



**Lincolnshire  
Financial  
Inclusion  
Partnership**

## Meeting Minutes

<b>Lincolnshire Financial Inclusion Partnership Meeting</b>	
<b>Heading</b>	<b>Note</b>
<b>Name of meeting</b>	Lincolnshire Financial Inclusion Partnership Meeting
<b>Location</b>	Boston Mayflower Ltd and Citizens Advice Mid Lincolnshire, Chantry House, 3 Lincoln Lane, Boston, Lincolnshire, PE21 8RU
<b>Date</b>	Thursday 1 February 2018
<b>Time</b>	09:30 – 12:30
<b>Chairperson</b>	John Eames
<b>Notes taken by</b>	Lynne Faulder
<b>Attendees</b>	
<b>Name</b>	<b>Organisation</b>
John Eames	Lincolnshire Credit Union /Lincs2Advice
Liz Simms	Barclays
Paul Johnson	Lincolnshire County Council
Roxanne Warrick	East Lindsey District Council
Maggy Nicholas	University of Lincoln
Marta Villafranca	Lincolnshire Credit Union
Nicola Bathard	Wellbeing
Simon Hoare	Acts Trust / Christians Against Poverty
Martin Walmsley	City of Lincoln Council and North Kesteven District Council
Maureen Leonard	St Barnabas Hospice
Gemma Creasey	Boston Borough Council
Graham Metcalfe	Department for Work and Pensions
Felicity Cooper	Department for Work and Pensions
Don Robbie	National Landlords Association
Kirsty Mowbray	Nationwide
Paul Hewlett	Carers First
Alison Davis	Carers First
Angela Thompson	Boston Mayflower
Carol Sharp	Boston Mayflower
Katy Roberts	Boston Mayflower
Stuart Hellon	Citizens Advice
Lynne Faulder	Lincolnshire County Council
<b>Apologies</b>	<b>Organisation</b>
Joanne Crookes	City of Lincoln Council

Karen Morton	Waterloo Housing
Mark Keal	LCC Trading Standards
Nicoya Palastanga	Lincolnshire Credit Union
Angela Matthews	West Lindsey District Council
Ann McGirr	PA Housing
Ben Barley	Voluntary Centre Services
Michele Seddon	Age UK Lincoln and Kesteven
Heather Grover	City of Lincoln Council
David Margaron	Department for Work and Pensions
Sean Johnson	Lincolnshire County Council
Steve Ward	Illegal Money Lending Team
Janet Clark/Samantha Smith	Community Lincs
Lorraine Palmer	Learning Communities
Sue Fortune	Lincolnshire Community Foundation
Nick Spolton	Lloyds Bank
Terry Buzec	North Kesteven District Council
Ian Evans	Boston Foodbank
<b>Agenda Items</b>	
<b>Item No</b>	<b>Item</b>
<b>1</b>	<b>Welcome and Introductions</b>
	John Eames welcomed all to the meeting, including guest speakers Alison Davis and Paul Hewlett from Carers First.
<b>2</b>	<b>Presentation from Carers First</b>
	<p>Alison Davis, Team Leader East, Carers First, delivered the attached presentation to give a Lincolnshire Carers Service overview.</p> <p>Paul Hewlett, Benefits Advisor, spoke about benefits advice provided by the Carers First service which includes telephone advice and surgeries (usually at Children's Centres) and home visits for vulnerable clients. Income maximisation advice is given, identifying benefits that could be claimed by the client and offering advice and help where requested. Debt issues are referred to Citizens Advice. There will be 2 Advisors covering the county.</p> <p>The presentations were very interesting and informative and promoted discussion.</p> <p>Carers First work with partners including the Wellbeing Service. They have received funding from the Better Care Fund and employment support will be a new project. The Carers Service is very busy; the next available appointments for carer's assessments and benefits telephone advice both being in April.</p> <p>Alison and Paul left the meeting.</p>

<b>3</b>	<b>Lincolnshire Foodbanks</b>
	<p>Apologies were received from Ian Evans who was to deliver a presentation about the Boston Foodbank. The meeting therefore moved to a table discussion led by John Eames who noted that the profile of support for foodbanks had recently diminished and asked what FIP partners' views were.</p> <ul style="list-style-type: none"> <li>• Liz Simms – Barclays were collecting food donations over Christmas using shopping trolleys in branches.</li> <li>• Paul Johnson – since the end of LCAS foodbanks are wholly reliant on donations and foodbank use has increased in the ELDC area.</li> <li>• Roxanne Warrick – Foodbanks are now tightening eligibility criteria and monitoring demand. A county picture would help to illustrate need.</li> <li>• Stuart Hellon – foodbank demand is not just due to Universal Credit as has been reported in the media but by people struggling day to day.</li> <li>• Lynne Faulder – is there scope for University of Lincoln research on this?</li> <li>• Martin Walmsley – A food strategy for Lincoln (<a href="http://hartresearch.org.uk/2017/09/24/lincoln-whole-city-food-strategy-launch/">http://hartresearch.org.uk/2017/09/24/lincoln-whole-city-food-strategy-launch/</a>) could link into this, also the work of Caroline Kenyon through the Lincoln Food Summit (<a href="https://thelincolnite.co.uk/2017/12/caroline-kenyon-food-thought/">https://thelincolnite.co.uk/2017/12/caroline-kenyon-food-thought/</a>).</li> <li>• Simon Hoare – Foodbanks are not such a hot topic as a year ago which has impacts on donations, the loss of LCAS has had an impact too. Foodbanks in Lincoln (Trussel Trust and Community Larder) work together. Need has risen by 8% this year. Trussel Trust statistics state a 16% rise where Universal Credit is rolled out. Lincoln foodbank triage at point of donation, signposting to advice and other sources of support. Looking at a food hub to receive food waste and working with City of Lincoln Council and University of Lincoln on that project.</li> <li>• Nicola Bathard – Wellbeing service holds foodbank parcels and can deliver to people in need.</li> <li>• Kirsty Mowbray - Need for education about food use too; managing on a budget and cooking skills.</li> <li>• Don Robbie – UC Steering Group in Wolverhampton brought everyone together to look at triage and advice and community support from supermarkets and corner shops.</li> <li>• Martin Walmsley - initiatives include foodbank Friday at City of Lincoln Council and other internal council initiatives at NKDC.</li> <li>• Schools and education role in teaching young people how to cook.</li> <li>• Community Café initiatives like Mint Lane Café in Lincoln.</li> <li>• Help in Crisis group in Lincoln with agencies working together.</li> <li>• Katy Roberts - Community Lincs are collating information on Lincolnshire foodbanks?</li> </ul>
<b>4</b>	<b>Universal Credit Update</b>
	Graham Metcalfe and Felicity Cooper, Department for Work and Pensions,

