

HIA Review: Financial Inclusion Strategy



Action Taken to Date on Recommendations, changes required to the policy and future monitoring and evaluation

Recommendation	Protected characteristic affected	Action taken/to be taken	Progress	Review date
1. Partnership Working Create preferred referral pathways for vulnerable groups	Age – young and old people	Review referral pathways in place under the contract and wider FI Strategy	A review of the formal referral arrangements between NHS and GHA FI Contract partners and sub-contractors was undertaken as part of the FI Contract Y1 performance review. This identified potential barriers to engagement and steps were taken to address this. Engagement rates for both services have improved during Y2.	Complete
	Disability – disabled more seriously affected by WF	Assess and identify any gaps affecting vulnerable groups for service provision	During 2013-14 services targeted at improving referral arrangements with homelessness services were developed. This is being rolled out across the city during 2014-15.	Complete
	Gender/ Sex – older women and gender reassignment	Actively work with identified groups to set up new preferred referral pathways or strengthen original ones to increase accessibility to vulnerable individuals	Work done with partner agencies to submit applications to SLAB Making Advice Work welfare reform fund successfully brought 7 projects targeted at vulnerable groups to the city.	Complete
	Race/ Religion/Belief – Black and Ethnic Minorities communities		A successful bid to Big Lottery Support 7 Connect fund has enabled a new LTC Macmillan project to begin at the Southern General Hospital.	Complete
			During 2013, a new outreach service was developed in partnership with NHSGGC to offer supports to patients of the Brownlee Unit.	Complete

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2. Partnership Working Partnership Agreements	All	Evidence partnership agreements through purpose, methods and outcomes	FI Contract Partnership Agreements currently with Legal Services	Complete
		Link into strategic frameworks and policy environment	NHSGGC and GHA both active partners in strategic frameworks and activities, including FI Strategy, Child Poverty Strategy, Housing Options, SOA, Local Support Services Framework	Complete
		Engage partnership working with Tackling Poverty group to Mitigate impact of Welfare Reform	Partners play active leadership role in Poverty leadership Panel Action Plan	Complete
		Share EQIA Findings and recommendations with Partner agencies to strengthen to focus on vulnerable groups	HIIA recommendations shared with City Advisory Panel This will be progressed by the new FI partnership arrangement when developing new service for vulnerable groups	Complete
3. Staff Training Performance Monitoring Framework should record statistics for training in Scottish Mental Health First Aid (SMHFA), Client Communication Needs (e.g. literacy , stroke patients) and Cultural awareness issues (e.g. race, religion or belief, transgender)	All	Ensure Performance Monitoring Framework records staff training in key aspects and contractors and complete this accurately	Staff training included in FI Contract Monitoring Key Performance Indicators	Complete
		Work with contractors to ensure all staff are adequately trained to support client advice and maximise client outcomes.	Sub-contractors have access through GAIN to courses such as SMHFA, Safe Talk and Cultural Awareness.	Complete

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4. Staff Training Training should be available to staff on Fuel Poverty, Domestic Abuse , Offenders, Affordable Credit and Exploitative Financial Products	All	Identify training requirements and gaps with Contractors/staff in key identified areas.	Training events open to all GAIN agencies delivered throughout the year including sessions on the Scottish Welfare Fund, Claimant Commitment, Personal Independence Payment, and Mandatory Reconsideration.	Complete
		Work with and support Contractors to meet EQIA recommendations and delivery of appropriate training sessions through links, partnership working and accessibility	Sessions planned for 2014-15 on Domestic Abuse, Credit Unions, FCA Regulations and Employability, Homelessness, gambling, mental health, lone parents, cancer patients, young people and disabled children	Complete
5. Signposting and Referral Strengthened Monitoring	All	Monitoring Framework to be reviewed to ensure referrals are recorded and tracked.	Improved process included within FI Contract 2012-15 Monitoring Framework	Complete
		Work with contractors to ensure referral pathways are in place and referrals and out are made for specialised support	FI Contract Performance Reviews identified low levels of referrals to specialist supports. GCC to work with contractors and GAIN to understand reasons for this and take steps to address barriers. This will be progressed by the new FI partnership arrangement when developing new service for vulnerable groups	Complete
		GCC to work with internal and external services to strengthen referrals.		
6. Signposting and Referral Referral protocol with specialist support services e.g. –G Heat , Scotcash, Credit Unions, GRA, Mental Health, Offenders	All	Review referral protocols arrangements in place under the contract and wider FI Strategy	Formal referral arrangements in place with NHS and GHA partners for dedicated on-site services. Targeted projects also have distinct referral arrangements. Ongoing to meet client need.	Complete
		Assess and identify any gaps with specialist support services	Ongoing as part of contract development. Further progress to be made by the new FI partnership arrangement when developing new service for vulnerable groups	Complete
		GCC to deliver a support services workshop to increase	GAIN workshop programme began in Nov 13 to provide specialist supports and training for frontline staff.	Complete

