

Financial Inclusion Service Directory



East Sussex Advice Plus

Introduction

East Sussex County Council and East Sussex Advice Plus have been working together to develop a coherent partnership and evidence based approach to tackling financial exclusion in East Sussex.

To this end a seminar was held in February 2010 to generate a shared understanding of current local work to promote financial inclusion, and areas for potential future work.

East Sussex Advice Plus have also commissioned a report, setting out the extent of financial exclusion in East Sussex, current work and a range of themes under which action might be taken forward, based partly on discussions at the seminar and partly on engagement with a wide range of stakeholders.

Public sector funding will, as we all know, be tight for the foreseeable future. Protecting and strengthening financial inclusion services will require a focus on evidence based outcomes and an acknowledgement of the broader positive impact they can achieve. It will also require a willingness to experiment with, and learn from, new ways of delivering services and working in partnership, and a commitment to sustaining those services that work over the longer term.



Third Sector – Financial Inclusion Providers

Organisation: Age Concern Eastbourne

Number of staff, distinguishing between management, frontline and administrative staff:

At the Venton Centre:-

8 Managers.

8 frontline staff, (5 of whom also provide administrative services for their particular departments).

In the community:-

3 Charity shop Managers

3 frontline staff.

Number of client facing or case working volunteers: 240 volunteers which includes:-

10 Information & Advice Advisors,

5 Welfare Rights Visitors

20 Home from Hospital Visitors

26 Befrienders

19 Computer Trainers

13 Day Care Assistants

12 Receptionists

22 Shopping Transport Drivers and Escorts

18 Activities Volunteers

Services Provided:

Welfare Rights Advice

General welfare rights advice is provided by Age Concern Eastbourne's Information & Advice service which operates daily at the Venton Centre (Monday – Friday from 9.30 am – 1.00 pm). Advice is provided face to face (a drop in service), on the phone or in reply to letters or emails. Age Concern Eastbourne has an answer-machine service and clients can now phone the National Helpline out of hours.

A home visiting Welfare Rights Advice service, covering the greater Eastbourne area (incl. Willingdon, Polegate, Wannock, Jevington, Pevensy, Pevensy Bay, Stone Cross, Westham) is provided for more specific welfare rights advice. This service is provided to clients over 50 who are prevented, by frailty, from visiting the Age Concern Venton Centre in Eastbourne.

Age Concern Eastbourne assists mainly in the completion of Attendance Allowance, Carer's Allowance and Disability Living Allowance forms. Owing to the demand for this service there is assistance, to a much lesser degree, in benefit checking and maximisation.

4 fully trained visitors each visit 2 pre-booked appointments a week – (Monday – Friday). In certain circumstances appointments will be booked for clients or their relatives to attend the Venton Centre.

Referrals are made to this service via Age Concern Eastbourne's Information and Advice Service, its Community Services team, by the client themselves, by a friend or relative of the client and by other Charitable organisations e.g. Citizen's Advice Bureau or Care for the Carers, by occupational therapists, by the client's GP, by the Hospital Social Services team etc.. The referrals are made by phone, pro forma referral forms, letter, email and face to face on a visit to the Venton Centre.

A small annual East Sussex County Council grant is provided for this service, paid quarterly to Age Concern East Sussex who administer and divide the monies between the two Age Concerns and several local CABs. This grant is to be reduced shortly and may not be renewed at the new financial year even though it generates ten times its cost in local income

The DWP Local Pension Service provides a free drop in service at the Venton Centre twice a week on Tuesday and Friday mornings (10.00 am – Midday). The service is offered on a first come, first served basis.

Eastbourne Borough Council Housing and Council Tax Benefit Department offer a free monthly session at the Venton Centre dealing with Housing or Council Tax queries (first Tuesday of the month 12.00 midday – 1.30 pm).

Money advice.

Age Concern Eastbourne's Information & Advice service offers general money advice. Factsheets and leaflets are provided to clients to assist them in making choices and Age Concern Eastbourne is able to signpost or refer clients to other agencies who may be able to provide professional or specific help.

Clients may come in to the centre as visitors or may be assisted via the telephone, email or written query. Age Concern Eastbourne has 2 paid members of staff (1 part time and 1 full time manager) who may take on clients' queries as specific cases.

Two local firms of Accountants each provide free tax advice for 1 hour each per month seeing 3 clients in a session (first and last Wednesday of the month- by appointment).

TOPS visit the Centre when required to give tax help to older people free of charge. Two local IFA's each provide a free half hour appointment for clients during a two and half hour session which they operate on the first and third Monday of the month – by appointment.

Two local firms of solicitors each provide a free Will writing service once a month on the second and last Thursday of the month, by appointment. This service has certain conditions attached. Each session runs for two hours and provides two one hour appointments for the clients.

Two other local firms of solicitors each provide two and half hours of free legal advice, once a month. Each appointment lasts half an hour and has to be pre-booked.

The Information & Advice Service is met from Age Concern Eastbourne's core funds and receives no additional funding from elsewhere.

Providing Affordable Financial Services.

Age UK/Age Concern's trading arm provides various financial services for older people.

Insurance (Car, Travel, Contents etc), Funeral Plans and Aid Call can all be discussed face to face in the Venton Centre's Insurance Office, which is open every day (Monday – Friday)

Financial capability. (See Money advice above)

Helping people make better consumer choices (including dealing with fuel poverty).

Age Concern Eastbourne's Information & Advice Service provides information and advice to enable older people to make better consumer choices. The office holds a wide range of leaflets and factsheets to provide the client with the knowledge they need to choose services and products wisely.

Clients may be signposted or referred on to other more appropriate agencies or firms such as solicitors or advocacy services.

Advisors will phone suppliers on the clients' behalf, if required, to discuss problems and endeavour to mediate where there is dispute.

Age Concern Eastbourne's Contractor Call Service matches clients with contractors who have been vetted by Trading Standards and helps mediate where there is dispute following work carried out. Most queries are dealt with by a dedicated telephone service

Clients access the Information and Advice service by dropping into the Centre, by phoning, by email or by letter.

No funding is provided for the above services which are met out of core income.

Name: Andrea Edwards

Role: Welfare Rights and Information and Advice Manager

Third Sector – Financial Inclusion Providers

Organisation: Age Concern East Sussex - Information & Advice Service

Number of staff:

Information and Advice & Benefits Outreach Service:-

Front-line advisors:-105 hrs pw (3 f.t.e staff but 5 people) -currently under review

Direct managerial time:-30 hrs pw

Senior managerial time (estimate only) 3 hours per week

Number of client-facing or case working volunteers: 20 part time volunteers.

