

FINANCIAL INCLUSION ACTION PLAN

**Report:
Dundee Partnership**



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A Report to:

Dundee Partnership

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1 Introduction

Background

- 1.1 Insight Collective, with regular research partners Mike Chapman Associates and Alan Brazewell Economics Limited, was commissioned by the Financial Inclusion Subgroup of the Dundee Partnership to help develop a Financial Inclusion Action Plan. The Action Plan represents Dundee's response to the challenge set out in the Scottish Executive's Financial Inclusion Action Plan¹.
- 1.2 The Scottish Executive's Action Plan defines Financial Inclusion as 'Access for individuals to appropriate financial products and services. This includes people having the skills, knowledge and understanding to make best use of these products and services'. The definition we have employed is slightly broader, recognising that communities of place and interest may experience financial exclusion (see below).

Financial exclusion can be defined as the inability of individuals, groups and communities to access and use appropriate and affordable personal, business and organisational financial products and services.

- 1.3 Financial Inclusion is an increasingly important part of the Scottish Executive's Social Justice agenda. It is one of the six key objectives contained in Closing the Opportunities Gap² 'to reduce the vulnerability of low income families to financial exclusion and multiple debts – in order to prevent them becoming over-indebted and/or to lift them out of poverty'. Target 'K' further sets out the Scottish Executive's commitment to 'increase the availability of appropriate financial services and money advice to disadvantaged communities to reduce their vulnerability to financial exclusion and multiple debts' by 2008.

¹ Scottish Executive Financial Inclusion Action Plan, 2005

² Closing the Opportunity Gap – Scottish Executive, July 2004

Addressing Financial Exclusion

- 1.4 The Scottish Executive's Financial Inclusion Action Plan provides a framework within which local partnerships, like that in Dundee, can begin to develop their approach to addressing financial exclusion. The report foreward states 'This action plan sets out the outcomes we want to see: more people with savings, bank accounts, home contents insurance and access to affordable credit if they need to borrow'.
- 1.5 The Action Plan gives particular weight to 'preventative approaches' alongside more traditional 'crisis services' such as welfare rights, money and legal advice services. Three broad 'strands' of activity identified in the Action Plan are set out below (Table 1.1)

Table 1.1: Addressing Financial Exclusion	
Approach	Might include:
Preventative	<ul style="list-style-type: none"> q education in schools q budgeting and finance management q access to information
Routes out of exclusion	<ul style="list-style-type: none"> q debt advice q information on sources of help when experiencing difficulty
Sustaining financial inclusion	<ul style="list-style-type: none"> q access to affordable credit q support for excluded groups to access mainstream services q access to financial products such as home insurance q owning and building up assets

- 1.6 The Dundee Partnership, along with a number of other local authorities, has been allocated funding by the Scottish Executive in support of its Financial Inclusion Action Plan. In Dundee resources of £450,000 for 2006/07 and 2007/08 have been allocated in support of this. The Scottish Executive now seeks information on how these resources will be used in Dundee.

Study Objectives

- 1.7 The Dundee Partnership commissioned consultancy support in October 2005 to help develop its own Financial Inclusion Action Plan. The specific tasks identified in the brief included:

- z a baseline analysis of financial needs in Dundee

- ž an assessment of service provision
- ž the development, based on the above, of an Action Plan
- ž identifying a set of indicators to assist the monitoring and evaluation of the Action Plan.

Methodology

1.8 A methodology was agreed with the Financial Inclusion Subgroup responsible for overseeing the study. A slight change to the objectives was made to allow a more qualitative appraisal of service provision rather than a detailed mapping exercise which was felt to be more feasible in the original timescale (end of December 2005). The methodology consisted of (Table 1.2):

Table 1.2: Methodology		
Task	Description	Outcome
Workshop	A workshop with the Anti-Poverty/Social Inclusion Subgroup	Better understanding of the expectations of the Subgroup
Baseline survey	Street/Household survey of 700 people in Dundee's regeneration communities with a 'rest of city' comparator	Better understanding of local need. Basis of further monitoring and evaluation activity
Consultations	Consultations with up to 18 identified partner/stakeholder organisations.	Better understanding of current service provision and scope for development
Consultative seminar	With the Anti-Poverty/Social Inclusion Subgroup and a wider set of stakeholders. Attended by 29 participants from a range of community, voluntary and statutory agencies	Developing the Action Plan programme
Development stage	Further work to firm up on Action Plan	Set of proposed Action Plan projects
Reporting	Draft report containing early findings followed by a Final Report	Agreed Action Plan

