TOWARDS A FAIRER NORTH LANARKSHIRE TACKLING POVERTY ACTION PLAN 2020 – 2023

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| **Actions 2020 – 2023 – INCREASE INCOME VIA EMPLOYMENT** | | | | | | | | |
| **Action** | **Brief Description** | **Planned Outcome** | **Links to Other Plans/**  **Strategies** | **Baseline** | **Timescale** | **Status** | **Lead Team** | **Monitoring** |
| **Living Wage** | Payment of the living wage by employers is amongst those interventions that can support people out of  poverty. | There is an increase in the number of NL employers with real living wage  accreditation | All | 6 North Lanarkshire employers have achieved  accreditation | 2023 | Ongoing work | Tackling Poverty | Number of employers paying the living wage |
| **Community Benefits** | To increase the number of tackling poverty interventions within community benefits | To improve the economic, social or environmental well-being of our  communities | Contract Owners | n/a | 2023 | Ongoing work | Procurement | Number of tackling poverty interventions |
| **Parental Employment Support Fund** | Support families who are in or at risk of poverty to support/ access into work | An increase in parents entering and progressing in employment | Employability Support | n/a | 2023 | Planning & Delivery | Employability Support & Routes to work | Number of parents entering and within target groups progressing in  employment |
| **North Lanarkshire to increase the number of people employed and receiving the real living wage** | North Lanarkshire to increase the weighting applied to “real living wage” providers in tendering applications in line with the City  Deal. | An increase in NL residents receiving the “real living  wage”. | Procurement | 5% current weighting applied | 2023 | Research Stage | Procurement | Number of tenders where higher weighting was applied to living wage providers |
| **Improved transport and access to services** | Improving accessibility to services across the whole of North  Lanarkshire | Equity of access for all our communities | To be confirmed | n/a | 2023 | Research stage | To be confirmed | Transport accessibility |

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| **Identify pathways within labour market growth sectors or areas of high replacement demand which will provide progression routes out of low pay in North Lanarkshire.** | As part of the Workforce for the Future Strategy and associated plan, work progression pathways will be identified for key labour market growth sectors or those with high replacement demand. These will focus on progression routes out of low pay and strategies for engaging young people (in schools) and those economically active in the labour market (through Routes to Work) to consider increasing their qualification levels and job prospects to improve average weekly wage levels and  alleviate “in work” poverty. | Progression pathways identified for key growth sectors with qualifications and progression routes agreed, published and funded. | The Plan for North Lanarkshire  Economic Regeneration Delivery Plan  Workforce for the Future Strategy  Developing the Young Workforce | Average weekly wage in North Lanarkshire  £548.90 | 2020 to  2023 | Working group and plan to be discussed and agreed during 2020/21 | Communities/ People and Organisational Development. | Number of people progressing to higher paid jobs within North Lanarkshire  Noomis statistics for levels of Qualifications within the working age population and average weekly wage. |

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| **Supported Enterprise** | Assist people who may be further from the labour market into employment. Key client groups; children leaving care; children with additional support needs; people with mental health issues; people with disabilities | Increase opportunity of employment for those furthest from the labour market. | The Plan for North Lanarkshire  Economic Regeneration Delivery Plan  Local Child Poverty Action Report  Workforce for the Future Strategy  Youth Guarantee | 242 people in work | Ongoing | Ongoing | Enterprise  Education and Families  Employability Support | Annual SLAED Return  Local Government Benchmarking Framework |

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| **Prospects Programme** | The Prospects programme aims to help unemployed people further from the labour market of all ages from North Lanarkshire into work. | Assist people into employment | The Plan for North Lanarkshire  Economic Regeneration Delivery Plan  Local Child Poverty Action Report  Workforce for the Future  Strategy | 2019/20  957  supported into employment  136 lone parents into employment | 2020/21 | Ongoing | Employability Services / Routes to Work | Annual SLAED Return  Local Government Benchmarking Framework |
| **No One Left Behind** | Targeted employability support for vulnerable young people who have mental health problems, the BAME community and over 50s. | Assist people into employment/training or education | The Plan for North Lanarkshire  Economic Regeneration Delivery Plan  Local Child Poverty Action Report  Workforce for the Future  Strategy | n/a | 20/21 | Ongoing | Employability Services | Annual SLAED Return  Local Government Benchmarking Framework |
| **North Lanarkshire Youth Guarantee** | Deliver a range of employment focused activities eligible for funding under the Scottish Youth Guarantee guidelines to support 868 young people aged 16-24 years old into employment, training or education. | Assist16-24 year olds into employment/training or education | The Plan for North Lanarkshire  Economic Regeneration Delivery Plan  Local Child Poverty Action Report  Workforce for the Future  Strategy | n/a | 21/22 | Ongoing | Employability Services | Annual SLAED Return  Local Government Benchmarking Framework |