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		awareness for contractors to increase signposting and referrals.		
		Support contractors to Implement referral protocols with specialist agencies to ensure referrals can be tracked	Referral tracking including within contract monitoring framework	Complete
7. Communications and Marketing Trusted Intermediaries and Services	All	Trusted intermediaries to be used to promote services	Widening of GAIN activities and promotional activities to include non-advice agencies within information distribution network.	Complete
		Increase access to clients either through stronger communication or referral pathways	Increase in contract outreach activity to improve range of access locations	Complete
		Support contractors to make links with specialist and trusted intermediaries to increase service delivery for clients	Contractors supported to increase participation in GAIN activities	Complete
8. Communications and Marketing GAIN Marketing	All	Ensure contractors communicate and promote services under the GAIN brand and actively promote the GAIN website	All sub-contractor materials and activities include GAIN branding and promotion of GAIN helpline.	Complete
		GAIN Website to be maintained by GCC with relevant updates	Phase 1 of GAIN website development provided a refresh and re-launch during 2013. Updates ongoing. Phase 2 of the development will provide additional functionality. Further progress to be made by the new FI partnership arrangement when developing new service for vulnerable groups	Complete

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		GCC to provide GAIN marketing material subject to budget constraints	Resources for schools promotion available as required. Branding and materials available electronically	Complete
9. Communications and Marketing Glasgow Access Panel Mystery Shopping Report 2010	All	Review of Access Panel Report – recommendations and actions	Locations reviewed as part of contract Annual Performance Reviews.	Complete
		Assess gaps and ensure Contractors have implemented action plans	Sub-contractors have implemented recommendations where achievable	Complete
10. Targeting and Active Outreach Based on identified need of vulnerable groups	All	Outreach to be targeted at particularly vulnerable groups e.g. prison population and ex offenders, women experiencing domestic violence, people with Learning Disabilities, mental health	Review of outreaches conducted as part of the contract and additional capacity freed up to target e.g. food banks in 2014-15.	Complete
		Review outreach arrangements in place under contracts Assess if any gaps in provision	Performance of outreaches reviewed as part of Annual Performance Reviews.	Complete
		Develop partnership working with specialist agencies	Range of outreach locations includes health settings, homelessness, community bases, foodbanks, libraries.	Complete
11. Targeting and Active Outreach Links to relevant services and locations	All	Work with contractors to ensure that service locations are accessible in areas of client need	Outreach locations reviewed as part of Annual Performance Reviews.	Complete
		Review outreach locations and arrangements in place under contracts and assess if any	Outreach locations reviewed as part of Annual Performance Reviews.	Complete

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		gaps in provision		
		Annual contract review to be completed of service provision across the city linking to target areas under scope of requirement	Formal Annual Performance Review as part of contract conducted for Y1 and Y2. Y3 due Jan 2015; not completed due to new FI partnership arrangement	Complete
12. Monitoring and Evaluation Outcomes for individuals to measure effectiveness and reach	All	Performance Monitoring Framework to Monitor complexity of outcomes through Type 1-3 service provision.	Performance monitoring framework agreed and Annual Performance reports on outcomes provided to City Advisory Panel.	Complete
		Monitor Outcomes i.e. engagements /appointments through KPI's	Included within monitoring framework and contract performance reports	Complete
13. Monitoring and Evaluation Monitoring Information used to inform ongoing service delivery	All	Analyse Equalities returns to measure effectiveness of service delivery	Included within monitoring framework and contract performance reports	Complete
		Analyse referral returns to measure improvements in service take up for vulnerable groups.	Performance in engagement of priority groups reviewed as part of Annual Performance Reviews.	Complete