hampton Fund funding for health and wellbeing support.

Community Grants funding for health and wellbeing		
Amount	£1,128,961	
Count	42 grants, 9,981 individuals supported	
% of funding allocated (£)	Community and social care	25%
	Family and parenting support	24%
% of individuals supported	Mental health and emotional wellbeing	30%
	Family and parenting support	29%
% of funding by demographic	Families, children and young people	21%
	Carers	20%

Table 7: Summary of Hampton Fund's community grant funding for health and wellbeing

<sup>105</sup> Note: Certain demographic groups are included together here as some grants are targeted to support either disabled and older people along with their carers through respite care.





In summary, Hampton Fund allocated 30% of its total funding (amounting to £1,128,961) toward health and wellbeing initiatives, supporting 42 community grants that collectively reached 9,981 individuals. These grants addressed a broad spectrum of needs, including mental health, physical disabilities, neurodevelopmental and neurological conditions, youth-specific services, alternative therapies, and family support. The largest share of funding went to community and social care, family and parenting support, and mental health and emotional wellbeing services. Notably, key delivery partners such as Richmond Borough Mind and Off the Record played a central role, with mental health and family support alone accounting for 59% of individuals supported in this funding category.

An analysis of the alignment between funding and service reach showed that while funding for family and parenting support closely matched the number of individuals supported, there was a mismatch for community and social care and mental health services. This might suggest a higher cost per person in those areas which likely reflects the more intensive or specialised nature of the support offered. In terms of demographics, the funding reached a wide cross-section of the community: 21% of beneficiaries were families, children, and young people; 20% were carers; 14% were individuals with disabilities; and only 2% were older people—highlighting a potential gap in provision for the latter group.

# 3.10 Additional thematic needs



## Housing costs

Access to stable, secure, and affordable housing is fundamental to individual and community wellbeing. Housing plays a crucial role in a person’s economic security, physical and mental health, and social mobility. In London, high property prices and limited availability continue to challenge affordability, impacting residents across different income levels.

London has the highest housing costs in the UK, driven by strong demand and limited land availability. While prices have dipped in recent years, they are **projected to rise by 4% in 2025**, fuelled by returning office demand, infrastructure improvements, and international investment. Richmond is among the most expensive boroughs in London for housing, with a median property price of £635K in 2020.<sup>106</sup>

The Hampton Fund funding area exhibits a broad range of housing costs, with a median price of £552K (2020-21), which is lower than the borough-wide median (£810K) but remains significantly higher than the London (£458K) and England (£246.3K) averages. **Within Hampton, house prices vary from £405K to £858K**, with Nursery Lands and Hampton North being the only locality where prices align more closely with the London median.<sup>107</sup> The variation in housing prices across Hampton highlights diverse affordability levels, influencing who can access homeownership and long-term stability in the area.

Metric	Hampton Fund funding area	Highest housing costs		Richmond	London	England
Median housing price	£552K	Twickenham	£857.5K	£810K	£458K	£246.3K
		Marble Hill				
		St. Margarets	£830K	£810K	£458K	£246.3K

Table 8: Median housing prices across Richmond, London and England

<sup>106</sup> ONS (2023). Median house prices for administrative geographies: HPSSA dataset 9. [Link](#)

<sup>107</sup> ONS (2020). Housing affordability ratios for Middle layer Super Output areas. [Link](#)

Those who cannot afford to purchase a home, face high rents in the private sector: as of February 2025, in Richmond, average monthly rents are currently **£2,153**, which is slightly lower than the London average but within the borough have risen 14.1% since the previous year.<sup>108</sup>

## Homelessness

Homelessness remains a significant challenge in London, where **approximately one in 47 Londoners is without stable housing**—affecting nearly 187,000 people—representing a **12% increase from the previous year**.<sup>109</sup> Key factors leading to high rates of homelessness include a shortage of affordable housing, high rental costs, and systemic inequalities.<sup>110</sup> The demand for temporary accommodation and support services continues to rise, with projections indicating persistent housing instability until at least 2026.<sup>111</sup>

Richmond has one of the lowest levels of rough sleeping in London, ranking fourth lowest among boroughs, with about 100 people recorded as sleeping rough in 2023-24.<sup>112</sup> However, homelessness extends beyond rough sleeping. **Over half (55.3%) of the households assessed in Richmond were found to be legally owed housing duty<sup>113</sup> with 24.1% at immediate risk of homelessness i.e. owing prevention duty.**<sup>114</sup> While ward-level data is unavailable, the challenges seen at the borough level likely reflect conditions in the Hampton Fund funding area as well.

Efforts to address homelessness in Richmond include targeted funding to support individuals at risk. In 2023-24, £70,000 (2% of Hampton Funds funding in the borough) was allocated to Spear Housing Association, assisting 82 individuals in securing stable accommodation and accessing essential services. Continued investment in housing support is critical to preventing homelessness and ensuring long-term stability for residents.

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<sup>108</sup> ONS (2025). Housing prices in Richmond upon Thames. [Link](#)

<sup>109</sup> Shelter UK (2024). Press release- At least 354,000 people homeless in England today. [Link](#)

<sup>110</sup> Trust for London (2025). News-London's challenges in 2025 and how to tackle them. [Link](#)

<sup>111</sup> Streets of London (n.d.). Tackling Homelessness. [Link](#)

<sup>112</sup> London Datastore (2023). Annual data tables: 2023-24, Rough sleeping in London (CHAIN reports). [Link](#)

<sup>113</sup> Those who local authorities have a duty to accommodate as they are homeless through no fault of their own, eligible for assistance, and have a 'priority need'. This primarily includes those with children or a vulnerability, including disability or mental ill-health. It also includes information about new statutory duties created by the Homelessness Reduction Act to try and prevent and relieve homelessness for single people, regardless of priority need, or intentional homelessness.

<sup>114</sup> Gov.UK (2023). Tables on homelessness April 2023: March 24. [Link](#)

## Domestic violence and abuse



Safety and security for Richmond residents is not only about the affordability of their lives and housing, but also their protection from harm. Domestic abuse and sexual violence are additional areas of need which if unsupported, can lead to homelessness, financial instability, and trauma.

In 2023-24, Richmond recorded 929 incidents of domestic abuse-related crimes, including physical violence, harassment, criminal damage, and malicious communications.<sup>115</sup> The three wards with the highest reported cases—Whitton, Heathfield, and Hampton North—are all within the Hampton Fund funding area, suggesting that these communities may benefit from enhanced support services and preventative interventions which Hampton Fund could enable.

That same year, 210 sexual offences were reported across Richmond, including sexual assault, rape, and exposure.<sup>116</sup> Whitton recorded the highest number of incidents within the Hampton funding area.<sup>117</sup> Across Hampton, there were 2,027 violent and sexual offences in 2024, reflecting a 7.4% increase from the previous year.<sup>118</sup>

The rate of violent and sexual offences per 1,000 residents was:

- Hampton Fund funding area: 17.21
- Richmond: 17.0
- London: 28.0

Areas emerging as most impacted by sexual violence include Heathfield, Twickenham Riverside, and Hampton North. These figures highlight the need for targeted domestic violence support services, safe housing solutions, and community interventions in specific Hampton neighbourhoods. Addressing these issues through housing security, financial independence, and crisis intervention services is essential to creating safer communities.