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| **ACTION PLAN – INCREASE INCOME VIA SOCIAL SECURITY BENEFITS** | | | | | | | | |
| **Action** | **Brief Description** | **Planned Outcome** | **Links to Other Plans/**  **Strategies** | **Baseline** | **Timescale** | **Status** | **Lead Team** | **Monitoring** |
| **Establish NLC First Point of Contact Team for Advice & Information Services** | All referrals for welfare rights and money advice will come through one focal point with one number & one email, with a call out service being delivered | The financial inclusion team will ensure residents receive a more efficient service / reduce waiting times for appointments | The Plan for North Lanarkshire  Local Child Poverty Action Report | 20,674  benefit checks completed in 18/19  21,342 benefit checks completed in 19/20 | June 2021 | **Ongoing -** Introduced FPOC for all external referrals.  Next step is to reorganise/  restructure the team to provide FPOC for internal and external referrals | Financial Inclusion Team | The number of residents assisted and outcomes of calls, advice provided, claims assisted, income generated, level of debts, referrers etc. will be collated via MySwis and MACS |
| **Work with children and families who receive a social work service to ensure income maximisation is carried out** | Reduced the number of our children and their families living in poverty | The financial Inclusion team will work with social work to ensure all families with social work involvement are offered a benefit  check | The Plan for North Lanarkshire  Local Child Poverty Action Report | 24.87% of  children in NL live in poverty | 2022 – in line with Scottish government and LCPAR | **Ongoing –** The administration of the Financial Insecurity Payment includes wraparound care of benefit check to ensure sustainable solutions. The introduction of FPOC for all services will assist in meeting the planned outcome | Financial Inclusion Team | Myswis reports |
| **MacMillan Advice Service** | Maximise the income of cancer patients and their carers | Provide income maximisation and debt advice | The Plan for North Lanarkshire | 1008  referrals in 2018/19  669 referral in 2020 (*the drop in referrals is due to the covid19 pandemic impact on clinics etc)* | Temp funding until Sep 2021 | Ongoing | Financial Inclusion Team  MacMillan | Myswis reports |

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| **Kinship Carer’s Income**  **Maximisation** | Embed income maximisation advice into social work practice | The financial Inclusion team will work with social work to ensure all families with social work involvement are offered a benefit  check | The Plan for North Lanarkshire  Local Child Poverty Action Report | 254 kinship care benefit checks carried out in 2019/20 | Ongoing | Ongoing | Education & Families  Financial Inclusion Team  CAB North Lanarkshire | Myswis reports CABx |
| **Food Poverty Referral Gateway** | Mitigate the need for foodbank use by ensuring access to advice services and claims to crisis grants | A decrease in the use of foodbanks | The Plan for North Lanarkshire  Local Child Poverty Action Report | 22%  reduction in food bank referrals | 2023 | Ongoing | Tackling Poverty Team | Referrals to food banks – claims to SWF in relation to food poverty  North Lanarkshire Advice Network monitoring information |
| **Health Hub for Information and Advice** | Health staff can refer to information and advice surgeries which they host within 3 health settings. | Universal access to information and advice service s | The Plan for North Lanarkshire  Local Child Poverty Action Report | 454 referrals generating £1,013,096 in 2019/20 | 2023 | NHSL provided temp funding for NLC and external providers to receive referrals from Community Link Workers in GP practices – Health Hub will be incorporated into this. | Financial Inclusion Team  NHS  Lanarkshire | Myswis and referral spreadsheet |

