

# WHERE TO GET HELP DURING THE RECESSION IN RICHMOND-UPON-THAMES

A guide for  
individuals  
affected by  
the recession

Do you live or work in  
Richmond-upon-Thames?

Are you affected by the  
Recession?

Need help and practical  
advice?

Richmond | Local  
upon | Strategic  
Thames | Partnership

This leaflet provides some  
useful information on  
where to go for more help  
and advice in  
Richmond-upon-Thames

# The recession has affected the people who live and work in Richmond-upon-Thames.

## Background

The phenomenon generally known as the 'credit crunch' began in the late summer and early autumn of 2008, as credit became extremely scarce in the global financial system. The financial sector's troubles helped spark a broader recession, which has swept most parts of the industrialised world. The lack of credit has made it difficult for private businesses to finance expansion and investment, or even continue their day-to-day operations. At the same time, it has also led to a sharp decrease in consumer and business confidence. The recession has caused a sharp increase in unemployment across most sectors of the economy.

## What is happening in Richmond-upon-Thames?

This downturn has impacted on Richmond as over 60% of the resident and working population work in industries that have been badly affected by the recession: financial services, other business services, tourism & retail, transport and property services.

Over the last year there has been a doubling in the number of Richmond residents who are in receipt of Jobseekers Allowance since April 2008 whilst job vacancies have significantly declined. In May 2009 there were 2584 people on the unemployment register. This number may not present the true picture as many people in Richmond-upon-Thames who have become unemployed have not registered for Job Seekers Allowance as they are relying on their partner's salaries, and thus not claiming benefits. Consequently there may be many more people affected than the official figures show. 18-24 year olds, 25-49 year olds and those in professional/managerial occupations remain the hardest hit.

# If you are affected you are not alone as there are many agencies and organisations in Richmond-upon-Thames who are here to help.

## A Partnership Response

The Local Strategic Partnership (LSP) is made up of a number of local partners in Richmond-upon-Thames. A number of these key partners have come together to help by providing information about relevant opportunities if you are affected by this recession.

Here to help you through the recession

**Business Link**  
**Job Centre Plus**  
**Hawk Training**  
**London Borough of Richmond-upon-Thames**  
**Metropolitan Police**  
**NHS Richmond**  
**Prosell**  
**Richmond Adult Community College**  
**Richmond Borough Chamber of Commerce**  
**Richmond Citizens Advice Bureau**  
**Richmond Council for Voluntary Service**  
**Richmond Housing Partnership**  
**Richmond-upon-Thames College**  
**St Mary's University College**  
**Way to Work**

## Are you affected?

As an individual you may be affected by the recession in a variety of ways. It might be that you have lost your job and that you need to retrain to get back into the job market or it might be that you need to get financial support to attend interviews. It is important that you get the right kind of help and advice to find the best outcome for you.

There are practical things that you can do to improve your situation and you can get help from a range of organisations in Richmond-upon-Thames. This leaflet sets out what organisations can offer help and how to contact them and what sort of help they can offer.

This information leaflet is designed for individuals and their families who might be affected by the recession. The recession is likely to affect distinct age groups differently, so you may need to consider your support options depending on what experience, qualifications or skills you already have.



**What is your status?**

### Young person under 24

You might be a school or college leaver or a new graduate. It is likely that you have limited career experience. We would recommend that you have a needs assessment, gain employability skills, undertake volunteering opportunities and consider an apprenticeship, traineeship or further vocational training. You might also need financial advice and support.

### Unemployed professionals

This recession has affected individuals who have had professional careers and have been made redundant or have been self-employed contractors and have a major decline in work. It is likely that you may be out of practice for going for jobs. We would recommend that you have a needs assessment, consider further vocational training, gain employability skills and consider enterprise development. You might also need financial advice and support.

### Long-term Unemployed

You have been out of work for over 12 months and need to gain the skills that will get you back to work. We would recommend a needs assessment, further vocational training, employability skills, community action initiatives and volunteering opportunities. You might need financial advice and support.

### Individuals on benefit with health issues

You may have been on benefit for some time because you are affected by health or disability issues. If you feel you are now ready to engage with work and training we would recommend a needs assessment, further vocational training, community action initiatives and volunteering opportunities. You might need financial advice and support or self-development guidance.

# What type of help is available

## Needs Assessment

This is where an experienced advisor can work with you to look at what you need to achieve based on your skills, experience and interests.

## Volunteering Opportunities

Volunteering can give you valuable experience to build up your CV, gain confidence and learn new skills. There is a huge variety of volunteering opportunities in Richmond-upon-Thames to suit people who want to build up new skills, change career or who are highly qualified and would like to offer their professional expertise.

## Employability Skills

If you have limited experience of work or have been out of the workplace for some time it is useful to brush up on presentation and interview skills to secure that job or to gain the skills you need in the workplace like team working, communication, IT or literacy and numeracy skills.

## Training and Qualifications

If you are not very well qualified perhaps it is time you went back to College and retrained and gained the qualifications that you need to gain the recognition that you need.



## Apprenticeship

Apprenticeships are designed for young people. Getting paid while you learn might sound too good to be true - but as an Apprentice that's exactly what you'll do. Combine the hands-on experience of working with the qualifications you'll gain by studying for the best of both worlds.

## Self-Development Skills

Provide help in gaining capability in dealing with stress.

## Financial Advice & Support

This is where you can get additional advice on what extra benefits you may be eligible for to help with your housing and living costs or costs for going to interviews or undertaking retraining.

## Enterprise Advice

If you are starting to think about becoming self-employed or starting a business you can get the skills and advice to get you started.

