



Llywodraeth Cymru  
Welsh Government

# Financial Inclusion Delivery Plan



December 2016



Mae'r ddogfen yma hefyd ar gael yn Gymraeg.

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## Financial Inclusion Delivery Plan

The Welsh Government's Financial Inclusion Strategy, published in March 2016, sets out how we aspire to join with partner organisations – both within Wales and at the UK level – in working towards a more financially inclusive society in Wales.

Our vision for Financial Inclusion is for everyone living in Wales to have access to appropriate and affordable financial services, be supported by quality assured information and advice services and have the financial capability and motivation to benefit from the financial services available to them. Welsh Government remains fully committed to this.

This Delivery Plan, which will cover the period to 2021, focusses on the practical actions necessary to achieve this vision. It sets out actions against the Strategy's three themes:

- Access to affordable credit and financial services;
- Access to financial information, including debt advice; and
- Building financial understanding and capability.

The actions are not only for the Welsh Government. For the vision to be achieved, we have been clear that it will be necessary to work closely with partner organisations, across the public, private and third sectors, who are well placed to promote financial inclusion and financial capability. Actions assigned to our partners within this Plan reflect this strategic approach. Some actions relate to issues outside the control of the Welsh Government and our Welsh partners, but we will actively seek opportunities to engage and influence at a UK level in order to achieve positive outcomes for Wales.

Just as there are many Welsh Government strategies and programmes already contributing to financial inclusion, including our work on digital inclusion, tackling poverty and education reform, many partner organisations also have their own strategies and programmes to promote financial inclusion. It will be important that, so far possible, this Delivery Plan aligns with actions contained within these related strategies - including the Financial Capability Strategy for Wales, the Wales Credit Union Strategy (WCUS) and the Information and Advice Action Plan – to reflect the strategic approach we are taking.

A Financial Inclusion Steering Group has been established to advise on the development of this Delivery Plan and to review progress in taking forward the actions. Members of the Group are drawn from organisations which will contribute to delivering a number of these actions, along with other partners who can help to develop policy and funding.

### Where are we now?

The new Programme for Government: Taking Wales Forward 2016 – 2021, published on 20 September 2016, sets out the new Welsh Government's programme to drive forward improvement in Wales over the next five years.

Over the eight months since publication of the Financial Inclusion Strategy, there have inevitably been changes, which may have an effect on some of the commitments contained within the Strategy, and so influence the actions we can practically take forward. We have made minor updates to some commitments to reflect these changes.

The Delivery Plan will also continue to capture the important role financial inclusion plays in supporting other priorities within Welsh Government, such as the 2015 Child Poverty Strategy, the refreshed Strategy for Older People 2016-2023, the Employability Plan for Wales and the Strategic Equality Plan 2016-2020: Working Towards a Fairer Wales. Specifically, the Delivery Plan is the key mechanism by which we will deliver on the fifth strategic objective of our Child Poverty Strategy which looks to support households in the “here and now” to increase household income and address the ‘poverty premium’.

In addition, we will work to ensure the financial inclusion sector, where appropriate, supports the emerging priorities of the Ministerial Taskforce for the South Wales Valleys as the Taskforce seeks to improve prosperity, tackle poverty and regenerate the South Wales valleys.

The Plan is clear about the positive impact financial inclusion activities can have on people of all ages living in Wales. By following the working principles of the Well-being of Future Generations Act, the collaborative delivery of the actions set out in this Plan will make a significant contribution to the cross-cutting goals of the Act. Financial Inclusion has a vital part to play in improving the well-being of people living in Wales by, for example, giving them access to trusted and independent information and advice services. These are central to giving everyone in Wales a fair chance in life, by helping them to understand and exercise their rights and make informed choices.

### Monitoring and Evaluation

Progress in delivering the actions set out in the Plan will be overseen by the Financial Inclusion Steering Group (FISG). Minutes of the Steering Group meetings will be published to ensure full transparency and accountability.

There are a number of performance measures detailed under the ‘Success criteria and evaluation measures’ section of the Plan, which will aid the assessment of progress and impact. The Welsh Government will publish an annual update of its progress against these actions in December each year. Where actions refer to strategies or programmes that are the responsibility of partner organisations, their own governance arrangements will be in place and the annual report will link to their progress reports.

This Delivery Plan is intended to be a ‘living document’, which will be updated as necessary to account for any changes to existing actions and any adoption of new actions necessary to continue progress towards the vision set out in the Strategy. The Steering Group may also advise on the merits of adding or revising actions during the course of the year.

A range of monitoring and evaluation approaches will be taken to reflect the different actions across the three strands of work and the different lead delivery organisations responsible.

## Access to Affordable Credit and Financial Services

***Our vision is for a Wales in which everyone can readily access a range of affordable financial services and products to suit their individual needs, as well as being able to readily access their own money, whether by automated or over-the-counter means***

**1. Commitment: Welsh Government will work with Credit Unions and other providers to support the sustainable development of rent or budgeting (jam jar) accounts.**

Actions		Timelines	Key Contributors	Success criteria and evaluation measures	Update on progress
1.1	Establish a working group to review this commitment in light of the Department for Work & Pensions (DWP) report, which raised questions about the appeal of budgeting accounts for Universal Credit claimants. Continue to consider the evidence.	2017/18	<ul style="list-style-type: none"> <li>• Welsh Government</li> <li>• DWP</li> </ul>	<ul style="list-style-type: none"> <li>• Enhanced understanding of the current appeal of rent or budgeting accounts to claimants, landlords and providers of these accounts.</li> </ul>	<a href="#">Recent DWP report</a>  Many examples of Credit Unions collecting Local Housing Allowances on behalf of tenants and paying it to landlords.
1.2	Map existing Credit Union provision and demand to feed into working group	March 2017	<ul style="list-style-type: none"> <li>• Credit Unions</li> <li>• Welsh Government</li> <li>• Housing Associations</li> </ul>	<ul style="list-style-type: none"> <li>• Mapping information available on existing provision and uptake</li> <li>• Case studies to demonstrate impact of rent or budgeting accounts.</li> </ul>	