Report Structure

- 1.9 This report contains the Dundee Partnership’s Financial Inclusion Action Plan. It is divided into the following sections:**
- ž section two; looks at the results of the baseline survey of financial need in Dundee**
 - ž section three; provides a short overview of existing service provision in light of the Scottish Executive’s Financial Inclusion Action Plan**
 - ž section four; contains more detail on the Action Plan**
 - ž section five; sets out the next steps and the monitoring and evaluation framework for the Action Plan.**
- 1.10 Appendix ‘A’ contains a list of those consulted as part of this Action Plan while Appendix ‘B’ contains the full tables. Appendices ‘C’ and ‘D’ contain the job specification for the proposed Financial Inclusion Co-ordinator and a revised remit for the Financial Inclusion Subgroup in response to the Action Plan.**

2 Dundee Context

Introduction

- 2.1 This section looks at financial needs in Dundee. It draws on the street and household survey carried out during November 2005 (tables are contained in Appendix 'A'). The baseline survey targeted a sample of 590 people in the Regeneration Areas (containing the most deprived data zones) and a further 200 people in the rest of Dundee to provide a comparison. A summary of key points can be found on page nine.

Financial Need in Dundee

Survey Evidence

- 2.2 A total of 797 interviews were completed, 584 in the Regeneration Areas of Dundee and 213 in the rest of the city. Figures are given for Dundee as a whole (suitably weighted up) and the Regeneration Areas. Figures are also quoted from the Scottish Household Survey (2001/02) for Dundee and Scotland where relevant.
- 2.3 The Scottish Household Survey found that Dundee (at 87%) was below the Scottish average of 88% in terms of access to a bank account *although our survey would suggest this figure might be even lower*. The Action Plan baseline survey shows that access drops markedly (to 61%) in Dundee's more excluded communities (Table 2.1) where almost 40% of the population might be unbanked (i.e. without a bank account).

Table 2.1: Top-line results; Without access to a bank account

Question	Area (%)	Regen. Areas	Dundee
Respondent/spouse with a bank account?		61%	74%
Key social groups:			
		Unemployed people	63%
		People with disabilities/Long-term sickness	63%
		Lone parents	48%
		Under 18	47%
		Retired	31%

Table 2.1: Top-line results; Without access to a bank account (continued)

Question	Area (%)	Regen. areas	Dundee
If not why not, proportion responding...			
<i>'no point on Benefits/Pension'</i>		36%	34%
<i>'don't trust banks'</i>		26%	16%
<i>'not enough to put in'</i>		25%	33%
<i>'afraid of charges/being overdrawn'</i>		9%	4%

- 2.4 Some social and economic groups are clearly more excluded than others. The numbers involved limit the extent to which the sub-analysis can take place but give an indication to the extent of exclusion amongst different groups. Older, unemployed people and those under 18 years, for example, are more likely to be unbanked than those of working age. Males are also slightly less likely than females to possess a bank account.
- 2.5 Source of income is a major determinant. Over a third (36%) of those 'unbanked' see 'little point' in having an account as they are on benefits or a state pension. People's negative perception of banks is a barrier in the case of a quarter (26%) of those unbanked, climbing significantly for those unemployed (46%) and under 18 years (42%). A small proportion of respondents (3% in Dundee, 6% in the Regeneration Areas) have been refused a bank account at some time. A fifth of the population (21%) hold a Basic Bank Account which rises to a quarter in the Regeneration Areas.
- 2.6 The survey asked about savings behaviours. Almost a third of respondents (41% of those from Regeneration Areas) do not feel they can save (Table 2.2). There are significant variations between those living in the Regeneration Areas compared to Dundee as a whole. Only a fifth (21%) of those in Regeneration Areas hold life assurance, for example, compared to almost a third (32%) across the City.