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<sup>115</sup> Richmond Council (2025) Source: Richmond Funders

<sup>116</sup> DataRich (2025). Data Explorer: Violence and sexual offences. [Link](#)

<sup>117</sup> Idem

<sup>118</sup> Idem

## 4. Funding analysis



Between July 2023 and December 2024, a total of **£3,758,547** was spent by Hampton Fund through community grants (55%, 79 grants) and individual grants (45%, 4,231 grants). Importantly, as it relates to individual grants, 445 applicants received more than two grants.<sup>119</sup> This means that while 4,231 grants were distributed over the funding period, this reflects only 2,386 unique individuals.

This section will review the allocation of grant funding across types of need, communities supported, and thematic areas of support provided.

### 4.1 Funding by domains of need

Hampton Fund grants can be categorised in many ways. For the purposes of this analysis, we have reviewed by type of need met, which are defined below:

- **Financial:** Relating to costs such as fuel or energy bills, school expenses, some essential items costs, food costs or improving benefit take-up and financial resilience.
- **Emotional:** Relating to mental health, trauma support, social connection, and community-building activities.
- **Physical:** Relating to physical support for people either living with a long-term health condition or a disability or improving physical wellbeing in general.

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<sup>119</sup> To note: Often when a household receives two grants this is because the grant is split between electricity and gas costs (where the grantee has bills for both). This is an internal separation relating to payments- as far as the grantee is concerned they have received one grant.

The figure below shows the proportion of funding by needs supported. The vast majority (58.4%) of grants intended to address financial need in some capacity, followed by emotional need (49%), and physical need (35.4%) with each grant targeting multiple areas of hardship.

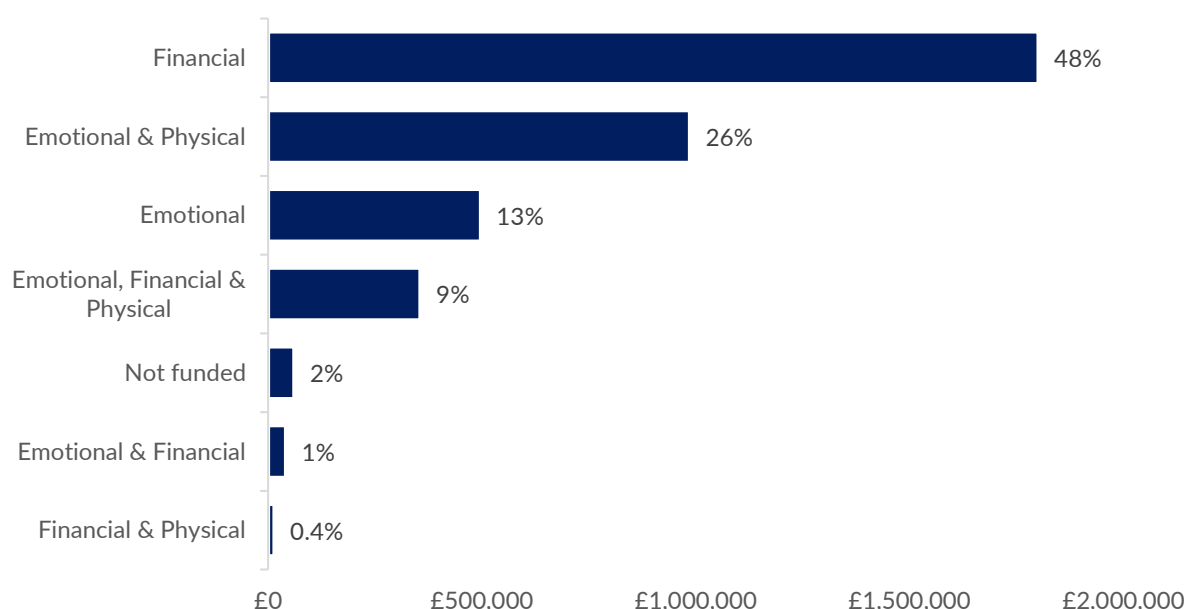


Figure 12: Hampton Fund grants by type of hardship supported<sup>120</sup>

It is worth noting that while community grants were classified by different types of hardship, the individual grants for fuel bills, essential items, and school uniform and journey were regarded as helping with financial hardship of people. Therefore, while individual grants targeted financial hardship, a large majority of community grants (91%) targeted emotional hardship.

<sup>120</sup> Note: Since each grant usually targets more than one type of hardship, thus the chart is presented by combined categories.

## 4.2 Funding by communities supported



The figure below shows how the 79 community grants distributed over the funding period supported various communities.

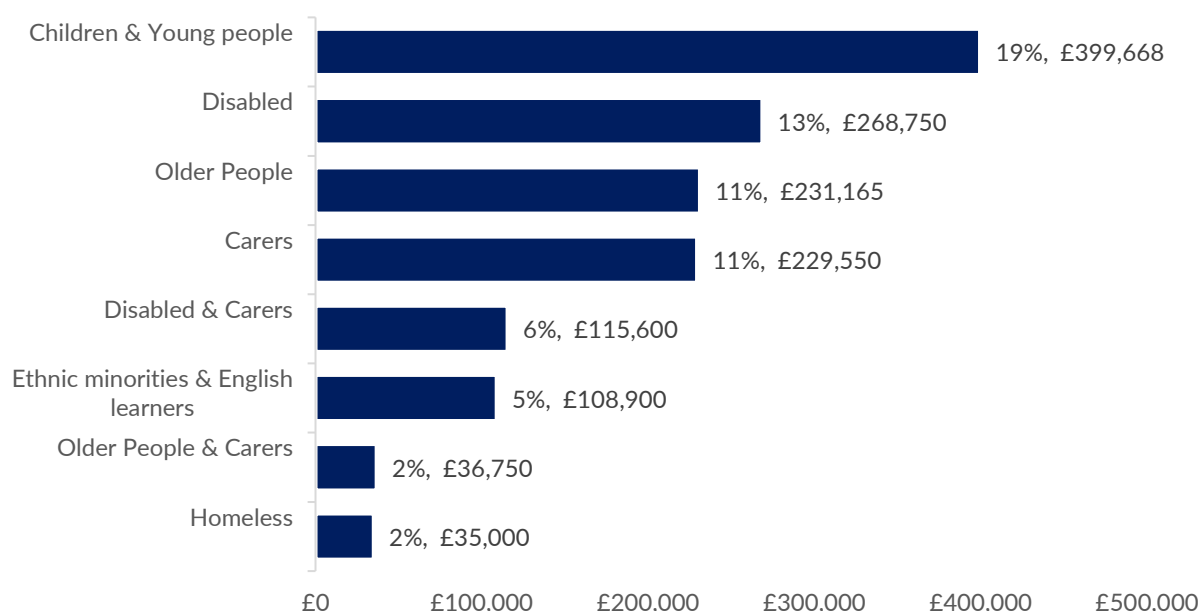


Figure 13: Hampton Fund grants by demographic targeted<sup>121</sup>

Funding was well-distributed amongst target groups, however, a comparatively larger proportion of funding went towards families, children and young people (19%) followed by 13% for those with disabilities and 11% for older people and 11% for carers.

<sup>121</sup> Note: The categories: 'Disabled & Carers' and 'Older people & Carers' refer to forms of respite care. Additionally, 'Minorities and Non-native English speakers' refers to grants distributed for Ukrainian social activities, Multicultural Richmond and support for English language learners, grouped together here for simplicity.

## 4.3 Funding by thematic needs



This analysis has categorised all distributed grants according to thematic needs<sup>122</sup>, including:

- Cost-of-living, income and debt
- Education and employment
- Health and wellbeing
- Housing and homelessness
- Life in Hampton<sup>123</sup>

Thematically, the majority of Hampton Fund's funding (58%) was spent on cost-of-living and income support, followed by health and wellbeing (30%).

