

Policy (P) Action (A)	Activity	ASTF project	CAB Activity	CYC Activity
P1	Use corporate buying power to purchase cheaper food			Policy Team: Investigating options as part of Without Walls citywide Anti-poverty action plan
P2	Use corporate buying power to purchase cheaper white goods			Housing: (pending) promoting smarter buy scheme - discounts for tenants
P3	Use corporate buying power to purchase cheaper transport			Policy Team: Investigating options as part of Without Walls citywide Anti-poverty action plan
P4	Use corporate buying power to purchase cheaper energy deals and work to reduce fuel costs		To come: Campaign work to encourage York residents to switch to cheaper fuels and avoid switching scams. Work targeted at York residents living in fuel poverty.	<p>Energy Smart Club: switch energy supplier and get a better tariff.</p> <p>Housing: Promoting fuel switch via Streets Ahead and frontline staff</p> <p>Housing: Department of Energy and Climate Change (DECC) funding recieved to pilot three schemes testing key elements of the Green Deal framework. To date: 51 have recieved free advice and information; 42 recieved free assessment and free energy performance certificate; 19 homes had external wall insulation; 16 homes recieved free loft insulation; 14 recieve cavity wall insulation on extensions and 1 home recieved a 'A' rated boiler.</p> <p>Housing: older person drop in sessions in Tanghall, will be completed in June, work included helping to lift people out of fuel poverty.</p> <p>Completed Housing: Extension of the Local Advice telephone line service operated by the Yorkshire Energy Partnership (for CYC) gave residents information about local schemes in particular the local Carbo Emission REduction Target (CERT) and Community Energy Savngs Programme (CESP).</p> <p>Completed Housing: With additonal CERT funding York private secotr householders recieved 897 helped with either loft or cavity insulation or both. This equates to £341,000 of funding drawn down.</p> <p>Completed Housing: CESP hull road programme delivered 221 loft insulations; 19 cavity walls; 30 solid insulation; 47 heating and 32 PV panels.</p> <p>Completed Housing: A grant of £18,000 from Department for Health gave advice to older people on how to keep warm over Winter.</p>
P5	Use corporate buying power to purchase cheaper furniture			Policy Team: develop comparative business case looking at Smarter Buys and other alternatives

P6	Use corporate buying power to purchase cheaper electrical equipment			Policy Team: develop comparative business case looking at Smarter Buys and other alternatives
P7	Improve access to financial tools and products	✓		<p>Future Prospects financial inclusion: accessing childcare, tax credits, doctors surgeries, troubled families, mental health and those with learning disabilities, ex-offenders, NEETS, redundant or soon to be redundant.</p> <p>Housing: working with primary schools - introducing CAB family money advice project and housing drop in session in schools.</p> <p>Housing: Money Matters - 3 publications to help CYC tenants to manage their own finances better (including basic bank accounts)</p> <p>Housing: work underway to introduce a housing and debt project beginning in MAr aimed at Tanghall residents.</p>
P8	Coordinate debt and benefits advice across the city	✓ ✓	<p>CAB ongoing: working with customers to overcome serious debt problems. Aimed at York residents with high levels of unsustainable debts.</p> <p>CAB ongoing: helping customers with complex benefits cases.</p>	<p>Future Prospects: aiming to expand through integrated service of York Learning (Future Prospects; Education; York Training Centre) delivering money management city wide including focus on west office delivery</p> <p>Completed Benefits: in liaison with Housing all affected customers of reduction in benefits have been contacted. Signposting and advice has also been given.</p>