**2. Welsh Government will work with key partners to ensure everyone has access to a transactional account, with people supported and encouraged to make an informed choice of an appropriate account for their circumstances and to make full use of their account.**

<b>Actions</b>		<b>Timelines</b>	<b>Key Contributors</b>	<b>Success criteria and evaluation measures</b>	<b>Update on progress</b>
2.1	Monitor the roll out of Universal Credit and work with DWP to monitor the take up and success/ difficulties encountered by service users.	Ongoing	<ul style="list-style-type: none"> <li>• DWP</li> <li>• Job Centre Plus</li> <li>• EST</li> </ul>	<ul style="list-style-type: none"> <li>• Number of UC claimants supported to access a transactional account</li> </ul>	<ul style="list-style-type: none"> <li>• DWP working with external stakeholders</li> </ul>
2.2	Maximise the usage of fee free basic bank accounts by working with partners including banks, raising awareness of these accounts and the benefits they can bring to people in financial difficulty	Ongoing	<ul style="list-style-type: none"> <li>• Welsh Government</li> <li>• FISG</li> <li>• Banking sector</li> <li>• Information and Advice Sector</li> </ul>	<ul style="list-style-type: none"> <li>• Number &amp; percentage of people with a bank account</li> <li>• Influence used to encourage banking sector to actively promote basic bank accounts to those in need</li> </ul>	<ul style="list-style-type: none"> <li>• Money Advice Service (MAS) (basic bank account leaflet)</li> </ul>
2.3	Ensure up to date information on where to get help to open a fee free bank account / credit union budgeting account is widely available – including on Moneymadeclear (MMC) website	March 2017	<ul style="list-style-type: none"> <li>• Banking sector</li> <li>• Credit Unions</li> <li>• Wales Co-operative Centre</li> </ul>	<ul style="list-style-type: none"> <li>• Number &amp; percentage of people with a bank account</li> <li>• Basic information readily available in hard copy format at locations relevant to target audience</li> <li>• MMC web analytics</li> </ul>	<ul style="list-style-type: none"> <li>• MAS (basic bank account leaflet)</li> </ul>

**3. Welsh Government will work with the LINK network and other ATM providers to ensure those areas identified as being a priority for free to use cash machines are looked at as a matter of urgency.**

	<b>Actions</b>	<b>Timelines</b>	<b>Key Contributors</b>	<b>Success criteria and evaluation measures</b>	<b>Update on progress</b>
3.1	Welsh Government to work with LINK and other local partners, including banks and credit unions to explore specific priority areas which do not currently have access to cash machines, review options for installation of 24-hour, free to use cash machines (including those that dispense £5 notes) and take practical steps to facilitate installation where feasible site are identified	Initial work to be completed by Autumn 2017, but action will be ongoing	<ul style="list-style-type: none"> <li>• Welsh Government</li> <li>• LINK</li> <li>• Banks</li> <li>• Credit Unions</li> <li>• AMs, MPs, local authorities, community groups, Financial Capability forums</li> </ul>	<ul style="list-style-type: none"> <li>• LINK Financial Inclusion Programme figures</li> <li>• Number of sites suggested to LINK from Wales and resulting action</li> <li>• Number of sites suggested to LINK from <u>priority</u> areas and resulting action</li> <li>• Share best practice to facilitate potential for installing new ATMs</li> </ul>	LINK Financial Inclusion Programme update (August 2016) <ul style="list-style-type: none"> <li>• 142 of 185 Super Output Areas completed</li> <li>• 60 of 256 Output Areas completed</li> </ul>
3.2	Investigate the potential for providers of ATM facilities other than LINK to provide additional 24-hour, free-to-use cash machines in areas which do not currently have such facilities.	Autumn 2017	<ul style="list-style-type: none"> <li>• Welsh government</li> <li>• Local partners</li> </ul>	<ul style="list-style-type: none"> <li>• Number of sites suggested</li> <li>• Number of new cash machines installed</li> </ul>	



**4. Welsh Government will work with the Credit Union sector, and other providers of affordable credit, to improve access to affordable short-term credit / money, on an all Wales basis. Part of this will ensure information is provided to ensure a greater understanding of the ways to access credit and their comparable costs.**

<b>Actions</b>		<b>Timelines</b>	<b>Key Contributors</b>	<b>Success criteria and evaluation measures</b>	<b>Update on progress</b>
4.1	Optimise the use of websites such as <a href="#">CreditUnionsofWales</a> and <a href="#">MoneyMadeClearWales</a> by service users and partners to provide information and sign post to credit unions offering affordable short term credit options including clear information on the different costs of credit. Make available a simple monthly interest calculator to highlight interest charges)	Summer 2017	<ul style="list-style-type: none"> <li>• Credit Unions</li> <li>• Wales Co-operative Centre</li> <li>• Housing Associations</li> <li>• Local Authorities (LAs)</li> <li>• Community Development Financial Institutions (CDFIs) &amp; other providers</li> </ul>	<ul style="list-style-type: none"> <li>• Results of WCUS action 10 – jointly commission national market research (dependent on scope of research)</li> <li>• Use of web analytics to ensure ongoing improvements</li> </ul>	<ul style="list-style-type: none"> <li>• Wales Co-operative Centre redeveloping the Money Made Clear site.</li> </ul>
4.2	Credit unions to consider feasibility of providing comparable online access and turnaround-time for loans to high-cost lenders, such as payday or guarantor loans, through sharing best practice	2017	<ul style="list-style-type: none"> <li>• Credit Unions</li> </ul>	<ul style="list-style-type: none"> <li>• Number of Credit Unions offering fast, online access to short-term credit</li> <li>• Best practice information shared between Credit Unions</li> <li>• Options reviewed to replicate existing provision across Wales</li> </ul>	<ul style="list-style-type: none"> <li>• Some credit unions are already starting to offer this.</li> </ul>