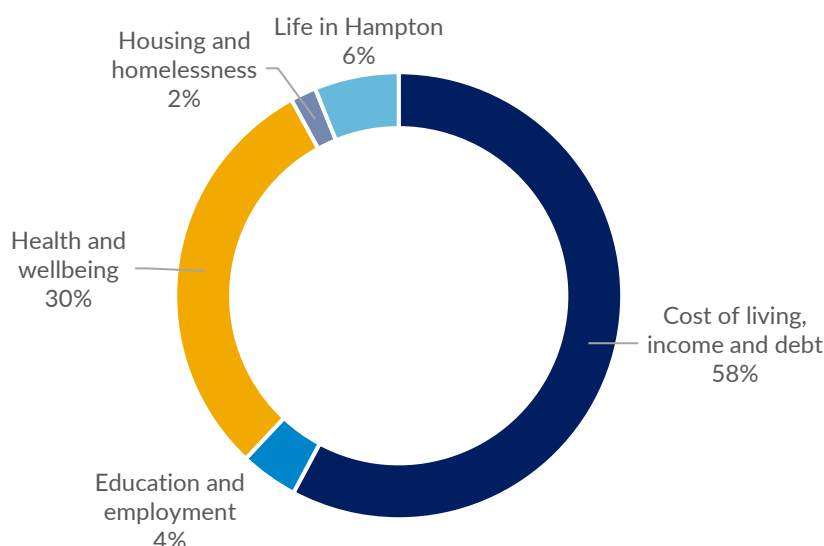


Figure 14: Hampton Fund grants by thematic area of need supported

The figure above shows how funding has been distributed across different themes:

- Cost-of-living support: **£2,172,863 (58%)** to **13,371 individuals** (14 community grants and 4,112 individual grants)
- Health and wellbeing: **£1,128,961 (30%)** to **9,981 individuals** (42 community grants)
- Life in Hampton (social and community activities): **£229,415 (6%)** through 12 community grants<sup>124</sup>

<sup>122</sup> Note: Historically, Hampton Fund has not targeted the thematic area of Domestic Abuse.

<sup>123</sup> Referring to funding for social activities and community events

<sup>124</sup> Note: Data on clients served by funded organisations under this thematic area is **not available**.



- Education and employment: **£157,307 (4%)** to **427 individuals** (9 community grants and 118 individual grants)
- Housing and homelessness: **£70,000 (2%)** through 2 community grants supporting 82 clients

The figure below shows the thematic distribution of community grants and individual grants.

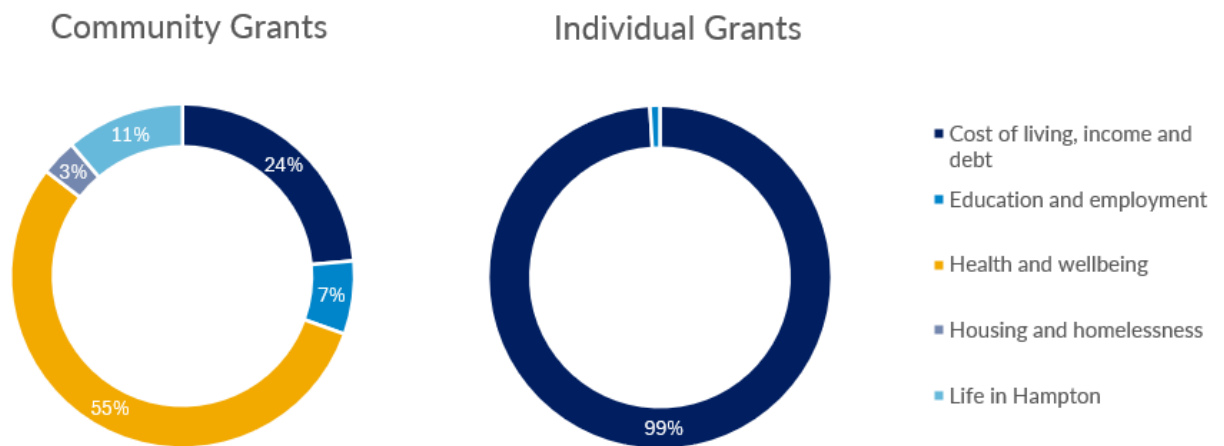


Figure 15: Hampton Fund community grants and individual grants by thematic areas of need supported

The table compares how the needs map against the funding across various thematic areas highlighting the situation of the Hampton Fund funding area as a whole and within the Hampton area citing relevant sources.

Theme	Need	Funding
<b>Cost-of-living, income, and debt</b>	<ul style="list-style-type: none"> <li>Median housing price to income ratio is 8.14, which indicates that housing locally is more unaffordable than in London</li> <li>50% of the MSOAs in Hampton Fund's funding area (7 of 14) are more unaffordable than London in terms of housing</li> <li>8.6% of the households in Hampton Fund area live in fuel poverty</li> <li>All MSOAs in Hampton Fund's funding area are better off than London and England as a whole in terms of fuel poverty</li> <li>Median annual household income - £69,900</li> <li>14% of the areas (2 of 14) have lower income than London</li> <li>Individual insolvencies per 10,000 adults - 8.2</li> <li>One of the 11 Wards in Hampton Fund's funding area (Hampton North) has more people in debt than in London</li> </ul>	<p>58% of total funding is spent on cost-of-living.</p> <p><b>Community grants</b></p> <ul style="list-style-type: none"> <li>A high proportion of community grants are currently spent on Information and advice services for disabled and older people.</li> <li>Additionally, a large proportion of funding is directed towards food support through food bank and other schemes</li> </ul> <p><b>Individual Grants</b></p> <ul style="list-style-type: none"> <li>43% of total funding to fuel grants</li> <li>19% to Hampton North, less to other more deprived regions</li> </ul>
<b>Health and wellbeing</b>	<ul style="list-style-type: none"> <li>3% of individuals in Hampton Fund's funding area report having bad health</li> <li>Two of the 14 MSOAs in Hampton Fund's funding area (Heathfield and Nursery Lands &amp; Hampton North) have a higher proportion of people reporting bad health than in London</li> </ul>	<p>30% of Hampton Fund's funding is spent towards health and wellbeing.</p> <ul style="list-style-type: none"> <li>Over three quarters of funding is for community and social care services, family and parental support, and mental health and wellbeing</li> </ul>
<b>Education and employment</b>	<ul style="list-style-type: none"> <li>10% of the 16+ population in Hampton Fund funding area do not have any formal qualifications</li> <li>One MSOA in the funding area (Heathfield) reports a higher proportion of people with no qualifications than in London</li> <li>3% of the 16+ population in Hampton Fund's funding area are economically active but unemployed.</li> <li>35% of the MSOAs in Hampton Fund funding area (5 of 14) have a higher proportion of involuntary unemployed people than in England</li> </ul>	<p>4% of funding is directed towards education and employment support, disbursed through:</p> <ul style="list-style-type: none"> <li>Grants to community organisations providing English courses, work courses for 40-year-olds, and music lessons, as well as individual grants for school journeys and uniforms.</li> </ul>
<b>Housing and homelessness</b>	<p>In Richmond</p> <ul style="list-style-type: none"> <li>24.1% households had a prevention duty owed as they were facing homelessness</li> <li>4<sup>th</sup> borough with the lowest number of people seen sleeping rough in London</li> </ul>	<p>2% of total funding is spent on housing and homelessness.</p> <ul style="list-style-type: none"> <li>2 grants to SPEAR Housing Association</li> </ul>
<b>Domestic abuse and sexual violence</b>	<ul style="list-style-type: none"> <li>17.21 violent and sexual offences per 1000 people in Hampton Fund funding area</li> <li>929 cases of domestic abuse in Richmond, 3 wards within Hampton Fund funding area have the highest crime rates in all of Richmond</li> <li>210 cases of sexual offence were counted in Richmond in 2024; 1 ward within Hampton Fund's funding area has the highest count of sexual crimes in Richmond</li> </ul>	N/A

Table 9: Summary of Hampton Fund's funding across themes

## 5. Further consultation



To supplement the needs analysis and review of Hampton Fund's local funding allocation, between February and March 2025, Rocket Science consulted seven key stakeholders in the London Borough of Richmond via 1-2-1 interviews. These conversations covered their understandings of emerging need, the local funding landscape and the role and future of Hampton Fund. A thematic analysis of these conversations is included below.