Services provided

Advice is provided from 3 locations, Lewes, Hastings and Battle.

Outreach surgeries are planned (the first of which will be delivered in Hastings fortnightly for a trial period).

Age Concern East Sussex mainly offer help by phone and in person but will respond to email enquiries where it is appropriate. The reception & phones are staffed by volunteers from 10-1pm Monday to Friday. Any messages left will receive an initial response on the next working day.

Welfare Rights Advice:

Benefits advice is delivered up to appeal stage both in clients own home (where they cannot access an office based service or it is deemed more appropriate to visit people at home) and from offices. Specialism in Benefits for older people (e.g. Attendance Allowance, Pension Credit)

Money advice.

Age Concern East Sussex will advise on money issues (e.g. Inheritance tax , minor debt, disputes with banks etc) as part of its Information & Advice function but, as this is not separately funded, may make a referral to another provider if specialist case work is needed (e.g. in the case of serious debt).

Providing Affordable Financial Services.

This can be accessed through AGE UK products (travel insurance etc), although the products available may not be specifically "affordable".

Financial capability.

As part of general Information & Advice work Age Concern East Sussex provides advice on LPA.

Helping people make better consumer choices (including dealing with fuel poverty).

Support provided to older people with issues with fuel providers, also signposting clients to other sources of consumer information.

There is no external funding for the office-based Information & Advice service. Funding of £80,000 (2010/2011) is shared with East Sussex's Citizens Advice Bureaux and Age Concern Eastbourne for Benefit Outreach. This is under debate and being re-commissioned.

Contact Name: Karen Sedgwick

Role: Information and Advice Development Manager

Third Sector – Financial Inclusion Providers

Organisation **Brighton Housing Trust**
- **Eastbourne Advice Centre**
- **Hastings Advice**

Number of staff, distinguishing between management, frontline and administrative staff:

Eastbourne (currently)

1 Manager
3 Housing Advisers
1 Housing Solicitor (covering Eastbourne and Hastings)
2 Welfare Benefit Advisers
1 Debt Adviser
1 full time Receptionist/Administrator
1 part time Administrator/Receptionist

Hastings (currently)

1 Manager
1 Housing Adviser

Number of client facing or case working volunteers: one

Services provided:

Welfare Rights Advice.

Eastbourne Advice Centre

2 to 4 drop-in sessions Monday, Tuesday, Wednesday and Friday mornings.
4 appointments Monday, Tuesday and Friday afternoons.
2 appointments Wednesday afternoon

Outreach

Newhaven (Advice Hub) – 3 appointments Wednesday mornings
Uckfield Citizens Advice – 3 appointments every other Tuesday morning
Hailsham Citizens Advice – 3 appointments every other Thursday afternoon

Money advice.

BHT no longer offers Debt advice; this is now provided by Eastbourne Citizens Advice.

Providing Affordable Financial Services.

Financial capability.

Helping people make better consumer choices (including dealing with fuel poverty).

None

Contact Name: Sue Hennell

Role: East Sussex Advice Services Manager

Third Sector – Financial Inclusion Providers

Organisation: **Citizens Advice 1066**

Number of staff, distinguishing between management, frontline and administrative staff:

3 Managers
5 Money advisers
1 Advice session supervisor
2 Reception supervisors
6 Admin workers
2 Guidance tutors

Number of client facing or case working volunteers:

30 trained/partially trained General Advisers
10 Admin/Reception volunteers

Services Provided:

Welfare Rights Advice

General benefits advice at main Bureau and weekly Outreach at Children's Centres, face-to-face, by phone and by email

Funding from Hastings Borough Council expected to last all 2010/2011

Money advice

Specialist Unit in Bureau with regular Outreach at Hastings Children Centre. Face-to-face , with some email and telephone advice.

Various funding streams

Financial capability.

Budgeting advice offered to each client
Training courses provided when requested

Helping people make better consumer choices (including dealing with fuel poverty).

Advice provided by both general and money advice

Name: Dina Christodoulou

Role: Acting Chief Executive

Third Sector – Financial Inclusion Providers

Organisation: Eastbourne Citizens Advice Bureau

Number of staff, distinguishing between management, frontline and administrative staff:

1 Manager
4 Admin
2 Trainers
2 Supervisors
3 Caseworkers

Number of client facing or case working volunteers: 28

Services Provided:

Welfare Rights Advice

Eastbourne CAB provides general advice on welfare benefits primarily over the phone but also face-to-face.

The bureau has form-fillers who help client's complete applications for all types of benefits and one caseworker who assists clients with benefit appeals including tax credit overpayments.

Eastbourne CAB also has a caseworker providing Benefits and Money Advice casework for clients with an armed forces connection, this project is based at the Eastbourne Citizens Advice Bureau but covers all of East Sussex.

Money Advice.

Eastbourne CAB provides general money advice primarily over the phone but also in person where needed.

From October 2010 there will be two Money Advice Caseworkers working under an LSC contract, providing money advice to clients eligible for legal aid.

Eastbourne CAB has one caseworker who can provide Money Advice casework for clients with an armed forces connection (as above Welfare Rights Advice)

Eastbourne CAB also provides Debt Relief Orders (DRO's) for clients who have received specialist money advice.

Financial Capability.

Eastbourne CAB has provided money management training for partner organisations such as Children's Centres.

In 2005 Eastbourne Citizens Advice Bureau developed a website which contains teaching materials for use in schools and colleges – www.moneymakesense.co.uk. This was a project funded for one year by EDF and was made in collaboration with

East Sussex Trading Standards. The materials were the first by a Citizens Advice Bureau which received a PFEG quality mark and the site has been accessed by over 1000 teachers in the UK.

Limited resources means Eastbourne CAB is now unable to offer financial capability work for clients.

Helping people make better consumer choices (including dealing with fuel poverty).

Eastbourne CAB advises clients with fuel debts and assists them to apply for grants from charitable trusts.

Name: Alan Bruzon

Role: Bureau Manager

Third Sector – Financial Inclusion Providers

Organisation: East Sussex Credit Union Ltd

Number of staff, distinguishing between management, frontline and administrative staff:

1 Manager
1 Finance Manager
2 Admin staff
1 Money Advice Officer
2 Community Advocates in Crowborough and Lewes
All part-time

Number of client facing or case working volunteers: 18

Services provided:

Welfare Rights Advice

Money Advice

Mainly Brighton and Hove by Money Advice Officer. Some in Lewes via the Credit Union's Community Advocate.