4.3	Explore the feasibility of developing a Credit Union pilot to operate in an area of high deprivation as a direct alternative to high interest door step lending.	2017	<ul style="list-style-type: none"> <li>• Welsh Government</li> <li>• Credit Unions</li> </ul>	<ul style="list-style-type: none"> <li>• Review of existing literature / research on potential for such schemes</li> <li>• Recommendation on whether to undertake a pilot</li> </ul>	<ul style="list-style-type: none"> <li>• Early discussions have commenced with previous JRF research in this area considered.</li> </ul>
4.4	Credit Unions to develop a national marketing plan (action 6 of WCUS)	January 2018	<ul style="list-style-type: none"> <li>• Credit Unions</li> </ul>	<ul style="list-style-type: none"> <li>• Progress reporting on WCUS</li> </ul>	<ul style="list-style-type: none"> <li>• £422,334 allocated to Credit Unions in 2017/18 to support work in relation to financial inclusion. Part of this funding could be used to support marketing activities.</li> <li>•</li> </ul>

<b>5. Welsh Government will work with partners to develop and strengthen the signposting provided to Discretionary Assistance Fund (DAF) applicants to help meet their wider financial needs, and to increase the number of partners who are working with their clients and supporting them to apply to the Discretionary Assistance Fund.</b>					
<b>Actions</b>		<b>Timelines</b>	<b>Key Contributors</b>	<b>Success criteria and evaluation measures</b>	<b>Update on progress</b>
5.1	Increase the DAF partner network and strengthen links to partner agencies working with a specific client base to increase take up for all vulnerable groups of service users listed in the qualifying conditions within the DAF Decision Makers Guidance	April 2018 – initial review & then ongoing	<ul style="list-style-type: none"> <li>Welsh Government</li> </ul>	<ul style="list-style-type: none"> <li>Number of partners working with clients/supporting applications to DAF</li> <li>Number of applications to DAF supporting specific client groups</li> <li>Satisfaction levels with support given during application</li> <li>Recent small scale evaluation on users of DAF – review results and consider repeating at suitable point in future</li> </ul>	<p>Series of partner information flyers produced Autumn 2016</p> <p>348 registered partners with 324 of these accredited partners and 24 signposting as at October 2016.</p>
5.2	Consider the training needs of partners and continue to offer training for partners supporting their clients to apply to the DAF. To continue to consider further barriers	Ongoing	<ul style="list-style-type: none"> <li>Welsh Government</li> </ul>	<ul style="list-style-type: none"> <li>Number of IAP awards supporting these client groups</li> </ul>	<p>Training provided as part of current DAF contract. To be reviewed following new contract award.</p>

5.3	Review the signposting currently provided by the DAF and scope the potential of producing a guide to assist the Discretionary Assistance Fund advisors to signpost effectively to agencies able to assist clients with wider financial needs	Beginning April 2017 and ongoing	<ul style="list-style-type: none"> <li>• Welsh Government</li> </ul>	<ul style="list-style-type: none"> <li>• Actions and measures dependent on review outcomes</li> </ul>	
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<b>6. Welsh Government will work with the Credit Union sector to further encourage the take up of Payroll Deduction (or through direct debits) across the third, public and private sectors.</b>					
<b>Actions</b>		<b>Timelines</b>	<b>Key Contributors</b>	<b>Success criteria and evaluation measures</b>	<b>Update on progress</b>
6.1	Credit Unions to work with Welsh Government to improve the take up of payroll schemes in the public, private and third sectors (WCUS action 3)	Ongoing	<ul style="list-style-type: none"> <li>• Welsh Government</li> <li>• Credit Unions</li> </ul>	<ul style="list-style-type: none"> <li>• Reporting on WCUS</li> <li>• Number of employers offering CU payroll schemes</li> <li>• Number of enquiries about setting up CU payroll schemes</li> </ul>	<ul style="list-style-type: none"> <li>• Cabinet Secretary wrote to anchor companies</li> <li>• Business Wales links</li> <li>• Union links</li> </ul>
6.2	Support a payroll pilot to explore the potential of Credit Unions sharing a resource to boost their payroll deduction engagement with employers and will produce and share a key messages paper	Pilot: July 2016 to February 2017	<ul style="list-style-type: none"> <li>• Welsh Government</li> <li>• Credit Unions</li> <li>• Wales Co-operative Centre</li> </ul>	<ul style="list-style-type: none"> <li>• Pilot to be evaluated to decide what worked best and how it can be rolled out (evaluation should consider CU and client perspective)</li> </ul>	<ul style="list-style-type: none"> <li>• Pilot underway with three Credit Unions, supported by Welsh Government funded resource from Wales Co-operative Centre</li> </ul>
6.3	Credit Unions to establish a collaborative Credit Union payroll savings scheme for large employers (WCUS, action 2)		<ul style="list-style-type: none"> <li>• Credit Unions</li> </ul>	<ul style="list-style-type: none"> <li>• Progress reporting on WCUS</li> </ul>	

6.4	Welsh Government to continue to promote the benefits of Credit Union membership to employees, including providing opportunities to enrol in Credit Union payroll schemes	Ongoing	<ul style="list-style-type: none"> <li>• Welsh Government</li> <li>• Credit Unions</li> </ul>	<ul style="list-style-type: none"> <li>• Events undertaken to promote Credit Union payroll schemes</li> </ul>	<ul style="list-style-type: none"> <li>• Credit Unions promoted payroll schemes at Welsh Government offices during Financial Capability Week in November 2016</li> </ul>
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**7. Payroll saving and loan schemes will be included in the Community Benefits guidance as a non-core option and the promotion of such schemes will be recorded through the use of the Community Benefits Measurement Tool where such schemes are made a Community Benefit objective by public sector contracting authorities.**

	<b>Actions</b>	<b>Timelines</b>	<b>Key Contributors</b>	<b>Success criteria and evaluation measures</b>	<b>Update on progress</b>
7.1	Work with Value Wales Policy to take forward actions to influence inclusion in Welsh public sector procurements	2017	<ul style="list-style-type: none"> <li>• Welsh Government</li> <li>• Welsh public sector</li> </ul>	<ul style="list-style-type: none"> <li>• Community Benefits Measurement Tool</li> </ul>	<ul style="list-style-type: none"> <li>• Included in recent procurement exercise for the Discretionary Assistance Fund</li> </ul>

## Access to Financial Information, including Debt Advice

***Our vision is for a Wales in which individuals and families are able to better manage their finances through access to good quality financial information and quality assured financial and debt advice, with appropriate signposting taking place to direct people towards the most appropriate source of help***

Many of the commitments and actions in this section are linked with the Welsh Government's Information and Advice Action Plan. Where there is a direct relationship between the Plans, this is indicated by text in italics.