Table 2.2: Top-line results; Savings

	Area (%)	Regen. Areas	Dundee
Savings Vehicles			
With a bank		50%	62%
Life assurance (not mortgage related)		21%	32%
Jar/envelope		21%	21%
Premium Bonds		14%	13%
Post Office		10%	7%
Shares		5%	15%
Christmas club/shop		8%	5%
Unit Trusts/Investment trusts		3%	9%
Work/friends		4%	3%
Relative/friend		3%	3%
With a credit union		2%	1%

- 2.7 Only 2% of Dundee’s citizens save with a Credit Union – well below the Scottish Executive target of 5% for 2005. Over a quarter of the population (26%) have heard of a Credit Union. Awareness was higher amongst; females; those of working age or in work; and lone parents. The challenge for the Dundee’s Credit Unions is to convert this awareness into membership.**
- 2.8 Banks were the most frequently identified vehicle for savings (62% of respondents) while those living in the City’s Regeneration Areas were more reliant on ‘less formal’ savings mechanisms. Savings are important in terms of helping households to avoid crisis situations which lead to debts and the non-payment of bills and other commitments. Close to a third (29%) of those surveyed would struggle to find £500 if required to do so at short notice, climbing to over a third (35%) in the Regeneration Areas.**
- 2.9 The survey looked at borrowing behaviours. Almost a third (31%) of the population has some form of borrowings (Table 2.3). People living in the Regeneration Areas are more likely to use retail or store credit but less likely to be using credit cards. The numbers involved in the survey are too small to allow detailed sub-analysis of the types of retail or store credit in usage but clearly those living in the Regeneration Areas would appear to be more likely to rely upon expensive forms of credit.**

Table 2.3: Top-line results; Sources of those borrowing...

Sources	Area (%)	Regen. Areas	Dundee
Credit card		50%	73%
Retail/store credit		55%	48%
If retail/store; which source*			
	<i>catalogue</i>	51%	9%
	<i>hire purchase/credit sale</i>	40%	36%
	<i>Providential/similar</i>	37%	17%
	<i>storecard</i>	18%	48%

* sample size is very low so figures are indicative only

- 2.10** We explored access to other forms of financial service such as buildings and contents insurance. The baseline survey shows that people in the Regeneration Areas are less likely to have access to such services. Almost two thirds (65%) of respondents from the Regeneration Areas had home contents insurance compared to over three-quarters (77%) in Dundee as a whole. Exclusion increases (53%) and people who are unemployed (32%).
- 2.11** Access to sources of advice and information is one of the means identified by the Scottish Executive to provide people with a route out of exclusion. It may be of some concern to the members of the Dundee Partnership then that only 9% of those in the Regeneration Areas have ever sought help with financial issues. The Citizens Advice Bureau (CAB) was the most frequently identified source of advice, especially outwith the Regeneration Areas.

Key Point Summary

- ❑ a total of 797 interviews were completed, 584 in the Regeneration Areas of Dundee and 213 in the rest of the city
- ❑ the Scottish Household Survey found that Dundee (at 87%) was below the Scottish average of 88% in terms of access to a bank account
- ❑ access to a bank account is even lower amongst those living in the Regeneration Areas (61%) and those in certain social groups including males, those under 18 years, unemployed people, lone parents, those disabled or long-term sick and the elderly
- ❑ over a third (36%) of the 'un-banked' see 'little point' in having an account as they are on benefits or a state pension while for over a quarter a negative perception of banks is a increasing in prominence for those unemployed (46%) and under 18 years (42%)
- ❑ a fifth of the population (21%) hold a Basic Bank Account increasing to a quarter in the Regeneration Areas
- ❑ a significant minority (41%) of those in the Regeneration Areas do not feel they have enough money to save
- ❑ only 2% of Dundee's citizens save with a Credit Union – well below the Scottish Executive target of 5% for 2005 but over a quarter (26%) have heard of a Credit Union, with awareness being higher amongst; females; those of working age or in work; and lone parents
- ❑ one in ten have a Post Office Basic Bank Account and males, those under 18 and unemployed respondents were more likely to save with the Post Office than other groups
- ❑ close to a third (29%) of those surveyed would struggle to find £500 if required to do so at short notice, climbing to over a third (35%) in the Regeneration areas
- ❑ almost a third (31%) of the population has some form of borrowings and those living in the Regeneration Areas are more likely to use the most expensive forms of credit
- ❑ almost two-thirds (65%) of respondents from the Regeneration Areas had home contents insurance compared to over three-quarters (77%) in Dundee as a whole; exclusion increases people who are unemployed (32%) and lone parents (53%) in particular
- ❑ only 9% of those in the Regeneration Areas have ever sought help with financial issues.