Lottery funded until May 2011

Lewes District Council funding until July 2011

Providing Affordable Financial Services.

Financial capability.

Helping people make better consumer choices (including dealing with fuel poverty).

Brighton and Hove and all of East Sussex

Self -funded with some support from Brighton Unitary Authority until 2013

Lewes District Council funding until July 2011

Wealden District Council funding, for Crowborough, until 2013

Contact Name: Colin Holden

Role: Community Savings and Loans Co-operative

Third Sector – Financial Inclusion Providers

Organisation: Hastings Advice and Representation Centre (HARC)

Number of staff, distinguishing between management, frontline and administrative staff:

2 Management

9 Frontline

1 Admin

Number of client facing or case working volunteers: 0

Services Provided:

Welfare Rights Advice

HARC specialises in welfare benefits and tax credits advice and representation up to and including the Upper Tier Tribunal for residents of Hastings Borough and Rother District.

HARC operates a drop-in service from Monday to Friday offering half hour slots on a first come, first served basis.

Appointments are offered Monday to Friday between 10.00am and 4.00pm.
Telephone advice is operated Monday to Thursday between 2.00pm and 5.00pm.
Advice is given by e-mail and our response target is within 48 hours.

Home visits are conducted for those who are unable to access our premises through age, illness or disability.

A fortnightly surgery is conducted in Bexhill and we are hoping to commence a surgery in Battle shortly.

HARC receives funding from:

Hastings Borough Council - secure until 31st March 2011.

Rother District Council – secure until 30th Sept 2010.

East Sussex County Council - secure until 31st March 2011.

Legal Services Commission – this recently awarded contract is for three years but changes could be made as a result of cuts to public service spending

In addition HARC receives project funding from charitable trusts, government departments and other sources, which is normally time limited to a maximum of three years.

Name: Jacky Everard

Role: Centre Director

Third Sector – Financial Inclusion Providers

Organisation: Hastings & Rother Credit Union Ltd

Number of staff, distinguishing between management, frontline and administrative staff: 1 part-time

Number of client facing or case working volunteers: 5

Services Provided:

Welfare Rights Advice none

Money advice none

Providing Affordable Financial Services.

Hastings & Rother: collection points at 3 locations in Hastings; presentations given in association with local Housing Associations in Hastings & Rother.

Advice provided by phone or through electronic media

Telephone discussions with members

ABG grant from Hastings Borough Council in partnership with Citizen's Advice 1066, HARC, Innovative Finance and Brighton Housing Trust runs to 31/03/10.

Financial capability. None

Helping people make better consumer choices (including dealing with fuel poverty). None

Name: Richard Street

Role: Savings and low cost loans

Third Sector – Financial Inclusion Providers

Organisation: Innovative Finance (Hastings Trust Ltd)

Number of staff, distinguishing between management, frontline and administrative staff:

2 Frontline staff

1 Administrative Assistant

1 Manager

Number of client facing or case working volunteers: 0

Services Provided:

Welfare Rights Advice

Innovative Finance will signpost to the appropriate Agencies in the areas covered.

Contact Name: Brian Tanner

Role: CDFI Manager

Third Sector Financial Inclusion Providers.

Organisation: Lewes and Seaford Citizen's Advice Bureau

Number of staff, distinguishing between management, frontline and administrative staff:

- 1 District manager
- 2 Deputy managers
- 2 Supervisors
- 1 Guidance tutor
- 3 Admin support staff
- 2 Case workers

Number of client facing or case working volunteers: 50

Services Provided:

Welfare Rights Advice

Lewes and Seaford CAB provides generalist advice on welfare benefits at both bureaux, for face to face, and telephone enquiries. Outreach advice is provided at Telscombe Cliffs, Peacehaven and Newhaven Advice Hub at the generalist level and specialist case work is also provided at the Newhaven Advice Hub.

Lewes and Seaford CAB have specialist advisers who can help clients to complete complex DLA and AA application forms and the caseworker at Newhaven's Advice Hub assists clients with benefit appeals.

Lewes and Seaford CAB receives additional funding from Lewes District Council, on top of core funding, to deliver this specialist benefit advice.

Money advice.

Lewes and Seaford CAB have 5 specialist money advisers who see clients for face to face advice across the district and at the outreaches mentioned above.

Lewes and Seaford CAB has 2 specialist money advisers in each bureau and another adviser who provides debt advice at HM Lewes Prison under an Legal Services Commission contract, run out of Littlehampton Citizen's Advice Bureau. Lewes and Seaford CAB's fifth money adviser is based at the outreach centre in Newhaven under the same project funding as the benefit case worker but also covers weekly sessions at Telscombe Cliffs and Peacehaven.

Lewes and Seaford Citizen's Advice can provide Debt Relief Orders (DROs) for clients who have received specialist advice at Newhaven's Advice Hub.

Helping people make better consumer choices (including dealing with fuel poverty).

Lewes and Seaford CAB generalist advisers are trained to deliver consumer advice and help clients to make reasoned choices on consumer matters. Where appropriate, Lewes and Seaford CAB money advisers help clients to complete grant applications from charitable trusts to gain one off payments which go towards reducing their debts.

Name: Jackie Wilkes

Role: Acting District Manager

Third Sector – Financial Inclusion Providers

Organisation: Money Advice and Community Support

Number of staff, distinguishing between management, frontline and administrative staff:

3 Management

27 Frontline

4 Administrative

Number of client facing or case working volunteers: 0

Services Provided:

Welfare Rights Advice

Telephone Advice is provided to anyone

Limited face to face appointments are available to East Sussex residents, from the Brighton office or home visits.

The Telephone Service is supported by a range of funding, some of which ends October 2010, whilst the rest is indefinite.

The face-to-face service is funded until 2013

Contact Name: Jackie Grigg

Role: Director

24 Old Steine, Brighton BN1 1EL Tel: 01273 664000 www.macss.org.uk

Third Sector – Financial Inclusion Providers

Organisation: Money advice plus services

Number of staff, distinguishing between management, frontline and administrative staff: 11

3 management

6 frontline

2 p/t administrative staff

2 volunteers

Number of client facing or case working volunteers: 0

Services Provided:

MAPS financial inclusion services are currently mostly delivered by telephone from the office in Eastbourne and cover the whole of the East Sussex council area.

Services are available only via referral from partner agencies due to the nature of our funding, i.e. housing organisations, utility companies, grant funded projects.

Welfare Rights Advice:

Delivered as part of the general money and debt advice casework service.

Money advice.

Money and debt advice is delivered by telephone to cover the whole of East Sussex area and available by referral only from partner agencies due to the nature of the funding.