Additionally, in February 2025, Rocket Science conducted 1-2-1 phone interviews with five grant recipients from the Hampton Fund's Individual Grants scheme. These conversations reflected on experiences living in Richmond, emerging challenges or needs, the process of applying and receiving a grant, and any impact the grant had upon the life of the recipient. Insight is detailed through case studies below. A survey was distributed amongst grantees, receiving 507 responses, findings of which are included in this chapter.

Lastly, Hampton Fund organised a strategy debut event in March 2025, bringing together key stakeholders across the borough. Rocket Science led an interactive workshop activity amongst stakeholder participants, gathering insight on their perspectives around local need, available support services, and the future focus of Hampton Fund grant making.

### 5.1 Stakeholder consultation

Rocket Science's stakeholder consultation included other local funders, Richmond Council and frontline delivery organisations. Stakeholders were asked to reflect on the needs of the local community including in relation to additional costs faced by individuals and families; and the ways in which Hampton Fund can work alongside partner organisations to support the community.

#### Perspectives on the support needs of residents

Stakeholders described a varied range of pressing challenges facing residents including:

Access to secure  
and affordable  
housing

- Unsuitable housing
- Cost of private rental accommodation
- Eviction of individuals and families at short notice



	<ul style="list-style-type: none"> <li>• Housing in “disrepair” and housing providers not addressing this at an early stage</li> <li>• Limited social housing</li> <li>• Residents being scared to ask for reasonable adjustments within homes for fear of being evicted.</li> </ul>
Poverty, income, debt and being able to afford essentials	<ul style="list-style-type: none"> <li>• Individuals requiring support with a benefits review and debt advice</li> <li>• Impacts of cost-of-living pressures on emotional wellbeing</li> <li>• Residents living with very limited budgets and with no safety net:</li> </ul> <p><i>“People used to have savings to meet the gaps, their reserves are depleted.”</i></p> <p><i>“Families are living with a negative budget.”</i></p> <p><i>“People are on the edge. They are managing with the money they have got but if [they need] a new tyre or their fridge breaks, there is no leeway, no savings. This can lead to crisis quite quickly.”</i></p> <ul style="list-style-type: none"> <li>• Individuals and families who previously would not have needed additional support are now impacted by cost-of-living pressures:</li> </ul> <p><i>“There has been an increasing need for financial support and food services from a wider section of the community who may not have needed it before.”</i></p>
Hidden need	<ul style="list-style-type: none"> <li>• Residents in need who are excluded from support and do not reach out for help:</li> </ul> <p><i>“The people who need the support the most are less likely to reach out. Biggest challenges are hidden behind the front door... Richmond has a wide voluntary sector for support, but people aren’t always reaching out.”</i></p>
Complex support needs	<ul style="list-style-type: none"> <li>• Increase in the complexity of residents’ needs</li> <li>• Support workers needing to spend more time supporting each case.</li> </ul>
Older population	<ul style="list-style-type: none"> <li>• There is a fast-growing older population locally</li> </ul>

- Older individuals may be frail, living alone and experiencing isolation
- Older people needing mental health-related support.

## The role and future of Hampton Fund

Stakeholders were asked to reflect on the role of Hampton Fund in addressing need and supporting the local community, including how this could shift in the future to maximise efficiency and impact.

### Understanding and engaging with the local community

Hampton Fund were recognised as playing an important role in supporting the community and stakeholders were positive about the level of contact between Hampton Fund and funded partners. While monitoring reports were seen to be 'black and white', face to face contact helped funded projects to share the nature of their work with Hampton Fund:

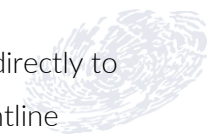
*"I love that they [Hampton Fund] do a face to face review every year...it is so nice [for staff teams] to talk about services they are delivering."*

Beyond engagement with funded projects, Hampton Fund were seen to be responsive to emerging opportunities and challenges within the borough:

*"We are lucky to have responsive and engaged funders, they come and talk to people. We know that they listen. We could go to them and say: 'this is what's happening in the community, can we do something about it?'"*

### Current grant making processes

Reflection on Hampton Fund's current grant making to individuals highlighted some pros and cons associated with Hampton Fund giving directly, in contrast to allocating funding to frontline organisations to distribute. The benefits of Hampton Fund giving directly included that frontline organisations are not always paid to administer grants, and that Hampton Fund have a full overview of who is coming to them whereas if devolved there is a need to coordinate and monitor whether the same person is "getting multiple funds from the same pot". It was seen to be hard to have "hard and fast rules" on people accessing funding repeatedly as residents may be in a situation that is unlikely to change or may be worsening.



On the other hand, it can be beneficial for frontline organisations to distribute funds directly to individuals as it enables them to immediately respond to presenting needs. Often frontline organisations provide a variety of other supportive services and therefore offering grant funding through these organisations can ensure that a person is, at that point, connected into additional support that can help to shift their situation.

While voluntary and community sector organisations were felt to be aware of Hampton Fund's individual grant giving, additional referrals could come through local social workers.

Stakeholders also shared reflections on Hampton Fund's individual grant giving themes: fuel grants, essential household items, school journey grants and school uniform grants. While there was a preference for flexibility in how funds can be spent and funding amounts, there is need to ensure an equitable approach i.e. if a larger grant is given to one person and then there is none left for the next person. While more flexibility was preferred, some criteria about how funding could be used was seen as also important.

### Partnership working and systems change

Overall, Richmond was praised as a place of “great collaboration and partnership work”. To build on this existing strength, Hampton Fund could have a role in convening sector partners e.g. other funders, Richmond Council and delivery organisations to develop new forms of collaboration. There were several types of partnership working that were described as potentially beneficial:

- **Identifying and responding to emerging needs:** It was felt that frontline organisations having open relationships with funders and the Council could improve the identification of shifting and emerging needs and facilitate effective responses.
- **Aligning funder processes:** Funders, including Hampton Fund, could work closely together to align their processes to improve clarity and enable efficiencies for organisations that are applying for funding.
- **Systems change:** Given the funding pressures facing the Council, local funders could play a more active role in systems change initiatives including convening sector partners, mapping systems, developing a shared definition of problems and agreeing actions.
- **Advocacy:** It was felt that while it may be considered to be “political”, Hampton Fund could have a role in working with partners to advocate for policy change.

- **Data and insight sharing:** Through Hampton Fund's grant funding for individuals and community organisations, a range of data and insight is gathered that could be shared with community partners.

## 5.2 Grantee consultation

### Individual grantee survey

In February 2025, Hampton Fund shared a short survey with 2,050 individuals who had previously received financial support from the Hampton Fund. In total, 507 individual grantees completed the survey (25% of those it was shared to) forming the sample used to inform findings. This section provides insights into who individual grantees are, their needs, their experiences receiving a Hampton Fund grant and the impact the funding has had on their wider quality of life.