3 Service Provision

Introduction

- 3.1 This section explores the shape of current service provision and opportunities for developing new services in line with those encouraged by the Scottish Executive. Representatives of a number of local organisations identified by the Financial Inclusion Subgroup were consulted.
- 3.2 Our intention was not to map out service provision in detail as we did not think that this was possible in the timescales available at the time of appointment. Instead we tried to identify the key advice and information providers and organisations working with the target client groups for the Action Plan and to obtain from them a perspective of the clients they worked with, nature of current provision and a picture of gaps and opportunities. A summary of the key advice and information services is provided below (Table 2.4).

Table 2.4: Service provision overview

Service	Description	Staff	Geography	Clients	Delivery	Opportunities	Data review – key findings
<i>Citizens Advice Bureaux</i>	Information, advice and representation on a legal and other issues including welfare rights and money advice	6 staff & circa 60 volunteers	City-wide	Universal	Central location	<ul style="list-style-type: none"> q Improve joint-working q Develop more preventative approaches q Boost availability of health checks 	<ul style="list-style-type: none"> q Assisted over 700 clients last year q debt dealt with in 03/04 was almost £1.4m q total owed by clients last year was over £1.1m
<i>Dundee City Council Welfare Rights Team</i>	Benefits & money advice service. Some legal work (tribunals).	17	Dundee-wide	Universal but some targeting e.g. mental health, disability & Working for Families	Central office location with outreach clinics, helpline and some client targeted – 9 to 5 weekday service	<ul style="list-style-type: none"> q Target more resistant client groups (e.g. young tenants) q Gap in Financial Advice q More co-ordinated Council approach q Improve service co-ordination q Could have a financial capability element attached 	<ul style="list-style-type: none"> q 1,740 Benefit Claim results in 2004/05 q £2.36m in Claims q Debts rescheduled of £1.32m£447k from Tribunals
<i>Dundee City Council Social Work Department</i>	Support for elderly people in non-residential care		City Wide	Elderly people	As required. Involves welfare rights orientated means test and has increased take-up of benefits substantially		
<i>Dundee City Council Housing department</i>	Fuel poverty strategy involves advice on energy/heating systems, moving people from meter to direct debit, white goods package		City wide	Council tenants	Delivery via the Department's offices	<ul style="list-style-type: none"> q One to one advisory service to clients could be enhanced to include basic financial capability advice. Advisors themselves would have to be trained 	
<i>Dundee City Council Leisure & Community Services</i>	Support service for young people with particular identified needs.	30	Mainly (but not entirely) delivered through nine secondary schools	Young people (11 to 18) who have been identified as having issues that deserve to be addressed	Schools, Social Work or self-referral. Benefit from a one-to-one service as well as support in groups. Can be issues relating to abuse, self esteem or life stage transition	<ul style="list-style-type: none"> q Could build in financial capability work into the group sessions. Already covered in a very basic way 	<ul style="list-style-type: none"> q Currently 200 clients
	Pre-retirement courses		City wide	People approaching retirement age	From the Mitchell Centre	<ul style="list-style-type: none"> q Already covers financial capability to some extent. Could be enhanced 	
<i>Dundee City Council Working for Families</i>	Scottish Executive scheme designed to make it easier for families to overcome barriers to work and higher income	Includes two money advice workers	Regen. areas	Families in Regen. areas	Delivered through the Economic Development Department. About to include a financial advice component with two workers assigned to this. Further development underway	<ul style="list-style-type: none"> q Develop the money advice element to become financial capability q Appoint 'community listeners', drawn from local communities who are trained in financial capability and can advise/signpost. Being tried out in Ayrshire 	

Table 2.4: Service provision overview (continued)