Providing Affordable Financial Services.

Although MAPS is not a provider work is undertaken with local credit unions to promote their services and refer clients to them.

Financial capability.

Money management training is delivered face to face to small groups of people in community settings.

Helping people make better consumer choices (including dealing with fuel poverty).

MAPS is funded by EDF Energy Trust from 1st October 2010 for two years for a fuel poverty project across greater London and some work in Kent, Sussex and Surrey. MAPs will work with a network of referral partners which will include organisations in East Sussex, for example, East Sussex County Council.

Name: Gail Devries

Role: Chief Executive

Third Sector – Financial Inclusion Providers

Organisation: **Newhaven Advice Hub**
 Newhaven Community Development Association

The role of Newhaven’s Advice Hub is to co-ordinate and facilitate advice service provision through partner organisations.

Number of staff, distinguishing between management, frontline and administrative staff:

- 1 Management
- 1 Administration
- 3 front-of-house/reception staff

Number of client facing or case working volunteers: 6 Advisors

Services Provided:
Benefits/Welfare Advice
Debt & Money Advice
Generalist Advice
Housing Advice

All appointments must be booked in advance either by telephoning the Summerhayes Centre or dropping in.

Services Provided By: Brighton Housing Trust – Eastbourne
 Citizens Advice Bureau – Lewes & Seaford

Services Provided on the following days:

- Brighton Housing Trust - Benefits/Welfare - 3 appointments
- Brighton Housing Trust - Housing (Friday) 3 appointments
- Citizens Advice Bureau - Benefits/Welfare appointments (Mon - Thur) 15 appointments
- Citizens Advice Bureau - Debt & Money appointments (Mon - Wed) 12 appointments
- Citizens Advice Bureau - Generalist appointments (Tuesday) 4 appointments
- Citizens Advice Bureau –Generalist appointments (Thursday) 4 appointments

Total 41 appointments a week

Name: Rebecca Crook
Role: Advice Hub Manager

Third Sector - Financial Inclusion Providers.

Organisation: Rother District Citizens Advice Bureau

Number of staff, distinguishing between management, frontline and administrative staff: (Paid)

1 Manager
1 Assistant Manager/Supervisor
1 Supervisor / DRO Intermediary
1 Welfare Benefit Home Visitor / Debt Worker
3 job share (1 post) Project Debt / Welfare Benefit Workers
1 part-time Admin Worker.

Number of client facing or case working volunteers: 27

Services Provided:

Welfare Rights Advice

Covered by Rother and District CAB, based in Bexhill and open 5 days a week, and six outreach across Rother District; Battle, Rye and Burwash once a week, Northiam twice a month, Robertsbridge and Ticehurst once a month

Money advice.

Covered by two projects across Rother offering home visiting where appropriate and making use of outreach sessions.

One volunteer offering money advice on an as and when available basis.

All above include money management skills and welfare benefit checks and applications where appropriate.

HOMES Project funded by Office of Communities and Local Government, two year pilot project which will end in March 2011.

Home visiting project funded by Rother District Council currently funded to March 2011, review due towards end of year.

Providing Affordable Financial Services.

No service offered apart from advice on basic bank accounts.

Financial capability.

Some work done with Children's Centres under the current ESCC funding.

Some work done with schools (year 11 pupils') within Rother in partnership with RDC.

Helping people make better consumer choices (including dealing with fuel poverty).

Some work done on a one to one basis at the Bureau and through Children's Centres.

Name: Glenn Jopson

Role: Manager

Third Sector – Financial Inclusion Providers

Organisation: **Sanctuary Housing Association** Lon & SE part of the Sanctuary Group. A registered social landlord with charitable status

Number of staff, distinguishing between management, frontline and administrative staff:

4 Staff Members - Regional Welfare team covering London and South East consisting Within this team Sanctuary Housing has allocated One Welfare Advisor to specifically cover Sussex.

Sanctuary Housing has a Regional Financial Inclusion Strategy which they work from and which ties into Sanctuary's National Strategy. Sanctuary Housing aims to link its Regional Strategy into local strategies to ensure that they are meeting the needs of local residents and community as a whole.

Number of client facing or case working volunteers: 0

Services Provided:

Welfare Rights Advice

Welfare rights and benefits advice offered and provided to all Sanctuary Housing general needs and Sheltered tenants in the Sussex area. This will be expanding shortly to cover Shared ownership and Homeowners in the Region

The Advice work is generally delivered through home visits, telephone and written advice with monthly surgeries held at Sanctuary's 3 sheltered schemes in Brighton.

Take up campaigns and promotions (eg: Credit Union, Stop Loan Sharks) delivered to tenants in quarterly publications and leafleting / posters etc.

Money advice.

As above – income maximisation through benefits etc. basic debt advice and referral systems in place for CAB and MACS (FIF workers) and E.S Credit Union partnership

Financial capability.

Ongoing – Sanctuary Housing is looking to facilitate possible training/workshops to tenant groups through Money Made Clear or other providers.

Basic budgeting advice to tenants.

Helping people make better consumer choices (including dealing with fuel poverty).

Sanctuary publicises social tariffs etc to tenants through a resident newsletter 'Your Voice'. Assist with individual grants through Charity based utility trust funds.

Name: Jo Parrott

Role: Welfare Adviser

Third Sector – Financial Inclusion Providers

Organisation: Wealden Citizens Advice Bureaux (Crowborough, Hailsham and Uckfield)

Number of staff, distinguishing between management, frontline and administrative staff: 13

4 management

5 admin workers

2 guidance tutors

2 cleaners

Number of client facing or case working volunteers: 103

Services Provided:

Welfare Rights Advice

Wealden CAB covers the Wealden area with 3 main bureau in Uckfield, Crowborough and Hailsham and outreach services in Polegate, Heathfield, Children's Centres Wadhurst and Willingdon. Information and advice is provided by telephone and face to face.

Wealden CAB is funded by Wealden District Council, Crowborough Town Council, Uckfield Town Council, the majority of Parish Councils, grants from East Sussex County Council and other grant giving organisations.

Money advice.

Wealden CAB provides general money advice by telephone and face to face. There are 6 money advisers who handle casework after a client has been referred by a member of the bureau's generalist advice team.

Wealden CAB also provide Debt Relief Orders and help with accessing the Mortgage Rescue Scheme.

Financial capability.

Wealden CAB are currently working with the Children's Centres in Wealden to offer a budgeting course centred around Christmas with an activity, discussion and budgeting tuition.

Helping people make better consumer choices (including dealing with fuel poverty).

