

**Financial Inclusion and Capability Action Plan
2017 – 2020**

Priorities	Who	How will it be achieved	When	Status RAG 3.4.17
Keep up to date with national and local policies and strategies. Ensure Derby Homes financial inclusion objectives continue to link in.	Money Advice Manager	Derby Homes Derby City Council National and local strategies. Attend Financial Inclusion groups.	On-going 2020	
<p>To work in a more structured and effective manner with partners.</p> <p>Create a constantly updated database of partner's skills and knowledge.</p> <p>Create an effective referral and reporting process for partnership working to be able to measure outcomes.</p> <p>Identify funding opportunities and develop new financial inclusion initiatives.</p>	<p>Money Advice Manager</p> <p>Welfare Reform Manager (Derby City Council)</p> <p>Money Advice Manager</p>	<p>To investigate the creation of a new networking group: Financial Inclusion Exchange (FIX). To invite partners from public, private and voluntary sectors to commit to working together effectively.</p> <p>To identify how outputs and outcomes can be shared sensitively between members to be able to measure FIX benefits.</p> <p>To identify funding opportunities and make applications individually or collectively.</p>	<p>September 2017</p> <p>On-going 2020</p>	

Continue to use staff knowledge, Derby Homes data and obtain profiling information to tailor Financial Inclusion service delivery and prioritise resources to individual and neighbourhood need.	Income Manager (Welfare Reform)	To specify what information is required and obtain annual profiling reports.	On-going 2020	
Using profiling information, deliver pro-active targeted campaigns aimed at improving resident's financial inclusion.	Income Managers	<p>Target groups, including those who:</p> <ul style="list-style-type: none"> • need to prepare for forthcoming changes/ reductions in their benefits. • need extra help and support to develop the skills they need e.g. to secure employment, use digital technology and manage their money • may lose their benefit if they do not understand and adhere to rules regarding renewing their benefit. • need help/advice to apply for a Single Discretionary Award for Discretionary Housing Payments, Council Tax Hardship and/or Local Assistance 	On-going 2020	
Work with Derby Homes Customer Communications Team to increase resident contact through our website and social media.	Money Advice Manager / Customer Communications Manager	<p>To promote Derby Homes website and social media forums for financial inclusion.</p> <p>To create a Financial Inclusion Communication Planner and provide the</p>	<p>May 2017</p> <p>April 2017</p>	

Use new and effective communication methods to promote Derby Homes and partners financial inclusion initiatives, including to the most vulnerable and hard to reach residents.		Customer Communications Team with our own Financial Inclusion articles and those from partners and decide on the best method of communication, based on the target audience. Keep a watching brief on emerging technology.	On-going 2020	
Review how, where and what Financial Inclusion information is promoted on Derby Homes website and make changes and add/remove information where necessary.	Money Advice Manager	Compare how other Housing providers promote financial inclusion through their websites and decide where improvements can be made.	May 2017	
Apply for and obtain authorisation from the Financial Conduct Authority (FCA) to allow Derby Homes staff to carry out regulated activities i.e. debt advice To provide evidence, as and when required, to the FCA to prove that Derby Homes is satisfying the regulations.	Financial Inclusion Project Officer Money Advice Manager	Research what FCA permission level Derby Homes requires and its associated costs. Find out the timescale for making an application through to when authorisation is obtained. Submit all the necessary documentation and apply for authorisation. To adhere to FCA requirements. Complete FCA annual report and submit to FCA using the online Gabriel system.	May 2017 On-going	
Consider options for supporting tenants with furniture/white goods	Money Advice Manager / Housing Management	Investigate options for supporting tenants to obtain low cost furniture/ white goods	March 2018	

Increase staff knowledge and skills by providing qualification and training opportunities to create a better understanding of how to identify financial vulnerabilities and where to make referrals.	Money Advice Manager	Identify suitable Financial Inclusion training providers and courses. Book all relevant staff on.	On-going 2020	
	Money Advice Manager	Raise awareness of Financial Inclusion at; Staff Briefings, Team Meetings and through the intranet.	On-going 2020	
	Income Managers Money Advice Manager	Consider professional qualification requirements for relevant team members such as:	September 2017	
	Money Advice Manager	Certificate in Money Advice (CertMAP – Institute of Money Advisers).	On-going 2020	
	Income Managers	Institute of Money Advisers membership/Debt Relief Order Intermediary status To help Institute of Money Advisers members remain accredited by sourcing suitable and on-going training for them to be able to satisfy Continual Professional Development (IMA) requirements. Create a Financial Inclusion Checklist/fact finding tool, for all Derby Homes staff to use when talking with residents so staff can identify financial vulnerabilities and make referrals where necessary.	June 2017	

Consider the advantages and disadvantages for Derby Homes and its residents as to whether Derby Homes should continue to collect contents insurance premiums from tenants on behalf of the designated insurance company.	Rental Control Manager	In Delivery Plan 17/18. Review benefits of collecting insurance premiums. Decide if Derby Homes should continue to assist.	March 2018.	
Explore the benefits of subscribing to a Financial Inclusion publication, to be distributed to Derby Homes residents and/or uploaded on Derby Homes website.	Money Advice Manager	Determine if the benefits outweigh the costs	June 2017	
Review and make additions/alterations, where necessary, to the Money Advice self-help guide and its training courses, to include all aspects of Financial Inclusion.	Income Managers / Money Advice Manager	Review the existing self-help guide and training and determine what financial inclusion issues can be included.	August 2017	
Attend appropriate regional and local Financial Inclusion groups.	Money Advice Manager / Income Managers	Continue to attend existing groups. Attend new groups that are deemed to benefit Derby Homes Financial Inclusion work.	On-going 2020	
Review the Financial Inclusion work carried out by Derby Homes.	Money Advice Manager Tenant Panel	Carry out a review. Report back findings. Make necessary improvements.	March 2018	