Service	Description	Staff	Geography	Clients	Delivery	Opportunities	Data review – key findings
<i>Discovery Credit Union</i>	Credit Union savings & loans	One plus volunteers	City-wide & employers	Universal but loans restricted to those with savings track record	City centre base with scattered collection points – 9 to 4 weekday service	<ul style="list-style-type: none"> q Developing package of support via CAB q Small-scale white goods initiative q Improved agency referrals q Match savings 	<ul style="list-style-type: none"> q Circa 700 members q Circa 30% in Regen. Areas q 152 loans at average of £710
<i>Hillcrest Savings & Loans</i>	A loan guarantee scheme in conjunction with Dunfermline Building Society	One	Hillcrest housing stock	Hillcrest tenants & shared owners	Tenants with arrears referred for crisis support and financial healthcheck – may then be encouraged to join savings and loan scheme	<ul style="list-style-type: none"> q Develop across other RSLs q Look at city-wide options q Look at advice, information and education opportunities q Work more closely with other agencies 	Too early to tell but current caseload of around 20 per week resulting in 5 Savings and loan members per week
<i>Money Advice Support Team</i>	Benefits & money advice service. Some legal work (tribunals).	Four	Regen. areas	Anyone in those areas – will support others if necessary	Central office and outreach to incorporate all Regen. Area communities. Works in partnership with local orgs	<ul style="list-style-type: none"> q Can focus on young people through Bridging Fund for 16 to 18 year olds q Improve service co-ordination q Target care leavers – very vulnerable 	<ul style="list-style-type: none"> q 800 clients in 04/05 q £450k+ of debt re-scheduled in & £350k+ in unclaimed benefits in 02/03
<i>Dundee North Law Centre</i>	Legal advice centre	Five	Regen. areas	Anyone in need	Free legal advice, assistance and representation service for residents of Regen. Areas – limited outreach	<ul style="list-style-type: none"> q Improve service co-ordination 	
<i>Princess Royal Trust for Carers</i>	Welfare rights support to carers and families Specific programme of support for young carers	One pt	City-wide City Wide	Carers and families of carers	Employ a welfare rights worker to offer information and guidance to people with physical disabilities, learning difficulties and mental health problems as well as carers. Now working with Translation Service to reach BME groups	<ul style="list-style-type: none"> q Could build on BME work q Potential for more targeted support for those with mental health issues and their families q Scope to work in partnership with others 	<ul style="list-style-type: none"> q 1,200 enquiries, 3,188 benefit claims and 15 tribunals attended in 04/05 q Almost £280k in benefit last year and over £1.7m financial gain since 1999
<i>Save by the Bell</i>	School savers programme linked to Discovery	One	Operational in 12 primary schools	Primary schoolchildren (soon extended to 2ndary)	Delivered by children themselves within schools. Operates in school hours in term-time	<ul style="list-style-type: none"> q Develop educational/learning aspects q Match savings q Link to Enterprise Agenda in schools 	<ul style="list-style-type: none"> q 485 Junior Savers q £9,500 savings
<i>Jobcentre Plus</i>	Options. Two day course includes 'money matters' module Reach programme converting people from Giro benefit payments to bank or PO account	One One	City Wide City Wide	People on Incapacity Benefit People on any form of benefit	Delivered by Dundee Employment Aftercare Project Delivered directly by Jobcentre Plus	<ul style="list-style-type: none"> q Money Matters provides a starting-off point but additional work could be done to improve financial literacy of clients q Scope to introduce guidance and learning for clients on financial management 	<ul style="list-style-type: none"> q 950 clients per annum

Service Provision

3.3 The Action Plan will build upon existing provision. This does not mean simply expanding current activity but enhancing what is taking place, building on its strengths and addressing gaps where these are identified. The following is an overview of service provision based upon some of the themes within the Scottish Executive Financial Inclusion Action Plan adopted by the Dundee Partnership as its own key themes – financial education and prevention, services and products and service co-ordination.

Financial education and prevention

3.4 Financial Capability has been defined by the FSA as ‘Providing consumers with the education, information and generic advice needed to make financial decisions with confidence’. It is about working with people to improve their financial skills and knowledge to prevent financial crises from occurring.

3.5 Financial Capability should be possessed by all regardless of income. Many people on low incomes are highly financially capable because they are good at managing the limited resources they possess. However, when lack of financial capability is combined with low income, the result is more likely to result in a crisis.