Wealden CAB provides advice to clients with fuel debts and assists them to apply for grants from charitable trusts.

Name: Caroline Mack

Role: Chief Executive Wealden Citizens Advice
and Coordinator for Citizens Advice East Sussex (CAES)

Statutory & Public Services Financial Inclusion Providers and Funders

Organisation: **Economic Development
Eastbourne Borough Council**

Number of client facing or case working volunteers:

Customer service at receptions
Housing Needs
Council Tax
Housing Benefits

Business engagement is undertaken by:

Environmental Health
Economic Development
Tourism

Services Provided:

Welfare Rights Advice

Money advice.

Providing Affordable Financial Services.

Financial capability.

Helping people make better consumer choices (including dealing with fuel poverty).

None but signpost on website, promote and encourage through Worklessness Group/Credit Crunch Task Group (to be merged and rebranded) and frontline staff refer and signpost.
Eastbourne Borough boundary.

Is a partner of the East Sussex Energy Partnership:

<http://www.eastsussexenergypartnership.org.uk/>

Organisational objectives which services are designed to achieve and the strategies to which they relate.

Annual community grants open to applications for bids.
Responsibility of Community Department.
Advertised in local papers and EBC website in Autumn of each year.

<http://www.eastbourne.gov.uk/community/fundraising/community-grants/?locale=en>

Name: Kerry Band

Role: Economic Development Officer

Statutory & Public Services Financial Inclusion Providers and Funders

Organisation: **Eastbourne Children’s Centre,
East Sussex County Council**

Eastbourne Children’s Centres is a Government funded programme that aims to improve the quality of life for children from birth through to 5 years of age and their families. We aspire to achieve this goal through a wide range of services that families can easily access

Service Provided:
Welfare Rights Advice
Money advice

Funding is provided to Eastbourne CAB for an Outreach service in Eastbourne. This service enables families, with children under 5, to access advice from a Citizens Advice advisor on a wide range of issues, including money advice, at their local Children’s Centre

Funding: Approximately £6,000 annually

Name: Carol Roberts

Role: Area Co-ordinator

Statutory & Public Services Financial Inclusion Providers and Funders

Organisation: East Sussex Healthy Homes
ECSC UK Ltd (Energy Centre for Sustainable Communities)

Number of staff, distinguishing between management, frontline and administrative staff:

1 person providing fuel poverty training to professionals working with vulnerable groups

Number of client facing or case working volunteers: none

Services Provided:

Helping people make better consumer choices (including dealing with fuel poverty).

Up to date information is provided through Fuel Poverty training regarding grants and financial packages for installing energy efficient and renewable energy measures into people's homes. Also provide information on helpline numbers, fuel debt advice and signposting, social tariffs, fuel switching and energy use.

This service is funded by, and working in partnership with, the councils of East Sussex. Work is undertaken in all areas (rural and urban) developing profile of fuel poverty (until Sept 2010 - to be confirmed). The service networks across many different sectors (older people, young families, voluntary groups), across a variety of departments (Housing, PCT's etc). The service has links at local, regional and national levels in Health, Housing, Fuel Poverty

The service is also present as events across the county providing one to one advice to clients

Contact Name: Sara Winnington

Role: Project Manager East Sussex Healthy Homes

Statutory & Public Services Financial Inclusion Providers and Funders

Organisation: Capitalise Business Support Ltd (CBS)

Number of staff, distinguishing between management, frontline and administrative staff: 3 Full-time equivalent

Number of client facing or case working volunteers: 1.5 Full-time equivalent

Services Provided:

Capitalise Business Support covers the whole of East Sussex, plus Brighton Unitary Authority, West Sussex, Kent & Surrey

We have a range of Private and public sector funding towards revenue and capital requirements

Welfare Rights Advice N/A

Money advice.

Relating to business finances i.e. cashflow flow, profitability, taxation, forecasting and budgeting

Investment readiness

Business Planning

Providing Affordable Financial Services.

A range of Loan products:

Standard Loans of £1,000 - £10,000

Working Capital Loans ~ £1,000 - £10,000

Enterprise Guarantee Loan ~ £10,000 - £30,000

Business planning assessment

Investment readiness advice

Financial capability.

Helping people make better consumer choices (including dealing with fuel poverty) N/A

Name: Sean Dennis

Role: Managing Director

**Statutory & Public Services
Financial Inclusion Providers and Funders**

Organisation: Hastings & St Leonards Children's Centres,
East Sussex County Council

Number of staff, distinguishing between management, frontline and administrative staff:

1 Manager
12 Family Outreach Workers
1 Senior Family Outreach Worker

Number of client facing or case working volunteers: 0

Services Provided:

Welfare Rights Advice

The Family Outreach Workers have an awareness of Benefits, welfare rights and entitlements and have knowledge of the services that can provide advice and support. They will signpost clients onto the services and support families to attend appointments.

The Family Outreach Service covers the Borough of Hastings.

Name: Tracey Rose

Role: Children's Centre Area Co-ordinator

Statutory & Public Services Financial Inclusion Providers and Funders

Organisation: **Housing Strategy and Needs Team
Lewes District Council**

Number of staff, distinguishing between management, frontline and administrative staff: 14 staff

3 Managers

2 Admin

9 Frontline

Number of client facing or case working volunteers: None

Services Provided:

Welfare Rights Advice

The team provides housing advice surgeries each week in Lewes, Peacehaven, Newhaven and Seaford. Every week day afternoon there is a dedicated housing advice helpline and an email address for people, through which they can request advice at any time.

Money advice.

The team does not provide money advice to clients but signposts them to either the Citizens Advice Bureau or South Coast Moneyline.

Providing Affordable Financial Services.

For some customers who are in housing need, taking a private sector tenancy is the best solution. For many of these the team is able to offer a loan to cover the full cost of the rental deposit required, which they can then pay back over the following period of the tenancy. This loan is provided interest free.

Financial capability.

The team does not carry out any financial capability services.

Helping people make better consumer choices (including dealing with fuel poverty) N/A

Name: Leighton Rowe

Role: Housing Policy and Development Manager

Statutory & Public Services Financial Inclusion Providers and Funders

Organisation: **Illegal Money Lending Team (IMLT)
Trading Standards South East**

Number of staff, distinguishing between management, frontline and administrative staff:

National Trading Standards project which has 30 people in total and one person working across East Sussex. The Financial Inclusion Partnership Officer (FIPO) role is to promote the Stop Loan Shark campaign and provide victim support to those affected by illegal money lenders.