**8. Welsh Government will work with partners to develop Money Made Clear and other relevant web-sites to ensure they provide information on what quality assured support is available to those who most need it. In addition, given not all people will access the internet, we will work with appropriate partners to consider what further join up and awareness raising needs to be done in this area.**

Actions		Timelines	Key Contributors	Success criteria and evaluation measures	Update on progress
8.1	Ensure Money Made Clear website provides accurate and up-to-date information on what quality assured support is available	Ongoing	<ul style="list-style-type: none"> <li>• Wales Co-operative Centre</li> <li>• Advice sector</li> </ul>	<ul style="list-style-type: none"> <li>• Number of partner organisations providing information on accessing quality assured support</li> <li>• Number of hits on relevant websites/web-pages</li> <li>• National Survey for Wales questions on advice services</li> </ul>	MoneyMadeClear currently being redeveloped by Wales Co-operative Centre.

8.2	See commitment 9 – Awareness raising for the public (including those who are digitally excluded)	Linked to Information & Advice Quality Framework (IAQF) rollout from April 2017	<ul style="list-style-type: none"> <li>• Welsh Government</li> <li>• Other public sector commissioners of information and advice services</li> <li>• Other funders of advice services</li> <li>• Advice Quality Standard owners</li> <li>• Information and advice providers</li> <li>• Accrediting body for Standard Owners</li> <li>• National Advice Network (NAN)</li> </ul>	<ul style="list-style-type: none"> <li>• Proportion of people able to access the advice services they need (National Survey for Wales)</li> </ul>	
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<b>9. Welsh Government and partner organisations to ensure equitable access to quality assured advice services according to need, and to publicise trusted online resources and availability of quality assured and accredited information and advice services through relevant websites, newsletters, events and other promotional opportunities.</b>				
<b>Actions</b>	<b>Timelines</b>	<b>Key Contributors</b>	<b>Success criteria and evaluation measures</b>	<b>Update on progress</b>
9.1 <i>Implement and support the phased introduction of the IAQF Wales for Social Welfare law information and advice providers including;</i> <ul style="list-style-type: none"> <li>• <i>Support and training for the information and advice sector</i></li> <li>• <i>Awareness raising for the public, providers and funders</i></li> </ul>	<i>Gradual rollout of IAQF Wales between April 2017 and March 2020</i>  <i>6 monthly monitoring of IAQF rollout by NAN</i>  <i>Rolling 3 year audit cycle thereafter</i>	<ul style="list-style-type: none"> <li>• <i>Welsh Government</i></li> <li>• <i>Other public sector commissioners of information and advice services</i></li> <li>• <i>Other funders of advice services</i></li> <li>• <i>Advice Quality Standard owners</i></li> <li>• <i>Information and advice providers</i></li> <li>• <i>Accrediting body for Standard Owners</i></li> <li>• <i>National Advice Network</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>Number/ proportion of social welfare law information and advice providers accredited by March 2020 to the appropriate level</i></li> <li>• <i>Good practice examples identified and shared through IAQF audit process including peer support</i></li> <li>• <i>All Welsh Government information and advice funded services IAQF accredited within 6 months of date of award following roll out of IAQF</i></li> <li>• <i>Number/ proportion of Information and advice providers contributing to continuous improvement through participation in best practice sharing and peer support</i></li> <li>• <i>Proportion of people able to access the advice services they need (National Survey for Wales)</i></li> </ul>	

9.2	<i>Other funders of advice services encouraged to recognise and adopt IAQF Wales as an assessment and award criteria</i>	<i>Commence 17/18</i>	<ul style="list-style-type: none"> <li>• <i>Welsh Government</i></li> <li>• <i>NAN</i></li> <li>• <i>Advice funders</i></li> </ul>	<i>Adoption of IAQF Wales as an assessment and award criteria by other funders of advice services including other public sector funders</i>	
9.3	<i>National Advice Network to produce and share a key messages paper</i>	<i>Key messages paper by March 2017</i>	<ul style="list-style-type: none"> <li>• <i>NAN</i></li> </ul>	<i>Increasing awareness amongst providers and funders of advice sector contribution</i>	
9.4	<i>Welsh Government to publish independent advice needs analysis</i>	<i>Needs analysis published March 2017 and maintained/promoted thereafter</i>	<i>Welsh Government</i> <i>Other funders</i> <ul style="list-style-type: none"> <li>• <i>Local/regional networks</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>Advice needs analysis published by end March 2017</i></li> <li>• <i>Advice needs analysis referenced and refreshed as part of subsequent commissioning processes</i></li> </ul>	<i>Needs analysis commissioned Autumn 2016.</i>

<b>10. Welsh Government and partner organisations will use evidence and best practice examples to understand the impact of other policies and practices on financial inclusion and effect policy changes where they have responsibility or influence change where leverage can be achieved.</b>					
<b>Actions</b>		<b>Timelines</b>	<b>Key Contributors</b>	<b>Success criteria and evaluation measures</b>	<b>Update on progress</b>
10.1	<i>National Advice Network to reflect collective evidence based policy concerns to policy makers.</i>	<i>Working Group to be established 2017/18</i>	<ul style="list-style-type: none"> <li>• <i>Local and regional networks</i></li> <li>• <i>Advice providers</i></li> <li>• <i>NAN</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>Policy changes consequent to collective policy concerns shared with the National Advice Network</i></li> </ul>	
10.2	<p><i>Welsh Government to explore, with partners, a second tier specialist support service for IAQF accredited providers to include, if appropriate;</i></p> <ul style="list-style-type: none"> <li>• <i>Continuing Professional Development (CPD) accredited adviser training offer</i></li> <li>• <i>Telephone advice on complex cases</i></li> <li>• <i>Direct representation for test cases</i></li> <li>• <i>Occasional policy evidence papers</i></li> </ul>	<i>Second tier support service to be explored during 18/19</i>	<ul style="list-style-type: none"> <li>• <i>Welsh Government</i></li> <li>• <i>NAN</i></li> <li>• <i>Specialist Advice Providers</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>Number of organisations using second tier support</i></li> <li>• <i>Delivery and take up of CPD accredited training</i></li> <li>• <i>Satisfaction levels with services offered</i></li> <li>• <i>Policy papers produced by the second tier support service</i></li> <li>• <i>Outcomes and Impact of test cases</i></li> </ul>	
10.3	<i>Welsh Government to maintain strategic oversight of IAQF Wales</i>	<i>Annual</i>	<ul style="list-style-type: none"> <li>• <i>Welsh Government</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>Annual best practice updates</i></li> <li>• <i>IAQF revisions</i></li> </ul>	