3.6 Existing money advice/welfare rights services in Dundee are stretched and have little time for preventative work. Attempts to deliver financial capability through Money Advice services have been thwarted, for example, by caseload levels. There is, however, activity on which to build. This includes:

- ✂ Save by the Bell: an initiative to encourage Credit Union saving currently running in six primary schools
- ✂ Leisure and Community Services: deliver pre-retirement information classes for adult learners

- ž Princess Royal Trust for Carers: offers targeted welfare rights advice and support to carers and their families in Dundee and is now working with the Translation Service to improve access for BME groups
- ž Jobcentre Plus: is about to launch two-day training for people coming off Incapacity Benefit with a built-in financial capability component; Jobcentre Plus also delivers the REACH programme which helps clients to open bank or post office accounts for the payment of Benefits.

3.7 Other service providers have expressed an interest in this agenda. The Working for Families Initiative is well-placed to develop educational and preventative approaches through existing services. The Initiative has two Money Advice workers alongside staff dealing with childcare. The Money Advice workers hope to develop some form of financial education based on presentations to groups although the current focus is on crisis management.

3.8 There is potential to develop a sharper focus on educational and preventative approaches. One development is that of Save by the Bell which has proven itself successful in working effectively in the school environment (up to 500 primary school savers have been enrolled). As the project develops the demands on existing personnel increase. Support may be needed to develop:

- ž advice and information resources alongside existing activity in schools
- ž an appropriate approach in secondary schools.

Services and products

3.9 A key element to combating financial exclusion is the availability and affordability of financial products and services – bank accounts, savings products, affordable credit and insurance. A target has been set by Government to reduce the number of those who remain unbanked.

3.10 An account is seen as the first step towards becoming part of the financial mainstream and a route out of poverty. In terms of Benefits, for example, direct payment into accounts is now the normal method of payment.

3.11 Being banked benefits individuals in terms of income maximisation, access to direct debit facilities and cheaper forms of credit. The results of the survey have demonstrated that people living in certain communities in Dundee, or in certain social groups, are less likely to be able to access these products. There have been important developments in this area of policy recently in Dundee. Activities on which to build include:

- ž Hillcrest Savings and Loans: Hillcrest Housing Association has partnered with Dunfermline Building Society to create the Savings and Loan Scheme for Hillcrest tenants and sharing owners**
- ž Discovery Credit Union: Discovery Credit Union was formed from the merger of several smaller community based credit unions; its Bond includes anyone who lives or works in the city. Currently the Credit Union has 500 active members and it will need to expand its membership base if it is to become sustainable**
- ž Tay Valley Credit Union: offering savings and loans to local authority workers across Tayside, Perthshire and Angus**
- ž Appliances Package: involving Discovery Credit Union, Dundee City Council, Dundee Energy Efficiency Advice Project and Hydro Electric; offers loans for white goods linked to energy efficiency and raising awareness of cheaper tariffs.**

3.12 Much of the above has emerged only recently. There are options in terms of future direction. The Savings and Loans and Appliances Package offer scope for expansion. In terms of the Credit Union the focus needs to be on sustainability and the Action Plan should support the membership and loans.

3.13 In terms of service gaps there is a need to consider alternative loan vehicles for those least likely to access the above services e.g. those with no savings track record or a bad credit record. The survey identified a small but not insignificant proportion of the population unable to access existing services and vulnerable to expensive credit. Establishing the feasibility of a Community Development Finance Institution (CDFI) might be an option.