Number of client facing or case working volunteers: None

Services Provided:

Welfare Rights Advice

Basic level and then signpost to other agencies in East Sussex

Money advice

Basic level and then signpost to other agencies in East Sussex

Providing Affordable Financial Services

Strong relationship with East Sussex Credit Union as the safer, legal and cheaper alternative to Loan Sharks, which includes promotion and incentives to become a member. Thereafter, signposting to other agencies in the area.

Financial capability

Part of the role of the FIPO is to provide victim support, which is tailored to each and every individual's needs. Basic help and advice on finances will be provided and then signposted to other agencies (attending meetings with victims).

Helping people make better consumer choices (including dealing with fuel poverty).

Part of the role of the FIPO is to provide victim support, which is tailored to each and every individual's needs. Basic help and advice on finances will be provided and then signposted to other agencies (attending meetings with victims).

Name: Jo Clarke

Role: Financial Inclusion Partnership Officer (FIPO)

**Statutory & Public Services
Financial Inclusion Providers and Funders**

Organisation: **Regeneration & Community Services
Hastings Borough Council**

Services Provided:

Welfare Rights Advice

Money Advice

Providing Affordable Financial Services:

Financial capability:

Helping people make better consumer choices (including dealing with fuel poverty):

Provides funding to agencies to deliver local advice services to prevent, and minimise, social and economic hardship and tackle social exclusion, in the District Borough of Hastings.

Funding varies from year to year – and comes from both Central Government and internal resources.

Name: Pranesh Datta
Role: Neighbourhood Manager

Name: Kevin Stower
Role: Regeneration Programme Manager; managing these programmes in terms of monitoring and reporting progress against targets to inform future funding.

Statutory & Public Services Financial Inclusion Providers and Funders

Organisation: **Rent Collection Team
 Lewes District Council**

Number of staff, distinguishing between management, frontline and administrative staff:

- 1 Senior Rent Officer (front line worker & Management responsibility)
- 2 Rent Officers (front line)
- 1 Rent Assistant (front line & administrative)

Number of client facing or case working volunteers: 0

Services Provided:

Welfare Rights Advice

Lewes District Council's Rent Team provides a service to LDC tenants across the district (Lewes; Seaford; Newhaven and rural areas etc). Advice is provided via telephone, face to face and occasionally via email.

The Rent Team is funded through the Housing Revenues Account.

- As non specialist advisors we provide some basic advice on tenancy issues & welfare benefits.
- Tenants are signposted to appropriate agencies.

Money advice.

Lewes District Council's Rent Team provides a service to LDC tenants across the district (Lewes; Seaford; Newhaven and rural areas etc). Advice is provided via telephone; face to face; and occasionally via email.

The Rent Team is funded through the Housing Revenues Account.

- Staff provide advice to LDC tenants on prioritising the payment of their rent; and on the legal process that is undertaken against those who fail to do so.
- Assistance is given in completing financial assessment forms to enable tenant's to reach an appropriate arrears repayment agreement.
- Basic advice on housing benefit & assistance in completing housing benefit claim forms.
- Basic advice on entitlement & how to claim welfare benefits.
- Signposting to appropriate specialist advice agencies and support services where needed.

Name: Jane Dowle

Role: Senior Rent Officer

**Statutory & Public Services
Financial Inclusion Providers and Funders**

Organisation: Rother Children's Centre
East Sussex County Council

Number of staff, distinguishing between management, frontline and administrative staff:

7 Family Outreach Workers

All other staff work closely in partnership with others providing these services, i.e. housing providers, fuel poverty projects, information regarding loan sharks etc.

Number of client facing or case working volunteers: 0

Services Provided:

Rother Children's Centre provides some basic support for families related to financial matters but the main role is to assist with form filling and signposting to the correct service.

Name: Fay Mitchell

Role: Area Co-ordinator Rother Children's Centres

Statutory & Public Services Financial Inclusion Providers and Funders

Organisation: **Trading Standards Service
East Sussex County Council**

Role: Reducing the Effects of Mass Marketing Scams on East Sussex Residents

Number of staff, distinguishing between management, frontline and administrative staff: N/A

Number of client facing or case working volunteers: N/A

Services Provided:

Helping people make better consumer choices (including dealing with fuel poverty).

A mass marketed scam is a 'misleading or deceptive business practice where you receive an unsolicited or uninvited contact (for example by email, letter, phone or ad) and false promises are made to con you out of money.'

Research conducted by the University of Exeter School of Psychology (2009) for the Office of Fair Trading, found that 3.2 million adults in the UK fall victim to mass marketed scams each year collectively losing £3.5 million. Furthermore, the research conducted found that some victims kept their decision to respond to a mass marketed scam private, avoiding discussion with family and friends and the possibility of being labelled 'gullible'.

During February 2010 an advertising campaign was launched to raise the profile of scams and Scams Awareness across East Sussex. Posters were put up in participating libraries who took part by taking in scam mail from consumers. Commercials were run on Heart fm, Sovereign fm and Arrow fm throughout February giving a reach of over 220,000 people. Advertisements were placed in the local newspapers promoting Scams Awareness giving a reach of around 250,000 people.

In addition to this we also issued regular press releases throughout the month of February, which were covered in a range of Sussex newspapers and also sent by email to 1,855 Neighbourhood Watch Contacts.

In total, over 7,000 scam mailings were received and of these 5,650 were recorded and entered onto a spreadsheet for intelligence purposes.

As part of this project we have also made 39 interventions, designed to break the cycle of victimisation. One of the interventions involved collecting over 3,500 letters from a sixty year-old gentleman in Hastings who has been sending approximately £400 per calendar month for at least the last ten years. Another successful

intervention was made when a post office worker successfully stopped an elderly gentleman from transferring £2,600 via Moneygram.

Most of the mailings come in from abroad making taking effective enforcement action difficult, however in November 2009, based on intelligence gathered from a previous "scamnesty" East Sussex County Council took Court action against a UK registered company and individual Directors, who had sent out 136,000 misleading mailings, generating hundreds of complaints. The case received prominent coverage in the Daily Mirror.