**11. Welsh Government and partners to produce a directory for information and advice services and develop plans to ensure content is accurate, accessible and up-to-date and links to the Information and Advice Quality Framework for Wales.**

<b>Actions</b>		<b>Timelines</b>	<b>Key Contributors</b>	<b>Success criteria and evaluation measures</b>	<b>Update on progress</b>
11.1	<i>Encourage information and advice providers to create and maintain their entries on the Dewis portal so that Individuals can find the help they need Providers and other stakeholders can make effective referrals Funders and commissioners can see clearly what services are available both locally and nationally to inform service planning</i>	<i>Map published 2016 and maintained / promoted thereafter</i>	<ul style="list-style-type: none"> <li>• <i>Welsh Government</i></li> <li>• <i>Advice providers</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>Publication and revision of directory</i></li> <li>• <i>Number of providers entering/leaving the directory &amp; reason</i></li> <li>• <i>Number of organisations promoting/ linking to directory</i></li> <li>• <i>Number/ proportion of local information and advice services appear on online map.</i></li> <li>• <i>Increasing usage of the portal to identify information and advice providers.</i></li> </ul>	

**12. Welsh Government will only extend financial support for quality assured information and advice provision and will encourage partner organisations to adopt the same policy.**

	<b>Actions</b>	<b>Timelines</b>	<b>Key Contributors</b>	<b>Success criteria and evaluation measures</b>	<b>Update on progress</b>
12.1	<i>Explore the development of a funding advisory hub to encourage a consistent strategic approach to information and advice funding based on agreed principles which support national and local funders and delivery bodies</i>	<i>To develop in 17/18</i>	<ul style="list-style-type: none"> <li>• <i>Welsh Government – direct advice services funding leads</i></li> <li>• <i>Welsh Government – indirect advice services leads</i></li> <li>• <i>Other public sector funders</i></li> <li>• <i>Other current and potential funders of advice services</i></li> <li>• <i>Non funder advocates for better commissioning (policy influencers)</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>Funding advisory hub established if appropriate</i></li> <li>• <i>If established, funding advisory hub used by a range of commissioners and policy makers for advice</i></li> <li>• <i>Funders and policy makers adopting consistent assessment criteria</i></li> <li>• <i>Information and Advice providers reporting a reduced administrative burden</i></li> <li>• <i>Funding gaps filled (between need and supply)</i></li> <li>• <i>New or additional funding leveraged</i></li> </ul>	

12.2	<i>Welsh Government and the National Advice Network to encourage other funders and commissioners to adopt the same approach</i>	2017 - 2021	<ul style="list-style-type: none"> <li>• <i>Welsh Government &amp; NAN</i></li> <li>• <i>Wales Funders Forum</i></li> <li>• <i>Local Government</i></li> <li>• <i>Local Health Boards</i></li> <li>• <i>Other funders</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>Number or proportion of funders and commissioners working with the funding advisory hub</i></li> </ul>	
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<b>13. Partner organisations to identify and train front line staff who can provide signposting services and ensure they have access to the most up-to-date information on both preventative and crisis advice services in their areas and links to appropriate resources.</b>					
<b>Actions</b>		<b>Timelines</b>	<b>Key Contributors</b>	<b>Success criteria and evaluation measures</b>	<b>Update on progress</b>
13.1	<p>Advice sector seek to work with:</p> <ul style="list-style-type: none"> <li>• Public Service Boards (PSB) where advice and support has been identified as a priority</li> <li>• Regional Partnership Boards to ensure wider advice offer is fully integrated with Area Plans produced under the Social Services and Well-being (Wales) Act 2014</li> </ul>	<p>PSB/ Regional Partnership Board pilots areas 16/17 – rollout 17/18 onwards</p>	<ul style="list-style-type: none"> <li>• NAN</li> <li>• Welsh Government</li> <li>• PSBs</li> <li>• Partnership Boards Advice Sector</li> <li>• DWP</li> <li>• WLGA</li> <li>• Local Government</li> <li>• Health sector</li> <li>• Wider stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>• Number or proportion of Public Service Boards having considered information and advice services as a way of meeting their priorities</li> <li>• Number or proportion of public sector Partnership Boards factoring needs analysis and preventative approach in area plans as above</li> </ul>	
13.2	<p><i>Work with/ or encourage the development of, local/regional networks</i></p>	<p><i>2018 onwards</i></p>	<ul style="list-style-type: none"> <li>• <i>Welsh Government</i></li> <li>• <i>Local Government</i></li> <li>• <i>Local information and advice providers</i></li> <li>• <i>Wider stakeholders</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>Number or proportion of local/regional networks demonstrating effective networking ensuring no door is the wrong door.</i></li> </ul>	