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| **Health visitor & district nurse pilot project** | Embedding money issues into the assessment process in Coatbridge and Airdrie Locality | Roll the programme out across all localities | The Plan for North Lanarkshire  Local Child Poverty Action Report | 172 referrals in 19/20 *down slightly due to COVID19 impact on clinics, visits etc* | 2022 | NHSL temporary funding to continue for a further year. | Financial Inclusion Team  NHS  Lanarkshire | Myswis and referral spreadsheet |
| **Income Maximisation via benefit uptake** | North Lanarkshire Council and External Commissioned Independent Advice Services | Increase in income via benefit | The Plan for North Lanarkshire  Local Child Poverty Action Report | £48.6 million in addition income generated in 2019/20 | Ongoing  *External advice services competitive grant process* | Ongoing – third sector competitive grant funding for 2021 -2023 underway | Financial Inclusion Team  North Lanarkshire Advice Network | Myswis  North Lanarkshire Advice Network monitoring information |

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| **Universal Credit Assistance Fund** | Implement the approved £1m Universal Credit Assistance Fund | Fund Council tenants’ rents  during the five week waiting time for  Universal Credit | Housing (Solutions) | n/a | Ongoing | Fund approved; scheme to be established and rolled out in early 2020 | Housing (Solutions) | HSMS |
| **Universal Credit Drop In** | Assist people who have difficulty accessing their account (lack of PC skills and access) to manage their UC account. | People are able to manage their universal credit claims therefore, minimising the risk of sanctions and payment  delays | The Plan for North Lanarkshire | n/a |  | Temporary funding | Cumbernauld Poverty Action | Cumbernauld Poverty Action |

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| **ACTION PLAN – REDUCING THE COST OF LIVING** | | | | | | | | |
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| **Education – Food Poverty Prevention** | School holiday and weekend food provision to children with free school meal entitlement  Increase free school meal uptake | Children have access to hot meals | The Plan for North Lanarkshire  Local Child Poverty Action Report | 32,513 meals delivered since inception of Club 365  10,539  children in receipt of  FSM | Ongoing | Under review | Education and Families | Level of uptake from families specifically targeted.  Increased figures in school meal take up |
| **Increase uptake of school clothing grants** | All those entitled access the school clothing grant. | Children have access to suitable school and footwear  Work toward automation of this service | The Plan for North Lanarkshire  Local Child Poverty Action Report | 11,854  children in receipt of SCG | Ongoing | Established | \*\*\*\* | Increased figures in school clothing grants |
| **Provision of sanitary products within schools and other public buildings** | Provide women with access to sanitary products within education and other public buildings | Universal access to sanitary products within education and public buildings | The Plan for North Lanarkshire  Local Child Poverty Action Report | 16,956  products have been provided since July 2019 | Ongoing | Established | Tackling Poverty | Take up figures of free sanitary products |

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| **Fuel Poverty** | Assist families who are experiencing fuel poverty via campaigns such as Big Switch and income maximisation  Energy Best Deal – focussing on the cost of supply of utilities and pursuing alternative options for residents | People are lifted out of fuel poverty  People accessing cheaper fuel | The Plan for North Lanarkshire | 36,000  households in fuel poverty | Pending new campaign  Ongoing | Ongoing  Ongoing | Housing  CABx | Reduction in households experiencing fuel poverty  CABx |
| **Financial Education** | Provide school children with money advice/consumer advice information sessions (MACA) | Make children more aware of financial issues. | The Plan for North Lanarkshire  Local Child Poverty Action Report | 4205 primary children provided with awareness session in 18/19  219  Additional Support Needs secondary pupils provided with awareness session18/19 | Ongoing | Established – will be reviewed and MACA PLUS  sessions introduced and aimed at school leavers | Financial Inclusion Team  Education and Families | Spreadsheet recording of children attending sessions. |