Name: Tom Cook
01323 463427 or email:tom.cook@eastsussex.gov.uk

East Sussex County Council activity - current (as at June 2010) and planned

Department	Provider	Activity, Purpose & Outcomes	Coverage
a) improving general skills levels including employability skills to maximise access to employment			
GCS Economic Development		1. Supporting the Adult Learning and Skills Partnership Board in delivering LAA target NI163 (upskilling the working age population to level 2 and above)	Countywide
GCS Economic Development		2. Supporting the Partnership Board's Recession Planning Group in developing and implementing a learning and skills response to the recession -	Countywide
GCS Economic Development & PAT, CS		3. As the county's largest employer continue to open up employment and training opportunities to disadvantaged jobseekers and young people including: <ul style="list-style-type: none"> • Continuing to operate as a Local Employment Partnership (PAT) • Working with partners to deliver jobs identified in the successful countywide Future Jobs Fund bid (Ec Dev) • Offering work placements to young people (CS) • Developing and delivering a range of apprenticeship opportunities across the authority (PAT) • For young people, information, advice and guidance through Connexions 	Countywide
Adult Social Care	Learning Disability DPS – Choices	4. To support adults with LDs into paid employment and activities that lead to paid employment, i.e. training, college courses, etc.	Countywide

	Employment Service		
Adult Social Care	Workforce Planning– Planning Performance & Engagement Division:	<p>5. To support the social care workforce across all sectors in East Sussex to develop the capacity and skills to maximise citizen independence, choice, control and wellbeing:</p> <ul style="list-style-type: none"> • An Adult Social Care Strategic Workforce Forum for the Independent and third sector in East Sussex, to drive forward skill development and qualification attainment in the independent and voluntary workforce • Developing an Integrated Local Area Workforce Strategy with partners and stakeholders to support workforce skills and capacity to deliver service and commissioning strategies across all sectors • Packages of training and support for Personal Assistants who are employed by service users, to maximise recruitment and retention opportunities 	Countywide
Children’s Services	Early Years, Childcare & Extended Schools Service, Tomorrow’s People	<p>6. Provision of advice on CVs and job applications for people receiving benefits (weekly);</p> <p>Working in conjunction with volunteers.</p>	East Hastings, Hastings Town, St Leonards CCs.
Children’s Services	Early Years, Childcare & Extended Schools Service, Tomorrow’s People	7. Provision of advice on CVs and job applications for teenage parents	East Hastings, Hastings Town, St Leonards CCs.
b) Maximising access to benefit entitlement			

GCS (Comms)		8. Web site signposting	Countywide
Adult Social Care	Citizen's Advice Bureau	9. Work with Advice Plus (lottery funded project run by VCS - CAB)	Countywide
Adult Social Care	ESCC/DWP Joint Team	10. Undertake financial assessments of social care service users: <ul style="list-style-type: none"> • Provide benefits advice to service users and their carers; • Enable service users to maximise their income and access to benefits; • In 2008/09 the Team received over 8900 referrals; • £14.8m in new and additional benefits has been achieved to date, including Social Fund and Bereavement Benefit. 	Countywide
Adult Social Care	<ul style="list-style-type: none"> • Sussex Deaf Association • East Sussex Association for the Blind; • Care for the Carers; • ESDA • Age Concern • Rethink Action in Rural Sussex 	11. VCS organisations funded by ASC to provide services to the public. Support and advise clients to access benefits, and ensure take-up as appropriate.	Countywide
Adult Social Care	Social Care Direct	12. Signposting service to other internal and external agencies regarding Housing, Benefits Advice, Debt Management etc.	Countywide
Adult Social Care	County Connect	13. This interagency referral form prompts the various agencies that use it to check on 13 key potential needs for support, one of which is for advice and money/benefits.	Countywide
Corporate Resources	Age Concern/CABs	14. Provision of advice and support regarding individual welfare benefits for older people not known to ASC;	Countywide
Children's	TP Re-	15. Provide information regarding benefits, including childcare funding, for pregnant	Countywide – normally

Services Department	integration Officer	<p>teenagers, young parents, and their families:</p> <ul style="list-style-type: none"> • Occasional work on budgeting and financial literacy for young parents; • Links with Benefits Agency u-18 Advisors; • Links to Care to Learn Fund; • Officer trained in Benefits Advice, Financial Literacy, and has Debt-Counselling experience. 	delivered as 1:1 home visit.
Children's Services Department	Caseworker, IPA	16. U-19 Substance Misuse caseworkers provide benefits, financial and debt advice to clients 16+ - delivered via the caseworker, through a referral to the team's IPA, or informing another appropriate professional.	Countywide – Young Persons Centre, e.g. YACS
Children's Services Department	Youth Accommodation Support Service, CRI	<p>17. Provision of benefits advice, alongside housing and homelessness support:</p> <ul style="list-style-type: none"> • Accessed by approx. 400 young people per annum; • Successful outcomes relating to prevention of homelessness; <p>Funded by Big Lottery (£120,000 pa) Funding due to end October 2010.</p>	Hastings, Rother and Eastbourne
Children's Services Department	Service, CRI	<p>18. Provision of benefits and financial advice alongside EET IAG Service:</p> <ul style="list-style-type: none"> • Supports approx. 350-400 students per annum; • Ensure students receive correct benefits and payments, such as Income Support and EMA, etc. 	Countywide
Children's Services Department	Family Intervention Project, CRI	<p>19. Provision of benefits and financial advice as part of contract/support plans:</p> <ul style="list-style-type: none"> • Supports approx. 10 families at any one time; • Outcomes relate to homelessness prevention and reduction in debt; • Funded by DCSF, with contributions from Safer Hastings Partnership (£10,000 pa); approx. costs of £93,000 pa; • Funding from DCSF tapered which will impact on final year of service delivery, with cessation of funding in March 2011. 	Hastings
Children's	Youth Support	20. Provision of advice and guidance to young people, families and carers as part of	Countywide

Services Department	Teams	involvement: <ul style="list-style-type: none"> • Support given to claim benefits; • Signposting to other support services; i.e. Youth Access Centres in relation to budgeting. 	
Children's Services Department	Early Years, Childcare & Extended Schools Service, CAB	21. CAB 1:1 monthly.	Newhaven CC
Children's Services Department	Early Years, Childcare & Extended Schools Service, CAB	22. CAB 1:1 monthly.	Peacehaven CC
Children's Services Department	Early Years, Childcare & Extended Schools Service, CAB	23. CAB 1:1 monthly.	East Hastings, Hastings Town, St Leonards CCs.
Children's Services Department	Early Years, Childcare & Extended Schools Service, CAB	24. CAB 1:1 monthly.	Hailsham East CC
Children's Services Department	Early Years, Childcare & Extended Schools Service, LINKS	25. Support for asylum seekers	Central St Leonards CC