### Who are the individual grantees and what are their needs?

Those aged 41+ outnumbered younger adults amongst survey respondents and there were a large proportion of respondents that were either single or divorced, with many respondents living alone.

Overall, most respondents were in the older age categories with around half (53%) aged between 41 and 64, and a quarter (25%) aged between 66 and 79. A high proportion of grantees reported being either single (50%) or divorced (21%), with almost half (49%) of respondents reporting living alone.

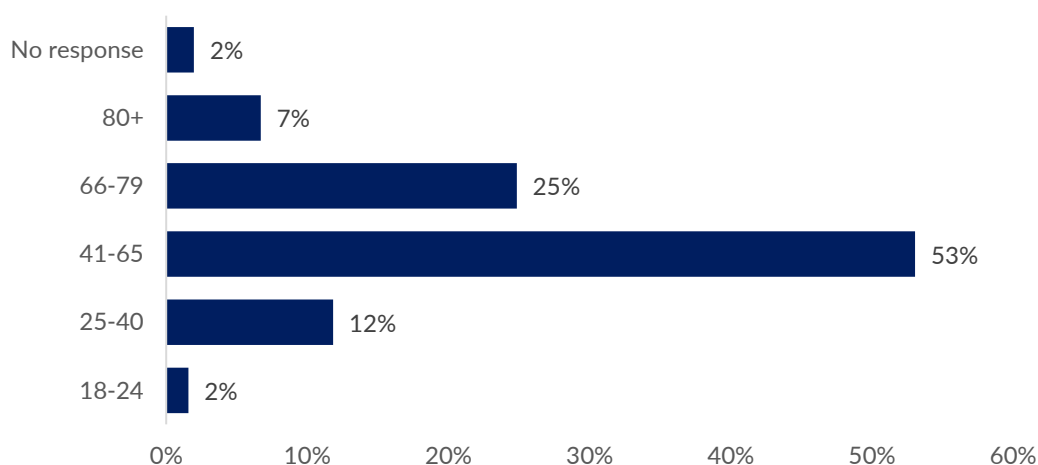


Figure 16: Hampton Fund Grantee Survey (n=507), age group of individual grantees

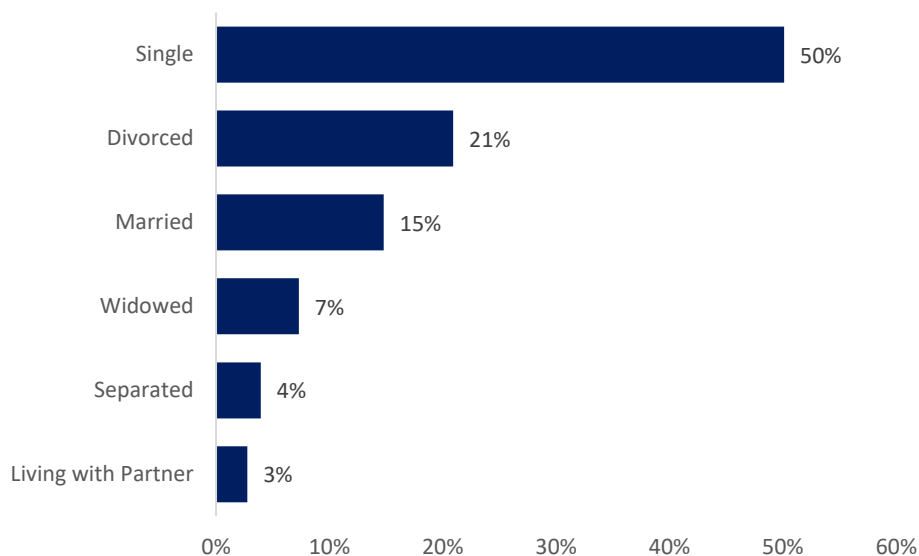


Figure 17: Hampton Fund Grantee Survey (n=507), relationship status of individual grantees

Many respondents reported feeling financially vulnerable and worried about their financial prospects. Over half of respondents expressed they have had to choose between heating their home and other essential expenses such as food in the last six months. The overwhelming majority (89%) expressed concerns that their households' costs will increase over the next year with many citing rising costs in "everything" driving this concern. Over half reported receiving Universal Credit, with many also receiving other means-tested benefits. The graph belows visualises the distributions of benefits received by grantees.

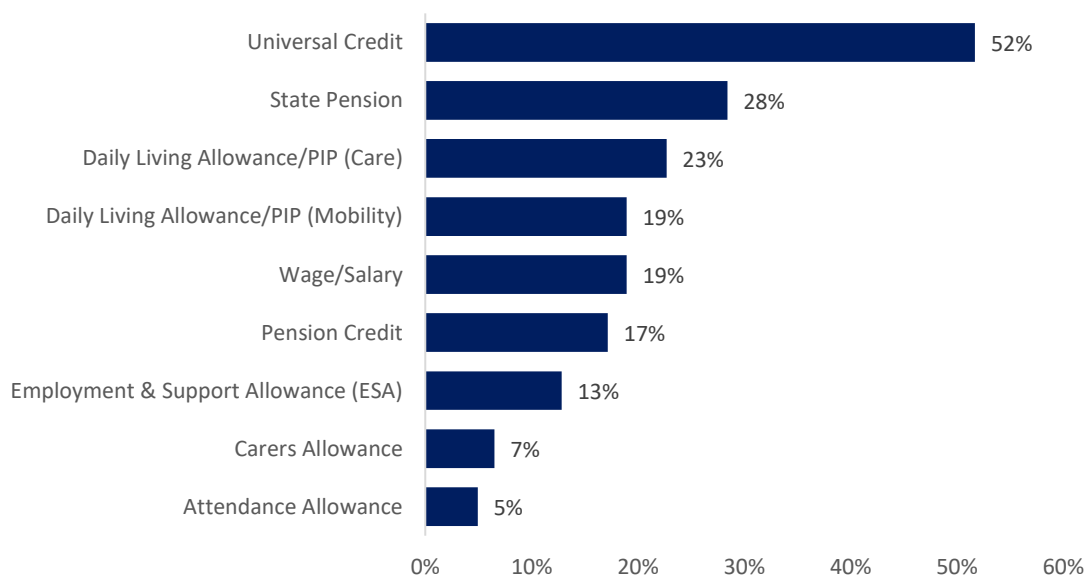


Figure 18: Hampton Fund Grantee Survey (n=507), source of weekly income for individual grantees



## Access to local services



Respondents accessed a range of local services, with Citizens Advice (33%), library services (32%) and foodbanks (29%) being the most common. However, many indicated there is potential for improvement in making these services more inclusive and accessible. Efforts should be made to raise awareness and ensure that these services can be navigated in a clear and time-efficient manner.

Simultaneously, a significant proportion of respondents (29%) are not accessing local services listed as options in the survey. Whilst some respondents (9%) stated that they accessed 'other' local services, many (38%) expressed uncertainty about what services are available to them or felt that local services were not designed for them or to meet their needs (14%).

This mixed picture is reflected in the 35% of respondents who stated that they find it easy to access local services, compared to the 36% who said they find it difficult. This suggests that additional work is needed to tailor services to be more inclusive, raise awareness of available services and improve access.