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| **Affordable Credit** | To widen access to payroll deduction for credit unions and access to affordable credit. | To increase credit union membership and reduce payday loan lending in North Lanarkshire Establish credit union forum in North  Lanarkshire | The Plan for North Lanarkshire  Local Child Poverty Action Report | 14,752 adult  & 1131  young members (based on 3  of the 17 credit union providers in NL) | 2023 | Ongoing work | Financial Inclusion Team  Education and Families | Increase in credit union membership  Increase in employers offering payroll deductions |
| **Debt Advice** | Advice and Support in relation to debt and budgeting advice provided by Council Services and External Advice Services | Assist people out of debt and provide them with the tools to budget accordingly | The Plan for North Lanarkshire  Local Child Poverty Action Report | 1402  referrals to the service in 18/19 | Ongoing | Established and ongoing | Financial Inclusion Team | MACS |
| **Debt Advice Pilot** | Debt assistance utilising a telephone helpline and webchat interface | Assist people out of debt and provide them with the tools to budget accordingly | The Plan for North Lanarkshire  Local Child Poverty Action Report | n/a | March 2022 | Ongoing | CABx | CABx |

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| **New affordable homes** | Deliver 5,000 new affordable homes by 2035 | Reduce the cost of living by increasing the supply of energy efficient, affordable  homes | Housing (New Supply) | November 2019 – 743  units completed | 2035 | Ongoing | Housing (New Supply) |  |
| **New affordable homes** | Support housing association partners to deliver new homes | Reduce the cost of living by increasing the supply of energy efficient, affordable  homes | Housing (New Supply) | 2014/15-  2018/19 –  634 homes completed | 1,169  homes to be delivered by March 2024 | Ongoing | Housing (New Supply) |  |
| **Improved energy efficiency** | Deliver capital investment programme, HEEPS ABS and other initiatives | Reduce the cost of living and fuel poverty by improving the energy efficiency of housing stock across all tenures | Housing (Investment) | August 2019  – 99.2% of  properties have an EPC of D (SAP 55)  of above 2,100 homes improved through HEEPS ABS | 2024 | Ongoing – 5 year investment programme being prepared for implementation from 2021 | Housing (Investment) |  |

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| **Support homeowners to adapt, repair and maintain their homes** | Deliver advice and assistance (including financial assistance) to homeowners through the Scheme of Assistance | Reduce the cost of living by preventing and addressing disrepair, and improving health and wellbeing by supporting owners to adapt their homes | Built Environment (Private Sector); HSCP  (Equipment and | 2018/19 –  345 disabled adaptations; 832  assistance (including 167 grans  and 3 missing shares  provided | Ongoing | Ongoing (N.B. Revised Scheme of Assistance to be prepared in 2021/22  following adoption of forthcoming Local housing strategy | Built Environment (Private Sector); HSCP (Equipment and Adaptations) |  |
| **Address the issues of funeral poverty** | Work with funeral directors in an attempt to address high funeral costs for north  Lanarkshire residents | More affordable packages and plans to meet the rising costs  of funeral |  |  | 2023 | Begin late 2020 | Tackling Poverty |  |