	<p>delivered a verbal update outlining information in the Universal Credit Local Authority Bulletin <a href="#">Universal Credit local authority bulletin UC1/2017 - Gov.uk</a> and letter to partners, attached.</p> <p>The current Universal Credit full service rollout schedule is as follows:  (Grantham and Stamford – 18 Oct 2017)  Lincoln – 7 March 2018  Newark – 9 May  Skegness – 13 June  Spalding – 11 July  Louth – 12 September  Boston – 12 September  Gainsborough – 12 September  Sleaford – 14 November</p> <p>The rollout is by Job Centre postcode area (not Local Authority area).</p> <p>Noted in the discussion that followed:</p> <ul style="list-style-type: none"> <li>• The changes described in the update were positive.</li> <li>• Co-location of services is beneficial in facilitating a holistic approach through ability for 'warm handovers' of clients.</li> <li>• Partnership working is key.</li> <li>• There are good local relationships between Citizens Advice, DWP and local offices and other partners in Lincolnshire.</li> <li>• DWP is monitoring where personal budgeting support uptake is low. DWP is looking at wider partnerships to provide personal budgeting support and offer choice to clients.</li> <li>• Some West Midlands areas are using a 'soft touch' approach to personal budgeting support e.g. badging it as 'Making the most of your money' to increase engagement and uptake.</li> <li>• Nationwide have 'My Choices' personal budgeting support tool.</li> <li>• There will be no new claims to Universal Credit live service.</li> </ul>
<b>5</b>	<b>Any Other Business</b>
	<ul style="list-style-type: none"> <li>• Stuart Hellon – Citizens Advice Mid Lincolnshire has secured a small amount of funding from the Controlling Migration Fund to translate information into other languages. There is a proposal that the Income Maximisation Project will close at the end of March, the proposal is subject to Lincolnshire County Council Budget approval on 23 February.</li> <li>• Nicola Bathard – The current Wellbeing Service offers some Income Maximisation support, not yet confirmed what the new service will deliver.</li> <li>• Katy Roberts – Mayflower are delivering in three ESF funded projects; MoneyLincs, MOVE and Step Forward.</li> <li>• Carol Sharp – Mayflower are working on the Landlord Portal</li> <li>• Simon Hoare – Acts Trust are also delivering MoneyLincs. Christians Against Poverty's offer include home visits and the current lead in time in Lincoln is around 2 weeks. CAP is in discussion with DWP about personal budgeting</li> </ul>

	<p>support.</p> <ul style="list-style-type: none"> <li>• Martin Walmsley – Grants for Discretionary Housing Payment will be lower in 2018/19. Regarding the Income Maximisation Project, CoLC are looking at how this can be managed in Lincoln in terms of levels of benefit/welfare advice.</li> <li>• Don Robbie – NLA has introduced a new "contractual periodic' tenancy agreement.</li> <li>• Roxanne Warrick – ELDC are leading on Wellbeing Service re tender; the service is currently being redesigned. A recent Child Poverty Action Group Report notes that some ELDC wards have child poverty levels of 50%. There are current discussions around Universal Credit and free school meal entitlement. Partnership working is more challenging in ELDC due to rurality.</li> <li>• Paul Johnson – ELDC are working with DWP to improve digital access, including a bid to increase provision in the LN12 (Mablethorpe) area.</li> <li>• Liz Simms – Barclays Financial Wings Programme can be of support. Basic bank accounts now include mobile banking facility. There is information on the website about ID requirements.</li> <li>• John Eames – LCU has secured a grant from Lloyds Bank Foundation for a one year project to achieve a step change growth and reduce reliance on grant funding by developing a corporate engagement strategy. Through this LCU will attract deposits from business and other organisations to provide affordable loans. LCU will also work with employers to provide payroll savings to encourage thrift and financial resilience.</li> </ul>
<b>6</b>	<b>Date of next meeting</b>
	To be arranged by Steering Group for May 2018.