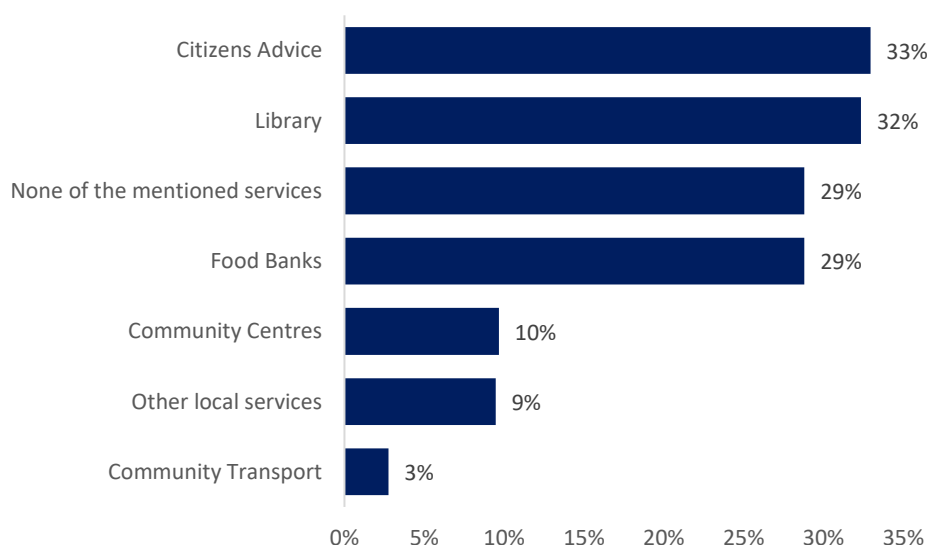


Figure 19: Hampton Fund Grantee Survey (n=507), local services accessed by individual grantees

## Hampton Fund experiences and impact



The majority of respondents received a fuel grant from the Hampton Fund as, historically, fuel support has been the focus of support granted.

Grant Type	%
Fuel Grant	92%
Essential Items Grant	10%
Support with School Uniform	6%
Support with School Journey/Trip	4%

Table 10: Hampton Fund Grantee Survey (n=507), grants received by individual grantees

Most grantees were happy with the Hampton Fund application process: nearly 90% of respondents said that the process was either easy or very easy.

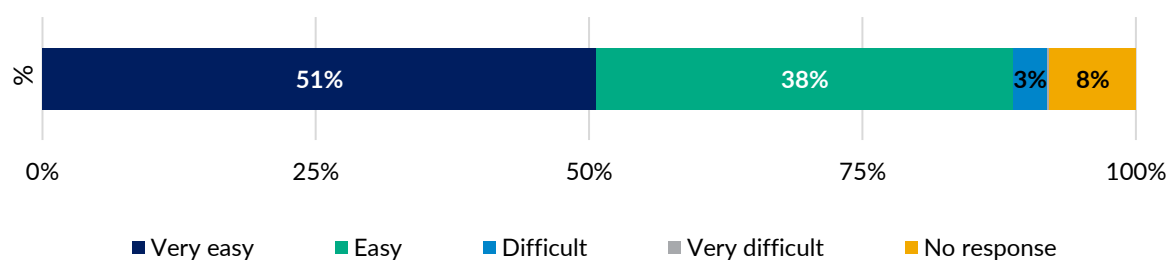


Figure 20: Hampton Fund Grantee Survey (n=507), ease of application process for individual grantees

There was a mixed response when respondents were asked whether communication from the Hampton Fund or speaking with staff helped them to understand the financial or other support available to them. While the most common response was positive (39% answering 'yes'), over one third of respondents were unable to give a conclusive answer:

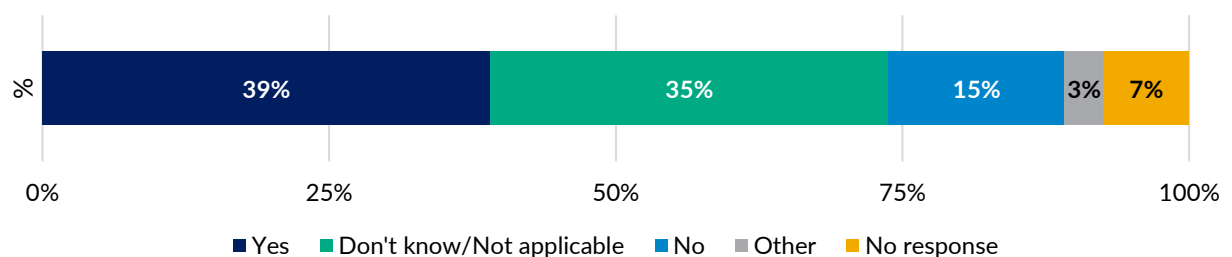


Figure 21: Hampton Fund Grantee Survey (n=507), if communications from Hampton Fund, or talking to staff, helped individual grantees to understand other support available

Because of receiving a grant, respondents reported improvements across various aspects of their quality of life. The survey results indicated that **88% of respondents felt that they had seen improvements in at least one area of their life**. The most commonly cited improvements were in keeping their home warm through the coldest months (83%) and having enough money to cover all essential expenses (77%).

Quality of life indicator	%
Keeping your home warm through the coldest months	83%
Having enough money to cover all essential expenses (food, heating, clothes, toiletries)	77%
Personal wellbeing or that of your family (if applicable)	60%
Ability to manage your household budget week to week	65%
Anxiety or worry about the future	55%
If you have a health condition, how well you feel you are able to manage it	42%

Table 11: Hampton Fund Grantee Survey (n=507), improvements to quality of life for individual grantees

## 1-2-1 interviews with grantees



In February 2025, Rocket Science spoke with five Hampton Fund grantees in phone interviews to learn more about their individual experiences applying for and receiving support. These conversations have been included as anonymised case studies below.

### Case Study - Fuel cost support for a new beginning, free from domestic violence

Amina\*<sup>125</sup> applied for support to purchase a washing machine and help with fuel costs after fleeing domestic violence and settling into new accommodation. Reflecting on the assistance, she says, *"The fund helped get me started."*

Amina explained how the fuel support made a significant difference: *"With the cost of living and being on a low income, the fund really helps. Otherwise, I'd be left deciding whether to turn the heating on or keep it off because energy bills are so high."*

She also noted the broader impact of the cost-of-living crisis: *"Many people—families, single individuals—are feeling the strain, which can lead to debt and even depression. For some, it's harder than for others. There's support available, but you have to seek it out."*

Amina found the grant application process straightforward. She was required to provide bank statements for eligibility, and she appreciated the one-to-one support she received while navigating the application.

Receiving assistance with her fuel costs has had a ripple effect on other areas of Amina's life. Prior, Amina found that competing costs, *"leaves you short on other basic necessities, like food"*.

Taking away the burden of such an impossible choice is invaluable. She describes, *"The fuel fund is a lifeline. If you had children, having to choose between heating and food would be a lot of pressure. It would be really depressing."*

### Case Study – Cost of living support for a well-rounded life

Meredith\*<sup>126</sup> has lived in the Richmond area for over 20 years. Now retired, she feels fortunate to call it her home. *"It's a very beautiful place; I'm blessed to live here,"* she reflects.


However, she acknowledges that despite the area's charm, there are still significant challenges, particularly related to the cost of living. *"Richmond offers so much to do, but many things, like going to the theatre, are too expensive for most people,"* she explains. For some, the high wages they earn in their working years may lead them to retire early, only to discover they can't sustain their lifestyle.