13.3	<i>Work to shift demand over time from crisis help towards prevention</i>	<i>2020/21</i>	<ul style="list-style-type: none"> <li>• <i>Welsh Government</i></li> <li>• <i>Other stakeholders</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>Proportion of new programmes which include preventative and/or crisis help</i></li> </ul>	
13.4	Organisations working with / supporting vulnerable groups to ensure mechanisms are in place to enable their front-line staff to access accurate, up-to-date information and resources to support their clients.	Ongoing	<ul style="list-style-type: none"> <li>• Welsh Government</li> <li>• NAN</li> <li>• Partners organisations working with vulnerable groups</li> </ul>	<ul style="list-style-type: none"> <li>• Number of partners organisations with financial inclusion plans (or financial inclusion specifically referenced in other plans/processes)</li> <li>• Number of partner organisations with training/awareness schemes in place</li> <li>• Number of partner organisations confirming process in place to ensure front-line staff have access to accurate, up-to-date information to help financially excluded clients</li> </ul>	



<b>14. Welsh Government will work with its own, and partners' programmes, which support people into employment to ensure financial exclusion barriers to entering, and remaining in, employment are addressed.</b>					
<b>Actions</b>		<b>Timelines</b>	<b>Key Contributors</b>	<b>Success criteria and evaluation measures</b>	<b>Update on progress</b>
14.1	Engage with individuals through the Welsh Government employability programmes to provide financial capability advice, debt advice and support to enter, remain and progress in employment.	Annual	<ul style="list-style-type: none"> <li>• Welsh Government</li> <li>• Local advice providers</li> </ul>	<ul style="list-style-type: none"> <li>• Number of participants supported with financial inclusion activities, debt advice and support</li> <li>• Number/proportion of people reporting improved skills/knowledge following engagement</li> <li>• Number / proportion of participants helped to gain or remain in work</li> </ul>	
14.2	Support the implementation of the Employability Advice Service which will underpin the new All-Age Employability Programme to understand individuals' needs and barriers to employment.	Annual	<ul style="list-style-type: none"> <li>• Welsh Government</li> <li>• Local advice providers</li> </ul>	<ul style="list-style-type: none"> <li>• Number of individuals referred to the All-Age Employability Programme</li> <li>• Number of individuals supported through the Employability Advice Service identification tool.</li> </ul>	

14.3	Maximise opportunities for referrals to employability programmes, working with a range of partners to support people to enter and remain and progress in employment.	Annual	<ul style="list-style-type: none"> <li>• Welsh Government</li> <li>• Local advice providers</li> </ul>	<ul style="list-style-type: none"> <li>• Number of referrals made.</li> </ul>	
14.4.	Explore opportunities to support the priorities of the Ministerial Taskforce for the Valleys	Annual	<ul style="list-style-type: none"> <li>• Welsh Government</li> <li>• Local Credit Unions</li> <li>• Local advice providers</li> </ul>	Engage, where appropriate, with proposed pilots around integration of services within the South Wales valleys.	

## Building Financial Understanding and Capability

***Our vision is for everyone in Wales to have the financial capability to manage their money well and make more informed financial decisions, whether related to everyday living, planning ahead, when facing unplanned events or in periods of financial difficulty***

**15. Welsh Government, through a revised Financial Inclusion Development Group, will support MAS Wales to take forward proposed actions in the Financial Capability Strategy for Wales which contribute to the commitments of the Financial Inclusion Strategy.**

Actions		Timelines	Key Contributors	Success criteria and evaluation measures	Update on progress
15.1	<p>Actions are set out in the Financial Capability Strategy for Wales. <a href="#">Financial Capability Strategy for Wales</a></p> <p>Welsh Government will work with the Wales Steering Group in taking forward priority issues and actions</p>		<ul style="list-style-type: none"> <li>• Money Advice Service (MAS)</li> </ul>	<ul style="list-style-type: none"> <li>• MAS Wales Steering Group to monitor and report on progress of Financial Capability Strategy</li> <li>• Evaluation of some activities will be undertaken as part of the MAS “What Works” initiative</li> </ul>	MAS progress updates shared with Wales Steering group and FISG.
15.2	<p>Map Financial Capability Strategy priorities and actions to commitments in the Welsh Government Financial Inclusion Strategy</p>	Completed by October 2016	<ul style="list-style-type: none"> <li>• Welsh Government</li> <li>• MAS</li> </ul>	<ul style="list-style-type: none"> <li>• Mapping to show links between both strategies</li> </ul>	Mapping shared with FISG in November 2016

**16. Welsh Government will ensure appropriate links between promoting digital inclusion and financial inclusions are included in the refresh of the combined Digital Inclusion Strategic Framework and Delivery Plan.**

<b>Actions</b>		<b>Timelines</b>	<b>Key Contributors</b>	<b>Success criteria and evaluation measures</b>	<b>Update on progress</b>
16.1	Ensure financial inclusion activities continue to be incorporated into digital inclusion interventions like Digital Communities Wales, and that employability programmes and key partner organisations like LAs and Housing Associations deliver financial inclusion work as part of their digital sessions.	Ongoing	<ul style="list-style-type: none"> <li>• Digital Communities Wales (DCW)</li> <li>• DWP</li> <li>• Wales Council for Voluntary Action</li> <li>• Housing Associations</li> <li>• Banks</li> <li>• Libraries</li> <li>• Other community based organisations</li> </ul>	<ul style="list-style-type: none"> <li>• Confirmation of appropriate links</li> <li>• Plans to monitor Digital Inclusion Strategic Framework &amp; Delivery Plan</li> <li>• Consider any evaluations for digital inclusion and look for opportunities to influence specifications to ensure coverage of financial inclusion activities</li> <li>• Lloyds Bank Consumer Index, which looks at both Digital and Financial Inclusion.</li> </ul>	<p>Joint financial/digital inclusion webinar delivered on 22 November.</p> <p>Financial inclusion elements included in training to partner organisations</p>

16.2	Work with partners including Digital Communities Wales to identify opportunities to coordinate activities in order to further expand the number of free ICT support sessions available in libraries and other community venues to encourage people who are financially excluded to get on line.	Ongoing	<ul style="list-style-type: none"> <li>• DCW</li> <li>• LAs</li> <li>• Libraries</li> </ul>	<ul style="list-style-type: none"> <li>• DCW outputs</li> <li>• Libraries delivering FI sessions</li> </ul>	Significant activities taking place across the libraries network.
16.3	Embed digital inclusion activities in employment settings and through employability programmes to support unemployed and economically inactive into work.		<ul style="list-style-type: none"> <li>• DWP/JCP</li> <li>• local authorities,</li> <li>• housing associations</li> <li>• DCW</li> <li>• libraries</li> </ul>	<ul style="list-style-type: none"> <li>• Numbers/percentage of unemployed and working age economically inactive people not regularly using the internet.</li> </ul>	Digital skills support offered as part of Lift and C4W programmes.