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| **ACTION PLAN – RESEARCH, STRATEGIC PLANNING AND PROGRAMME MANAGEMENT** | | | | | | | | |
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| **Establish a short term working group be established in order to properly examine the impact of COVID -19 on those in North Lanarkshire already experiencing poverty and inequality as well as those who are likely to fall into poverty as a result of the economic and social impact of**  **COVID -19** | The approach to recovery planning will be established on the principle of “build  better back.” | Fully researched recovery plan | NLC and NLP Recovery Plans | Pre-COVID-  19 crisis data | June 2020 & Ongoing | To be established- membership to be determined | Financial Inclusion Team (with link officers across services and the partnership) | Activity from the TPOAG will be reflected within the Strategy with recommendations approved by the Policy and Resources Committee |
| **Establish a Tackling Poverty Officer Action Group** | Establishing a group of Officers from across the Community Planning Partnership who will be able to contribute to the development and implementation of the Tackling Poverty Strategy. | All services and Community Planning Partners will co- ordinated the approach to tackling poverty which will complement the Plan for North  Lanarkshire. | The Plan for North Lanarkshire  Local Child Poverty Action Report | n/a | Ongoing | Established – membership to be reviewed | Financial Inclusion Team (with link officers across services and the partnership) | Activity from the TPOAG will be reflected within the Strategy with recommendations approved by the Policy and Resources Committee |
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| **Community input to strategy development and delivery**  Work with Community and Voluntary Sector organisations to ensure that communities are aware of the tackling poverty strategy and have an opportunity to contribute to its ongoing development | Building on earlier engagement through initial development of the strategy undertake the following   * Undertake a survey amongst community and voluntary sector networks to allow input to the ongoing development and delivery of the tackling poverty strategy      * Delivery of an input on the Tackling Poverty Strategy to the 9 Community Boards to allow further discussion regarding their role in its delivery | Through existing mechanisms local communities are aware of and can contribute to delivery of the Tackling Poverty Strategy | The Plan for North Lanarkshire  Local Child Poverty Action Report  Working with Communities Framework  *Voluntary Sector*  *(Food Poverty/Insecurity)*  *Young People*  *COVID-19 Impact/Emerging Issues* | Early engagement through previous locality structures (input to meetings and challenge poverty events).  Feedback from engagement throughout C19 has highlighted that issues associated with poverty continue to be a concern for local people but that discussion is often around the symptoms of poverty | Survey distributed by June 2021  Feedback report and any required changes agreed by August 2021  Input to Community Boards Autumn cycle (following approval of LOIP’s?)  Agreement around role of Community Boards at a locality level | June 2021  August 2021  Sept 2021  Oct 2021 | **Voluntary Action North Lanarkshire**  Community and Voluntary Sector  Communities Team | ***Update reports and monitoring as part of the monitoring of the Tackling Poverty Strategy and Action Plan***  ***Regular Tackling poverty reports to Community Boards through LOIP’s*** |

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| **Establish a Tackling Poverty Team** | A Tackling Poverty Team will be responsible for the co-ordination and monitoring of all tackling poverty work | All services and partners will have co- ordinated corporate approach to tackling poverty | The Plan for North Lanarkshire  Local Child Poverty Action Report | n/a | Ongoing | Options to realign existing resources being assessed for consideration alongside the Tackling Poverty Strategy and  COVID-19 crisis recovery planning | Financial Inclusion Team | Activity from the team will be monitored via the Strategy, the TPOAG and appropriate committee |
| **Poverty Proof Decisions** | Embed poverty impact assessments into decision-making | in line with the Fairer Scotland Duty, we have one impact assessment which covers equality and diversity, health inequalities, poverty and  children’s rights | The Plan for North Lanarkshire  Equalities Strategy | n/a | 2020 | Pending | Financial Inclusion Team  Equalities Network | Poverty will be considered in key strategic decisions |
| **Introduce Memorandums of Understanding between the Financial Inclusion Team and Services** | Income maximisation and debt advice services are available to all residents via either the services themselves or effective referral routes | All services will have a co- ordinated corporate approach to tackling poverty | The Plan for North Lanarkshire  Economic Regeneration Delivery Plan | n/a | Dec 2020 | Pending | Financial Inclusion Team | Referrals and activity monitored via MySwis and MACS |

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| **Establishment of an Involvement Group to help shape the strategy and services** | In order to get the views and direction from those with lived experience, people will be invited to join an Involvement Group | Establishment of Group | The Plan for North Lanarkshire  Local Child Poverty Action Report  Working with Communities  Framework | n/a | 2020 to establish  – group will be ongoing | Ongoing | Communities Team  Financial Inclusion Team  Community and Voluntary Sector  Voluntary Action North Lanarkshire | Involvement group and input reflected within the Strategy and future direction |
| **Universal Credit Scheme** | A universal credit fund to mitigate against the impact of arrears accrued due to DWP methods and timescales | Assist residents to manage arrears due to the delay in initial Universal Credit claims | The Plan for North Lanarkshire  Economic Regeneration Delivery Plan | n/a | 2023 | Research Stage | Housing Services | Reduction in arrears due to the delay of UC payments |
| **Sustain tenancies** | Deliver increased financial advice and assistance via 8 additional Income Maximisers | Increase incomes from social security, reducing rent arrears and sustaining tenancies in social rented homes | Housing (Solutions) | October 2019 -  96.51%  sustainment (tenants in arrears sustaining tenancies for 12 months or more) Average  arrear £466 | Ongoing – approach initially funded for 12 months | Ongoing | Housing (Solutions) |  |