Meredith shared how the increasing cost of living is affecting her day-to-day life. *"Everything's difficult right now. Food is expensive, even just going out for lunch is a strain,"* she notes. The pressures are especially felt as she juggles costs for herself and her lodger, all while carefully watching their heating meter. *"The first things to go are the little pleasures, like Netflix,"* she adds.

To manage, Meredith has negotiated payment extensions with companies when things are tight. *"I ring them and explain it's a tough month, and they're usually understanding,"* she says. Meredith was introduced to the

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Hampton Fund by a friend, and although she had seen posters, she never thought she would be eligible since she is not accessing benefits. However, when she applied, she found the process easy. *"It's simple to do, and I've applied every year,"* she says. The only challenge for her is preferring to mail in her application rather than doing it online, as the quick windows for submission can be tricky.

Receiving the Hampton Fund grant had a significant impact on Meredith's life. *"It improved my situation greatly,"* she says. *"I don't have to worry as much, knowing I'm covered. I was keeping the heating low in the winter and developed a cough, but now I can stay warmer and more comfortable."*

Meredith concludes with gratitude: *"I'm so grateful for the support. It has made a real difference."*

## Case Study – Navigating support for disability and care

Joseph<sup>127</sup>, a disabled individual who has been living in Richmond for many years, describing the area as, *"a great place to live; it's where I've been most supported"*.

To accommodate his disability, Joseph receives practical help at home. *"I get assistance from a person who comes to my house for eight hours a week to clean and take care of things I can't do myself. It's funded by the Council, and it's been invaluable."*

Despite this support, Joseph faces challenges, especially as the cost of living continues to rise. *"We're all disappointed with prices going up. Even with help, it's still tough,"* he says. The main pressures he feels are related to energy bills and food costs. *"It mainly affects my gas, electric, and food prices. As I can't work, I struggle to meet these costs."* He doesn't foresee an easy way out. *"I can't see things changing,"* he reflects.

Joseph receives Disability Living Allowance (DLA) to help pay for his care, and while he is eligible for a carer's allowance, he is unsure how to access it. Additionally, Joseph has received support via Hampton Fund's support with energy costs: *"The fuel fund helps significantly. It cuts what I have to pay in half,"* he explains. The grant also provided him with a cooker and a washing machine, making his day-to-day life easier.

When asked about his experience applying for the Hampton Fund, Joseph notes that the process is manageable, though it could be simplified. *"Getting the paperwork together can be awkward, but I understand why it's needed. It's probably straightforward, though maybe could be made a little easier,"* he says. One suggestion Joseph has is for the repeat application process to be more streamlined if his situation hasn't changed, with the ability to submit a follow-up application instead of a full re-application.

Joseph also highlights the importance of accessible information for people with disabilities. *"Information about what I can claim is hard to find, though there is one organisation in Teddington, RUILS, that helps me with disability care,"* he shares.

Reflecting on the impact of the Hampton Fund grant, Joseph finds, *"It just makes life easier. I'm grateful for the support—it's a real help."*

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## Case Study – Alleviating the pressure of high rents and compounding bills

Marissa\*<sup>128</sup> has lived in Richmond for over 5 years and enjoys the area for its green spaces, low crime, and friendly atmosphere. *“It’s a beautiful place with lots of parks and village-like commercial centres.”*

However, like many, Marissa faces challenges, particularly around the high cost of living. *“Anyone who rents here is struggling. Even those with high salaries can find it tough because rents are so high,”* she explains. High rent costs leave little for other essentials, and other bills, such as Council Tax, add to the financial burden. *“Council tax is really high, probably the highest in all of London—around £200 a month,”* she adds. Along with rent, rising gas and electric costs are major pressures.

To manage these financial strains, Marissa relies on Universal Credit and has also accessed the Warm Homes grant from the Council, *“which helped a lot,”* she says.

Marissa first heard about the Hampton Fund grants from a source she can’t quite remember, but she often recommends it to others. *“The process was thorough but fine. It took some time because they need a lot of information, but it wasn’t difficult. Some older people might find it more challenging,”* she notes.

Receiving a Hampton Fund grant has had a significant positive impact on her life. *“It really took a massive weight off my mind. With everything else being so expensive, having support for something so vital made me feel well supported,”* she reflects. *“It’s a great service. They’re doing a fantastic job.”*

## Case Study – Consistency amidst a difficult and costly living environment

Becca\*<sup>129</sup> lives in a part of Hampton funding area that she feels has excellent transport links, making it convenient for her daily needs. *“I like it here; it’s quiet but not too far from everything I need,”* she says.

However, Becca faces challenges in her living situation. She resides in a housing partnership with eight other people, including some who are experiencing substance misuse, which can create difficult dynamics. *“There’s a lot of tension. If you walk past a door and it smells of drugs, it’s not ideal,”* Becca shares. She describes one incident with a neighbour, which left her feeling uneasy. *“It makes me more reserved than usual. It’s not a great environment to be in daily.”*

The ongoing cost-of-living crisis has also put a strain on Becca’s finances. *“Keeping food on the table is really hard. Without the Hampton Fuel Allotment, I wouldn’t be able to make it,”* she says, describing the funding as a *“valuable gift”* that makes a big difference in her life. Becca doesn’t see things improving soon. *“I don’t think it will change for a long time,”* she adds.

In addition to the Hampton Fund, Becca suggests that support with other bills, like water and phone charges, would be helpful. *“Having a phone is very necessary, and water funding could really help,”* she explains.

Becca first learned about Hampton Fund years ago, likely through a friend, a social worker, or the mental health team. She’s been receiving support ever since. *“The process has always been smooth, and I’ve been grateful for the help,”* she notes. She particularly appreciated the work of support staff, who have helped her to organise her grant application: *“They were excellent, and the consistency of support was wonderful.”*

Receiving the Hampton Fund grant has had a profound impact on Becca’s life. *“It’s made a huge difference. My anxiety has gone down, and I can afford to eat and heat my home,”* she says. For a long time, Becca felt paralysed by these difficult choices, *“Now, I don’t have to make that decision,”* she explains.

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## 5.3 'Relieving Hardship' event findings



On March 26<sup>th</sup>, Hampton Fund organised an event on 'Relieving Hardship' to debut their new strategy and bring together key stakeholders in the borough for an interactive workshop facilitated by Rocket Science. Over an hour and a half, stakeholders engaged with each other in small groups, discussing the current needs, challenges, and opportunities for supporting local communities. The workshop activity was structured into three key sessions: the first, focusing on understanding experiences of need, then mapping service touchpoints, and finally, exploring the future role of Hampton Fund.

This chapter summarises discussions and takeaways drawn from the workshop, highlighting what shared themes emerged as well as actionable insights for the future of Hampton Fund.

### Understanding local experiences of need

The workshop began with a discussion around current challenges faced by individuals and communities across different demographics, particularly in the wake of the COVID-19 pandemic and the ongoing cost of living crisis. Key themes that emerged from stakeholders included:

- **The needs of young people, particularly around social isolation:** One significant concern raised was the impact of the pandemic on young people, particularly in relation to loss of friendships, social skills, essential knowledge (i.e. healthy eating and sexual health) and the rise of gaming-related isolation. There was a consensus that the pandemic has exacerbated issues like anxiety and emotional regulation difficulties, not only among young people but also within their families. Many children and young people have struggled to reintegrate socially, and there are increasing concerns around the long-term effects on their mental health and wellbeing. The effects of young people struggling was felt to ripple across the wellbeing of entire families. What support exists in this space was felt to be at and beyond crisis point and inaccessible to those with more moderate or mild cases of need, but a lack of intervention for these individuals was inevitably leading to more crisis experienced.
- **Growing fear and mistrust of institutions:** Stakeholders noted a growing mistrust of institutions and authorities, which has been amplified since the pandemic. Many local people feel disconnected from support services due to fear of judgment or a lack of trust in systems that are supposed to help but are perceived as failing to deliver (i.e. through budget cuts,

extorted wait times, quality of delivery, etc.). This is particularly true for those locally who experience in-work poverty, an increasing population in need, with many still reluctant to seek help despite facing prolonged financial hardship.