<b>17. Welsh Government will ensure effective implementation of the new mathematics GCSEs, the Welsh Baccalaureate and the revised mathematics programme of study across all maintained education settings in Wales, supported by professional learning by the Education Workforce.</b>					
<b>Actions</b>		<b>Timelines</b>	<b>Key Contributors</b>	<b>Success criteria and evaluation measures</b>	<b>Update on progress</b>
17.1	Work with the developing new curriculum 'A curriculum for Wales: A curriculum for Life' to ensure children have the financial skills needed to play a full part in life and work.	The new curriculum will be available from 2018 and used to support learning and teaching from 2021.	<ul style="list-style-type: none"> <li>• Welsh Government (Education Directorate)</li> <li>• Regional Education Consortia</li> <li>• Pioneers Schools</li> <li>• All other schools</li> <li>• Estyn</li> <li>• Key stakeholders identified during the curriculum development process</li> </ul>	<ul style="list-style-type: none"> <li>• The new curriculum enables children and young people to meet the four purposes of the new curriculum – as identified in successful futures.</li> <li>• This includes developing into informed citizens with the financial skill and capabilities to allow them to lead fulfilling lives as valued members of society.</li> </ul>	<ul style="list-style-type: none"> <li>• Work on developing the new curriculum commenced in Summer 2014.</li> <li>• The Digital Competence Framework (DCF) was published in September 2016</li> <li>• Work on the development of the Maths and Numeracy Area of Learning and Experience, which will include financial skills, will start in January 2017.</li> </ul>
17.2	Resources to be made available to all schools to support the new mathematics GCSEs on Hwb and the teaching of financial education in the classroom.	Commenced September 2015	<ul style="list-style-type: none"> <li>• Welsh Government (Education Directorate)</li> <li>• Education Consortia</li> </ul>	<ul style="list-style-type: none"> <li>• Confirmation relevant resources are available and maintained on Hwb</li> </ul>	<ul style="list-style-type: none"> <li>• Feedback from schools on these support arrangements has been consistently positive.</li> </ul>

17.3	Establish a National Network of Excellence in Mathematics (NNEM) in Wales that supports teachers in developing effective practice in mathematics teaching and learning, including financial education.	Commenced Autumn 2016. Fully operational by Sept 2018	<ul style="list-style-type: none"> <li>• Welsh Government (Education Directorate)</li> <li>• Higher Education Institutions</li> <li>• Consortia</li> <li>• Lead schools</li> </ul>	<ul style="list-style-type: none"> <li>• Network is established and its remit covers financial education</li> <li>• Professional development covers financial education</li> <li>• Process evaluation in 2019, impact evaluation in 2021 (for NNEM as a whole)</li> </ul>	<ul style="list-style-type: none"> <li>• NNEM announced by the Cabinet Secretary for Education on 3 November 2016</li> </ul>
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<b>18. Through the Cabinet Secretary for Education's remit to Estyn, they will be charged with reviewing the teaching and learning of financial education in Wales.</b>					
<b>Actions</b>		<b>Timelines</b>	<b>Key Contributors (lead body shown in bold)</b>	<b>Success criteria and evaluation measures</b>	<b>Update on progress</b>
18.1	Estyn to review the teaching and learning of financial education	Remit letter agreed by July 2016  Review report to be published Spring 2017	<ul style="list-style-type: none"> <li>• Cabinet Secretary for Education</li> <li>• Welsh Government (Education Directorate)</li> <li>• Estyn</li> </ul>	<ul style="list-style-type: none"> <li>• Remit letter for Estyn to include a thematic review of financial education</li> <li>• Estyn review to be completed and report published</li> </ul>	Estyn review of financial education commenced September 2016
18.2	Ensure the findings of the Estyn review of financial education are taken into account in the development of the new Area of Learning and Experience for mathematics and numeracy, which will become available from 2018, with the ambition that all schools will be using it from 2021.	From summer 2017	<ul style="list-style-type: none"> <li>• Estyn</li> <li>• Pioneer schools and Consortia</li> <li>• Welsh Government (Education Directorate)</li> </ul>	<ul style="list-style-type: none"> <li>• Actions agreed to take forward recommendations of Estyn review, including relevant monitoring and evaluation</li> </ul>	



<b>19. Welsh Government will work with the Credit Union sector and other partners, to promote the use of school savers clubs, particularly in secondary schools.</b>					
<b>Actions</b>		<b>Timelines</b>	<b>Key Contributors</b>	<b>Success criteria and evaluation measures</b>	<b>Update on progress</b>
19.1	Map the existing provision / coverage and take up of juniors and secondary school savers schemes	March 2017	<ul style="list-style-type: none"> <li>• Credit Unions</li> <li>• Other providers</li> </ul>	<ul style="list-style-type: none"> <li>• Mapping data available</li> </ul>	
19.2	Development of a key messages paper to look at successes and barriers and use to share best practice (with a particular focus on successes at secondary schools and making school saving schemes sustainable)	2017	<ul style="list-style-type: none"> <li>• Credit Unions</li> <li>• Other providers</li> <li>• Welsh Government (including Education Directorate)</li> <li>• Education Consortia</li> </ul>	<ul style="list-style-type: none"> <li>• Key messages paper produced</li> <li>• Case studies available</li> </ul>	
19.3	Explore opportunities for credit unions to extend their provision and for other providers to run school saving schemes	Ongoing	<ul style="list-style-type: none"> <li>• Credit Unions</li> <li>• Welsh Government</li> <li>• Banks / building societies</li> <li>• Education consortia</li> </ul>	<ul style="list-style-type: none"> <li>• Dependent on gaps identified through mapping exercise</li> </ul>	<ul style="list-style-type: none"> <li>• £422,334, allocated to Credit Unions in 2017/18 to support work in relation to financial inclusion</li> </ul>