## Community Action Initiatives

If you live in Mortlake, Hampton Nursery Lands, Heathfield, Ham, Castlenau then there is a local community partnership that offers community action initiatives that will help you to gain new skills or engage in new activities.

## Where to go?

### Services

Richmond Local Strategic Partners	Needs Assessment	Volunteering Opportunities	Employability Skills	Vocational Training & Qualifications	Apprenticeships	Self Development Skills	Financial Advice & Support	Enterprise Advice	Community Action Initiatives
<b>Business Link</b>								✓	
<b>Job Centre Plus</b>	✓		✓				✓		
<b>Hawk Training</b>				✓	✓				
<b>London Borough of Richmond-upon-Thames</b>							✓		✓
<b>Metropolitan Police</b>		✓							✓
<b>NHS Richmond</b>						✓			✓
<b>Prosell</b>			✓	✓					
<b>Richmond Adult Community College</b>	✓	✓	✓	✓		✓		✓	
<b>Richmond Borough Chamber of Commerce</b>								✓	
<b>Richmond Citizens Advice Bureau</b>							✓		
<b>Richmond Council for Voluntary Service</b>		✓							
<b>Richmond Housing Partnership</b>			✓				✓		✓
<b>Richmond-upon-Thames College</b>	✓	✓	✓	✓	✓				
<b>St Mary's University College</b>	✓			✓					
<b>Way to Work</b>	✓	✓	✓	✓	✓				

## Contact details

online  
email  
call  
pop-in

### Business Link

[www.businesslink.gov.uk/london](http://www.businesslink.gov.uk/london)  
Link House, 292-308 Southbury Road, Enfield EN1 1TS  
Tel: 0845 600 0787

### Job Centre Plus

[www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk)  
59-63 London Road, Twickenham TW1 3SZ  
Tel: 020 8250 4600

### Hawk Training

[www.hawktraining.com](http://www.hawktraining.com)  
4th Floor Regal House, 70 London Road, Twickenham TW1 3QS  
Tel: 020 8891 0992  
Email: [info@hawktraining.com](mailto:info@hawktraining.com)

### London Borough of Richmond upon Thames

[www.richmond.gov.uk/credit\\_crunch\\_and\\_recession](http://www.richmond.gov.uk/credit_crunch_and_recession)  
Civic Centre, 42 York Street, Twickenham TW1 3BW  
Tel: 020 8831 6001

### Metropolitan Police

[www.met.police.uk](http://www.met.police.uk)  
Twickenham Police Station, 41 London Road, Twickenham TW1 3SY

### Volunteering Opportunities:

Please contact Ms Elizabeth Mascarenhas,  
Volunteer Co-ordinator in Richmond-upon-Thames  
Tel: 020 8247 7220  
Mobile: 07920 594814  
Email: [elizabeth.mascarenhas@met.police.uk](mailto:elizabeth.mascarenhas@met.police.uk)

### NHS Richmond

[www.richmondandtwickenham.nhs.uk](http://www.richmondandtwickenham.nhs.uk)  
Thames House, 180 High Street, Teddington TW11 8HU  
Tel: 020 8973 3000

# Contact details

## Prosell

www.prosell.com  
6 Oriell Court, The Green, Twickenham TW2 5AG  
Tel: 020 8755 5381

## Richmond Adult Community College

www.racc.ac.uk  
@ Richmond: Parkshot, Richmond TW9 2RE  
@ Twickenham: Clidfen Road, Twickenham TW1 4LT  
Tel: 020 8891 5907  
Email: info@racc.ac.uk

### Needs Assessment:

please contact Learner Advice and Recruitment Team  
Tel: 020 8891 5907 ext. 4025  
Email: cag@racc.ac.uk

### Volunteering Opportunities:

please contact Ms Therese Taylor, HR Manager  
Tel: 020 8439 8922  
Email: therese.taylor@racc.ac.uk

### Employment Skills:

please contact Ms Natalia Farinha, Training Manager  
Tel.: 020 8843 7929  
Email: natalia.farinha@racc.ac.uk

## Richmond Borough Chamber of Commerce

richmondchamberofcommerce.co.uk  
1st Floor, 1-3 Richmond Road, Twickenham TW1 3AB  
Tel: 020 8891 7457  
Email: email@richmondchamberofcommerce.co.uk

## Richmond Citizens Advice Bureau

www.rcabs.org.uk  
61 Heath Road, Twickenham TW1 4AW  
Tel: 0844 826 9700

online  
email  
call  
pop-in

## Richmond Council for Voluntary Service

www.richmondcvcs.org.uk  
Richmond Volunteer Centre, RCVS, 1 Princes Street, Richmond TW9 1ED  
Tel: 0845 675 1234  
Email: volunteer@richmondcvcs.org.uk

## Richmond Housing Partnership

www.rhp.org.uk  
Premier House, 52 London Road, Twickenham TW1 3RS  
Tel: 0800 0322 433

## Richmond upon Thames College

www.rutc.ac.uk  
Egerton Road, Twickenham TW2 7SJ  
Tel: 020 8607 8305/8314  
Email: courses@rutc.ac.uk

## St Mary's University College

www.smuc.ac.uk  
Waldegrave Road, Strawberry Hill TW1 4SX  
Tel: 020 8240 4000  
Email: admit@smuc.ac.uk

## Way to Work

www.waytowork.org.uk  
Civic Centre, 42 York Street, Twickenham TW1 3BW  
Tel: 020 8487 5383  
Email: waytowork@richmond.gov.uk

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Richmond | Local  
upon | Strategic  
Thames | Partnership



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