	group		
Children's Services Department	Early Years, Childcare & Extended Schools Service, CAB	26. Support for lone parents in receipt of benefits with utility bills issues (weekly). Funded by Southern Water.	East Hastings, Hastings Town, St Leonards CCs.
Children's Services Department	Early Years, Childcare & Extended Schools Service, CAB	27. Provision of CAB Drop-in sessions - six-weekly.	Devonshire, Shinewater, West Rise, Langney, Willingdon, Hampden Park CCs
Children's Services Department	Early Years, Childcare & Extended Schools Service, JCP	28. Provision of benefits advice – JobCentre Plus attendance at Pop-in and Pay sessions.	Devonshire, Shinewater, West Rise, Langney, Willingdon, Hampden Park CCs
Children's Services Department	Early Years, Childcare & Extended Schools Service	29. Provision of signposting service by FOS workers to CAB, JobCenter Plus and other relevant organisations such as the Housing Aid and Legal Centre	All outreach areas
Children's Services Department	Early Years, Childcare & Extended Schools Service, CAB	30. Provision of CAB advice sessions in Polegate.	Polegate Town council premises
Children's Services Department	Early Years Teaching & Support Service, East Sussex	31. Provision of advice primarily in relation to DLA to parents and carers of children with complex needs and disabilities.	Countywide, in parental homes and Early Years settings

	Early Support and Care Co-ordination Scheme		
Children's Services Department	Youth Support, Integrated Area Children's Service	32. Provision of financial and benefits advice for care leavers: <ul style="list-style-type: none"> • 1:1 sessions, reviewed as part of Pathway Plan; • Care leavers are not able to access benefits until 18+. 	Countywide
Children's Services Department	Extended school services	33. Signposting of financial advice by Parent Information Contacts (PICs) and Parent Support Advisers (PSAs); Drop in advice on housing, benefits, employment.	In some schools
c) Improved debt management, financial literacy, energy and money management skills			
Adult Social Care, GCS (Libraries & Trading Standards), Children's Services Department (Children's	Putting People First Team, Adult Social Care	34. Consider how to strengthen ESCC arrangements Developed to include: other Children's Services teams, the Financial Services Authority, the Debt Advice Team and the third sector. A 'Budget Busting Bazaar' was successfully piloted in the Havens to raise awareness and assist with queries, signposting and advice about debt management, financial literacy, energy and money management skills was held at Peacehaven Library in February 2010. The participating partners were:	The Havens

Centre)		<ul style="list-style-type: none"> • Citizens Advice; • East Sussex Advice Plus; • East Sussex Credit Union; • Financial Service Authority • Newhaven Community Development Association; • Peacehaven Library, ESCC; • Peacehaven Town Council; • Peacehaven Children's Centre; • Stop Loan Sharks Team, Trading Standards, ESCC; • Putting People First Team, Adult Social Care, ESCC. <p>All partners indicated a willingness to participate in further events.</p>	
Children's Services		35. Continued delivery of national curriculum requirements (http://curriculum.qca.org.uk/key-stages-3-and-4/subjects/pshe/ewfc/keystage3/index.aspx) as part of PSHE and also as non-statutory at KS3 and KS4.	
GCS (Trading Standards)	Sara Winnington, Project Manager, East Sussex Healthy Homes	36. Links to fuel poverty work by Housing authorities.	
Adult Social Care	Older People's Engagement, Commissioning	37. Supporting the East Sussex Seniors Association and Forum in staff time and funding; themed sub-group around healthy finances.	Countywide
Adult Social Care	Supporting People	38. Supporting People Programme – key tasks within all housing related support is managing budgets and debt, support to access benefits. All client groups.	Countywide

Adult Social Care	Supporting People	39. Homeworks Floating Support Service – all client groups – investment of considerable additional resources to maximise capacity. Homeworks is available to anyone aged 16 – 64 who needs help around housing including single people, couples and families. Includes advice on mortgages, rent arrears or debt problems, and help with budgeting and claiming welfare benefits, including filling in forms.	Countywide
Children’s Services Department	Early Years, Childcare & Extended Schools Service, CAB	40. Money Matters TBC ; Intending to set up Autumn event .	TBC
Children’s Services Department	Early Years, Childcare & Extended Schools Service, CAB	41. Provision of advice on spending in run up to Christmas; Project due to start in October.	Sidley, Rye CCs
Children’s Services Department	Early Years, Childcare & Extended Schools Service, CAB	42. Provision of 1:1 advice from VOS workers in conjunction with the CAB - Working with families in the community; Project start date TBC.	Rother Area Outreach
Children’s Services Department	Early Years, Childcare & Extended Schools Service, CAB	43. Provision of CAB financial literacy courses; Project start date TBC.	Devonshire, Shinewater, West Rise, Langney, Willingdon, Hampden Park CCs
d) Maximising access to fair cost credit and banking			

CRD		44. Credit Union promotion within ESCC and with contractors	Countywide
GCS (Trading Standards)		45. Anti Loan Shark work. As a part of a national specialist project, the Financial Inclusion Partnership Officer is working across East Sussex to raise awareness of Illegal Money Lenders. A successful bid to the recession fund enabled community events in Hastings and Eastbourne to take place in 2009	Countywide
GCS (Trading Standards)		46. Review of offer by High Street Banks especially basic bank accounts	South East
		47. Lobbying (with CAB) for fair and appropriate banking practices especially for vulnerable groups (especially mental health).	
e) Maximising access to decent quality traders			
GCS (Trading Standards)		48. Rogue Traders.	Countywide
GCS (Trading Standards)		49. No Cold Calling Zones.	Countywide
GCS (Trading)		50. Promotion of good quality traders through Buy with Confidence.	Countywide

Standards)			
Adult Social Care/Trading Standards		<p>51. PPF Team are currently undertaking initial activities in the following areas:</p> <ul style="list-style-type: none"> • -In partnership with Trading Standards, investigating the possibility of developing the Buy With Confidence Scheme to include social care services and provision; • Identifying options for a Resource Directory of services; • Engaging with the market to develop services and quality provision in order to meet the needs of our local population in line with the objectives of PPF (the aforementioned survey being a part of this). 	Countywide
f) Improving joint working of all the relevant agencies to achieve the above (overlaps with recession action plan)			
		52. Networking Day for all involved teams and partners recession bid agreed) possibly leading to further recession bid to create capacity to nurture new network	
		53 Consistent signposting to high quality advice (review RealHelpNow) http://www.info4local.gov.uk/realhelpnow/	
		54. Joint Access and Information Project (JAIP); ASC led joint initiative between Health, ASC, C&F & Corporate IT to improve information provision across health, social care and well-being and provide a mechanism for promoting financial inclusion.	
		55. Maintain comprehensive overview of activity and opportunities and ensure integrated within ESCC and establish e- network of relevant officers	

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