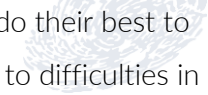
- **The erosion of community cohesion:** There was a strong sense amongst stakeholders that community cohesion is eroding, with fewer coordinated and informal opportunities for interaction between locals of differing communities, especially where language barriers exist. This has been felt to result in a breakdown of trust in one's neighbours and difficulties for young people (especially young boys and men) to affirm how they fit into the local landscape. The lack of appropriate community spaces for this informal socialisation has made it difficult for individuals to connect and support each other. This loss of community is particularly pronounced among younger and older people, with some feeling invisible and disconnected from their local areas.
- **Widespread economic strain and social stigma:** Stakeholders noted the rise of in-work poverty, with many local individuals employed but still struggling to make ends meet. Economic strain has led to an observed increase in the use of foodbanks and other support services. However, stigma and pride remain significant barriers to people accessing these services, particularly families who feel they should be able to support themselves.
- **Exclusion through the digital divide:** Finally, stakeholders emphasised the continued and widening digital divide, particularly affecting older generations. Many older individuals face difficulties accessing online services, which limits their ability to benefit from available support. The gap in digital literacy skills has left many behind, especially when it comes to navigating services or accessing essential information that has been moved online due to in-person service reductions.

## Mapping touchpoints with services and support

The second discussion session focused on understanding how individuals access support services and where improvements can be made in service delivery. Stakeholders were asked to map touchpoints to services and consider where services were not joining up. Several key themes emerged:

- **Service gaps and community navigation challenges:** There was concern that individuals often struggle to navigate the complex landscape of local services and know where to best enter for





joined-up support. Although major institutions, such as the NHS and schools, do their best to signpost people to appropriate services, they are often overburdened, leading to difficulties in ensuring that individuals are connected to the support they need. Stakeholders highlighted that amongst service providers there is a strong sense of cohesion, but this clarity may be lost to local communities. This raises the risk of people becoming lost in the system and/or failing to seek help again after being turned away or not directed to the right services.

- **A need for clearer communication routes:** Stakeholders stressed the importance of creating clearer communication pathways so that residents can better understand how to access services. A frustration voiced amongst tables was community members saying, “I wish I knew about you sooner”. The current system, with outdated websites and directories, was seen as inadequate. A fresh approach to service mapping, involving regular updates and better ‘no-wrong-door’ coordination between organisations, was recommended to ensure that residents can easily find the support they need.
- **The influential role of community workers and social prescribers:** There was a call for better funding, training and support for community workers and social prescribers, who are often on the front lines of service delivery and have the best understanding of how local needs are changing day-to-day. Many participants felt that where these workers do exist, despite their important role, they lack sufficient knowledge and resources to effectively signpost individuals to the right services. Ensuring that community workers are well-equipped to navigate the support landscape was seen as a crucial improvement to linking support mechanisms.
- **The value of hyperlocal service provision:** Finally, the importance of providing services that are hyperlocal to the communities they serve was a recurring theme. While many services exist in larger nearby areas, such as Richmond, residents of smaller areas like the Hampton Fund capture area often do not have the means or inclination to travel to access help. Stakeholders stressed the need for localised service provision that can meet the specific needs of residents without requiring them to leave their communities.

## The role of Hampton Fund in driving change




The third and last session of the workshop focused on the existing and future role of the Hampton Fund in supporting individuals locally. Discussions centred around changes to Hampton Fund's funding delivery and the balance between short-term crisis support and long-term systemic change.

- **Crisis support vs. long-term, preventative solutions:** One recurring discussion heard was around whether Hampton Fund should focus more on providing short-term crisis support or invest in long-term, systemic solutions. While many agreed that crisis support is essential, there was a recognition that addressing the root causes of poverty and hardship is equally important. A hybrid approach was suggested, where Hampton Fund continues to provide immediate assistance while also working towards more sustainable, long-term solutions that empower communities. The new 'survive to thrive' model was felt to effectively convey this, though stakeholders requested greater clarity on where Hampton Fund expected to fund partners along this continuum.
- **Empowering individuals through funding:** Amongst Hampton Fund's Individual Grants scheme, it was felt it was crucial for this funding to continue to be highly relational, personable, direct and voucher-based and not overly results driven. Personal outreach was felt to be more effective than leaflets and community hubs, GPs, and schools were mentioned as good and underutilised conduits of distributing funding to those most in need.

Some stakeholders noted funding could shift thematically to include more emotional need areas like mental health support (such as counselling services). Financial needs like rent payments, moving costs, net-zero home adaptations, food costs, digital inclusion (i.e. broadband, laptops or other devices, chargers, etc.), childcare costs, legal advice, and respite and funeral costs were highlighted.

It was felt that any funding from Hampton Fund should be accompanied by linking the grantee into a wider signposting of local support, indicating Hampton Funder's role as a connector amongst support providers.

Concerns were raised over the 'dependency' of repeat grantees though many stakeholders noted that an individual experiencing repeat crises would likely not experience long-term impact leading to a reduction of their needs through a singular intervening grant.

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- **Funding core costs:** Despite the session centring on the needs of individuals, many stakeholders discussed the need for funding the core costs for community organisations. Many noted that core funding is essential for the sustainability of local organisations in supporting individuals, particularly smaller grassroots groups that work directly with marginalised residents. Ensuring that these organisations can cover their basic operational costs allows them to continue providing vital support for targeted demographics in need.
  - **Advocacy and systems change:** Stakeholders also emphasised the need for Hampton Fund to consider funding organisations that engage in advocacy work, such as pushing for changes in government policy around benefits or addressing systemic inequalities. Many agreed that Hampton Fund could play a more transformative role by empowering organisations to advocate for wider social changes, particularly in areas such as benefits reinstatement and the cost-of-living crisis.
  - **Empowering the support sector and fostering collaboration:** There was strong support heard for Hampton Fund's current and future role in empowering community organisations and aligning them around a shared goal. Stakeholders felt that by providing a clear strategic direction, Hampton Fund could help ensure that organisations are not only addressing immediate needs but also contributing to long-term change. This collaborative approach was seen as key to creating more effective and sustainable support systems.

## Summary

Stakeholders attending the event provided valuable insights into the current landscape of need and the role that Hampton Fund can play in supporting local communities. The discussions highlighted the importance of improving service access, addressing both immediate and long-term needs, and empowering organisations to drive systemic change.

As Hampton Fund looks to the future, there is clear opportunity to embed and strengthen its funding strategy by improving clarity around its vision for the borough, supporting both crisis response and long-term solutions, and ensuring that local organisations have the capacity and resources to meet the needs of their communities. By taking a collaborative and strategic approach, Hampton Fund can continue to make a significant impact in building a more resilient and cohesive community.

**Anna Pearl Johnson, Consultant**

**Dina Papamichael, Director**

**Zubiya Moin, Consultant**

**Brendan Parker, Consultant**

**Offices:**

**London**

T: 0207 253 6289

**Edinburgh**

T: 0131 226 4949

**Newcastle**

T: 07887 67 34 07

**[www.rocketsciencelab.co.uk](http://www.rocketsciencelab.co.uk)**



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