

Action to Plan to deliver the CSMC Financial Inclusion Scrutiny Review Recommendations (March 2019)

No.	Recommendation	Responsibility	Date	July 2019 Update/Actions
i	A deeper scrutiny review into the causes of and responses to food poverty is considered, taking into account key elements of the York Food Poverty Alliance report	Head of Civic & Democratic Services /Chair of CSMC	March 2020	<p>10/6/19 Customer & Corporate Services Scrutiny Management Committee (CSMC)</p> <ul style="list-style-type: none"> • Received a Food Poverty Scrutiny Review Scoping Report • Agreed to add to Forward Plan for the Committee to refine the scope and form of the review.
ii	<p>A review and refresh of the 2012 Financial Inclusion Policy and associated Action Plan should be undertaken. This review should include, but not be limited to:</p> <ul style="list-style-type: none"> • consideration of the work of Advice York and the FISG • the impact of the roll-out of Universal Credit • measures to address food poverty and • support for digital inclusion. 	Assistant Director of Customer & Digital Services (AD C&DS)	March 2020	<p>As per FISG 26/5/19 a plan to be presented at the next FISG meeting to deliver the review /refresh of the Policy.</p> <p>Ongoing monitoring of the delivery of the plan by FISG, including joint Executive members.</p>

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iii	Consider broadening the membership of the Financial Inclusion Steering Group to include organisations such as the Welfare Benefits Unit.	Director of Customer & Corporate Services (Chair of FISG)	September 2019	As per FISG 26/5/19 - to invite Welfare Benefits Unit and Joseph Rowntree Foundation to future meetings. Other possibilities will be subject to discussion with relevant organisations.
iv	Investigate options for securing long-term funding support for successful time-limited FISG grant funded schemes, such as the Citizens Advice York GP Surgeries Advice Scheme;	Director of Customer & Corporate Services/AD C&DS	March 2020	To include, where there is a business case in Service Level Agreement negotiations, annual budget discussions and necessary councillor approvals.
v	Continue to monitor the impact of Universal Credit in York and agree that future six-monthly reports on Financial Inclusion are considered by the Executive rather than the Executive Member	AD C&DS	Complete	Implemented as per Executive Report 18th July 2019
vi	Commission the FISG to examine the current provision of digital and IT services available for benefit claimants at West Offices and other publicly-accessible buildings to ensure these facilities are accessible for all who need them	AD C&DS	March 2020 Ongoing	To incorporate into Digital Inclusion work as part of the new Financial Inclusion Strategy and Work Plan To monitor at every meeting of Financial Inclusion Steering Group (FISG)

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vii	Ensure the language and terminology on CYC forms used for requesting financial assistance is easily understood and adequately conveys the necessary information to people who may have difficulties filling in these forms	Head of Customer & Exchequer Services	Ongoing	To monitor at every meeting of FISG
viii	Seek out and learn from best practice elsewhere on how best to engage with 'hard to reach' groups who may not necessarily be comfortable reaching out to statutory bodies when they need advice or support;	Members of FISG	Ongoing	<p>Work already done includes working with Leeds City Region and looking at other councils approaches eg Gateshead around debt management.</p> <p>Also looking at option of engaging with third sector body to assist with Digital Inclusion review. Will include learning from the experience of other bodies.</p> <p>To include in 6 monthly Financial Inclusion Report to Executive.</p>
ix	Raise awareness within Council directorates of the impact that their policies and actions can have on more vulnerable members of the community, and encourage more cross council and cross-partner engagement	See item iii	See item iii	To broaden the membership of FISG to ensure key council services are represented and develop and deliver the new Financial Inclusion Strategy.

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x	Ensure that after May 2019 all new and existing Members have comprehensive training around Financial Inclusion so they have a full understanding of the role of the council and its partners.	Head of Civic & Democratic Services	March 2020	Scheduled as part of member training programme.