<b>20. Welsh Government and partners will work to encourage private sector organisations to sponsor corporate social responsibility (responsible business practice) projects relating to financial education / capability.</b>					
<b>Actions</b>		<b>Timelines</b>	<b>Key Contributors</b>	<b>Success criteria and evaluation measures</b>	<b>Update on progress</b>
20.1	Seek to influence the banking / financial sector to undertake activities linked to financial education / capability.	Ongoing	<ul style="list-style-type: none"> <li>• Welsh Government</li> <li>• Banking Sector</li> <li>• UK Financial Capability Board</li> <li>• Business groups (CBI, FSB, Business in the Community, etc)</li> </ul>	<ul style="list-style-type: none"> <li>• Best practice identified and shared with other target groups</li> </ul>	Examples of activities: <a href="http://www.financial.wings.uk.barclays">www.financial.wings.uk.barclays</a> <a href="http://www.barclayslifeskills.com">www.barclayslifeskills.com</a> <a href="http://www.moneyskills.uk.barclays">www.moneyskills.uk.barclays</a>
20.2	Credit Unions to work collaboratively to attract social investment (WCUS, action 19)	Ongoing	<ul style="list-style-type: none"> <li>• Credit Unions</li> </ul>	<ul style="list-style-type: none"> <li>• WCUS monitoring</li> </ul>	
20.3	Work with local employers to support and address financial / advice barriers to support individuals to remain in employment. This includes activities such as advice on working hours, annual leave allowances and financial capability tools to support monthly incomes.	Ongoing	<ul style="list-style-type: none"> <li>• Welsh Government</li> <li>• Local Advice Providers</li> <li>• Local Credit Unions</li> <li>• Local employers</li> <li>• Relevant trade unions</li> </ul>	<ul style="list-style-type: none"> <li>• Number of employers worked with</li> <li>• Number of individuals supported with financial inclusion activities</li> </ul>	

<b>21. Welsh Government will work with and support partner organisations to promote and encourage financial capability initiatives targeted at parents, families, children and young people, including through informal and peer-to-peer interventions.</b>					
<b>Actions</b>		<b>Timelines</b>	<b>Key Contributors (lead body shown in bold)</b>	<b>Success criteria and evaluation measures</b>	<b>Update on progress</b>
21.1	Review the outcomes of the parenting pilot project – Talk, Learn, Do: Parents, Kids and Money.	2018	<ul style="list-style-type: none"> <li>• Welsh Government</li> <li>• MAS</li> </ul>	<ul style="list-style-type: none"> <li>• Talk, Learn, Do pilot evaluation results</li> </ul>	Pilot underway, to be completed in Spring 2017 with ongoing evaluation of the outcomes until the final evaluation report expected in summer 2018
21.2	Identify opportunities to embed financial education / capability in key Welsh Government programmes targeted at parents, families, children and young people	Ongoing	<ul style="list-style-type: none"> <li>• Welsh Government</li> <li>• Other partners</li> </ul>	<ul style="list-style-type: none"> <li>• Relevant programmes include financial capability initiatives</li> </ul>	

21.3	Identify opportunities for new partnerships with organisations who already reach parents, children and young people to share learning and best practice. Work with and encourage the development of new initiatives	Ongoing	<ul style="list-style-type: none"> <li>• Welsh Government</li> <li>• Financial services sector</li> <li>• Money Advice Service</li> <li>• Employers</li> <li>• Other partners</li> </ul>	<ul style="list-style-type: none"> <li>• Relevant opportunities to include financial capability initiatives are progressed</li> </ul>	
21.4	Review mapping of existing programmes/initiatives being undertaken by MAS and consider options for replicating or extending provision shown to be effective	Ongoing	<ul style="list-style-type: none"> <li>• Welsh Government</li> <li>• MAS</li> <li>• Other partners</li> </ul>	<ul style="list-style-type: none"> <li>• Mapping of existing initiatives</li> <li>• Evaluation of projects funded by MAS What Works fund</li> <li>• Recommendations for further action</li> </ul>	
21.5	Engage with MAS Fin Cap activities and actively promote the annual Fin Cap week to raise awareness of financial capability initiatives.	Annually, in November  Next dates: 13-19 November 2017	<ul style="list-style-type: none"> <li>• Welsh Government</li> <li>• MAS</li> <li>• Credit Unions</li> <li>• Other partners</li> </ul>	<ul style="list-style-type: none"> <li>• Feedback / evaluation of Fin Cap week</li> </ul>	Financial Capability week was 14 – 20 November 2016

<b>22. Welsh Government will work with partners to promote the use of examples of saving money, or not spending more than necessary, as a means to engage people in digital inclusion initiatives.</b>					
<b>Actions</b>		<b>Timelines</b>	<b>Key Contributors (lead body shown in bold)</b>	<b>Success criteria and evaluation measures</b>	<b>Update on progress</b>
22.1	Maximise engagement opportunities to disseminate good practice highlighting simple case studies where people have saved money on their household bills	Ongoing	<ul style="list-style-type: none"> <li>• DCW</li> <li>• Other digital inclusion initiatives e.g. Carnegie, Citizens Online, Good Things Foundation, Dot Everyone, RNIB</li> </ul>	<ul style="list-style-type: none"> <li>• Number of articles, events, etc</li> <li>• Case studies</li> <li>• Web analytics</li> </ul>	Numerous articles about financial benefits of being online. Lloyds Consumer index estimated annual savings of £744 for online consumers, falling to £516 for low income consumers.
22.2	Explore opportunities for Moneymadeclear to host simple money saving tips / tools on line to help people save on food, utility costs, personal finances and top tips for saving and identify gaps in provision in order to maximise use of these facilities.	Ongoing	<ul style="list-style-type: none"> <li>• Wales Co-operative Centre</li> <li>• MAS</li> </ul>	<ul style="list-style-type: none"> <li>• Use of Money saving tips on MMC.</li> <li>• Use of Web Analytics.</li> </ul>	