P9	Raise financial literacy / awareness levels across York		<p>1:1 money counselling Short course Animated workshops to help people manage money better. Ongoing: Specialist debt advice, General advice, Housing debt project, Family money advice Outreach activity: traveller and gypsy; refugees; 'greater' Acomb; Tang Hall & 'outer' York. Completed Small Changes: better money management booklet printed</p>	<p>Future Prospects financial inclusion: Doctors surgeries, troubled families, mental health and those with learning disabilities, ex-offenders, NEETS, redundant or soon to be redundant. Adult Ed: Small Changes animation workshop on managing money Adult Ed: Small changes booklet Adult Ed: courses - help your child with maths, maths GCSE etc Adult Ed: embedding numeracy literacy and maths service wide in their work Housing: working with primary schools - introducing CAB family money advice project and housing drop in session in schools. Housing: Quarterly tenants magazine used to help tenants with debt issues. Housing: Money Matters - 3 publications to help CYC tenants to manage their own finances better (including basic bank accounts). Further funding has been received and will allow 2 more publications to go out with rent statements in June and September.</p>
P10	Work with partners to develop comprehensive customer profiling systems to track customer need.	✓ ✓	<p>CAB Lottery Bid: work on this will be addressed via the ASTF project.</p>	<p>Policy Team & York Advice & Information Partnership developing Project plan following successful Big Lottery Bid.</p>
P11	Develop innovative new approaches to community outreach to deliver financial support packages for those who need it most.	✓	<p>5 outreach activities: Traveller & gypsy, refugees, 'greater' Acomb, Tang Hall, 'outer' York</p>	<p>Housing: Tanghall multi agency drop in session Housing: Older person drop in sessions - improving access and raising awareness. Housing: Food bank is moving to Tanghall to sit within the advice hub. Housing Estate Management team have been trained to issue food bank vouchers.</p>
A1	Secure part time Financial Inclusion Coordinator			<p>Completed Policy Team: Policy Team providing coordination for Financial Inclusion</p>
A2	Secure full time specialist debt and benefits advisor			<p>Audit on provision: being lead by Steve Waddington</p>
A3	Establish two-tier financial inclusion governance structure	✓	<p>CAB Lottery Bid: work on this will be addressed via the ASTF project.</p>	<p>Financial inclusion Steering group: established Networking group: decision to establish has been deferred until the remit of the YAIP is clarified.</p>

A4	Promote greater awareness of CYC Corporate debt policy			Promotion: policy promoted when created and has been shared with partners. New promotion: to begin in Summer 2013
A5	Initiate work around customer profiling and identification of vulnerable customers	✓ ✓	CAB Lottery Bid: work on this will be addressed via the ASTF project.	Housing Options: targetting advice and support to tenants affected by LHA changes (ends Summer 13) Maintaining HB changes impact table: ongoing (summarising main changes and local impact analysis)
A6	Maximise use of CYC benefits advice capacity.			Housing: improving access to CYC benefits advisors and working in partnership within the community. Benefits: introducing referral form YFAS - York's Financial Assitance Scheme to easily identify where a customer needs referring to another agency
A7	Trial data sharing protocols with the voluntary sector	✓ ✓	CAB Lottery Bid: work on this will be addressed via the ASTF project.	Data sharing: sharing of tenant level impact information with social landlords, Housing Options and 'troubled families' team
A8	Provide citywide training framework for frontline advice staff	✓ ✓	CAB Lottery Bid: work on this will be addressed via the ASTF project.	Policy Team & York Advice & Information Partnership developing Project plan following successful Big Lottery Bid.
A9	Better coordinate citywide debt and benefits advice and activity such as money management courses.	✓ ✓	Small Changes: short course on money management Housing debt project: prevent people losing their homes Family money advice: lifting families out of poverty by maximisation of benefits.	Future Prospects: aiming to expand through integrated service of York Learning (Future Prospects; Education; York Training Centre) delivering money management city wide including focus on west office delivery Housing: improving access to CYC benefits advisors and working in partnership within the community. Housing: promoting importance of bank accounts, raising awareness of loan sharks. Housing: working with Barclays to offer basic bank accounts. Further work to happen in September. Housing: Money Matters - 3 publications to help CYC tenants to manage their own finances better (including basic bank accounts) Policy Team:: Contact with York's Illegal Money-Lending Team, work will be happening to link in with further funding opportunities.
A10	Develop City Access Points for provision of multiple sources of support and advice	✓	CAB Lottery Bid: work on this will be addressed via the ASTF project.	Libraries: providing signposting for customers Housing: (Pending) Tanghall food bank

A11	Extend presence of advisors in GP surgeries			Future Prospects: working from doctors surgeries until March 2014
A12	Establish Community buying groups e.g. fuel cooperatives		Fuel poverty campaign to encourage people to switch to cheaper fuels being explored.	Energy Smart Club: switch energy supplier and get a better tariff. Older Persons Housing Drop: lifting people out of fuel poverty
A13	Extend access to basic bank accounts			Housing: promoting importance of bank accounts, raising awareness of loan sharks. Further work with Barclays will begin in September.
A14	Monitor and measure outcomes	✓	CAB Lottery Bid: Formal measures will be agreed and reported back to Lottery. Report on progress will be given to FI steering group via an SLA. CAB: SLAs are reported back to individual teams who are funding work.	New work: future work which will be funded via the FI group will require measures to be established and reported back to the group. Current work: Measures recorded in a variety of ways, updates requested via Policy Team.