Co-ordination

- 3.14 Partners in Dundee recognise the potential to work on a more collaborative basis. Existing arrangements for strategic and operational joint-working are limited and if the Action Plan is to succeed it is important to strengthen these structures. Referral mechanisms, information sharing and client tracking, for example, are all areas which could be improved upon. There is also recognition that services need access to specialist financial advice to deal with the increasing complexity of client needs. The key structures which operate currently include:
- ✂ the Financial Inclusion Subgroup which sits within Dundee Community Planning Partnership structures
 - ✂ the Money Advice Partnership established to monitor Scottish Executive Money Advice worker posts in CAB, Welfare Rights and MAST
 - ✂ the Advice Workers Forum which is to be supported administratively through the Dundee Anti-Poverty Forum.
- 3.15 The Action Plan will be a catalyst for enhanced joint working. New partners can be introduced. Jobcentre Plus and Working for Families, for example, could help develop links between financial inclusion and the employability agenda. Voluntary sector organisations like the Princess Carers Royal Trust can help access ‘under-served’ groups in Dundee
- 3.16 There is a need to establish a mechanism for monitoring the Action Plan, identifying its influence and making recommendations on future direction including issues of mainstreaming. On an operational basis there is scope to improve referral systems and the tracking of client outcomes.
- 3.17 The ultimate goal of improved collaboration will be a more joined-up approach to service provision. Clients will be better informed about their options and provided with the most appropriate support for their needs rather than that offered by the initial service contact.

Overview

- 3.18** A number of common themes were identified through the discussions with service providers and other stakeholders. These emerged from the experience of organisations delivering advice and information in the city and from those organisations working closely with the client groups most vulnerable to financial exclusion. These were tested and confirmed during the consultative workshop. The key themes included:

Key Themes

- q the Action Plan needs to be city-wide in scope – Dundee is too small for a ‘fragmented’ approach although provision may be targeted more intensively at certain groups or areas
- q much of the current provision of advice and information services is on a weekday, nine-to-five basis which makes access more difficult for shift workers and those in employment – alternative patterns of provision should be tested
- q building on what currently exists but addressing gaps through the Action Plan – there are some good initiatives both small and large and we need to support these and understand whether they are effective
- q ... at the same time we need to be careful not to ‘overwhelm’ smaller projects with excessive expectations
- q the need for Financial Advice (as opposed to Money Advice or Welfare Rights) was recognised
- q important that the Action Plan helps service providers better understand the needs of BME communities in the City
- q the need to develop preventative approaches which help people avoid crisis situations – the organisations consulted recognised that more had to be done in this area
- q where possible we should build additional support into ‘client packages’ at the point of service delivery
- q reduce the stigma attached to ‘seeking help’ – it’s about financial awareness rather than ‘being poor’ or ‘unable to manage your finances’
- q the importance of targeting hard-to-reach groups and recognising the value of working with intermediaries in doing so
- q existing services could be better co-ordinated and more could be done to monitor, evaluate and disseminate practice.

4 Development Issues

Section Purpose

- 4.1 The early findings described in the preceding section were used to promote discussion in a consultative seminar with 29 stakeholders and partner organisations. The seminar took place on November 21st 2005 and began the task of putting together an Action Plan for 2006/07 and 2007/08 based upon the themes and principles emerging from the research.

Objectives

- 4.2 A number of objectives have been identified arising out of the research programme. These provide a means by which partners in Dundee can articulate and monitor progress towards a shared vision of what they wish to achieve through the Action Plan.
- 4.3 The partners in Dundee recognise that change in service provision will take time, particularly where we are talking about mainstream services. The Action Plan, nonetheless, is viewed as a means of initiating that change. We recommend the following are adopted as objectives:

Objectives of the Action Plan are to:

- Help partners in Dundee to test out new approaches to addressing Financial Exclusion in the city
- Build on and strengthen existing activities where these demonstrate a clear fit with the objectives of the Financial Inclusion Action Plan
- Seek ways of building advice, information and learning into the activities of mainstream organisations and existing service providers
- Develop more joined-up processes which harness the strengths of the statutory, voluntary and community sectors
- Test the targeting and delivery of support to the most vulnerable client groups in Dundee
- Explore the needs of BME groups in Dundee
- Develop access to Financial Information services
- Improve awareness and uptake of advice and information services and reduce the stigma attached to using them
- Improve capacity in the city to monitor, evaluate and disseminate learning on Financial Inclusion.

- 4.4 We now look at the means by which the above objectives might be delivered. There are specific components to the Action Plan based upon the themes in the Scottish Executive's Financial Inclusion own Action Plan. These consist of **Capability and Prevention, Access to Products and Services, Strategic Leadership and Co-ordinated Delivery**. We look at each in turn although there are clear crossovers between each.

Capability and Preventative Approaches

The Dundee context

- 4.5 In spite of the efforts of consumer, money advice and welfare rights services financial exclusion continues to persist. A quarter of the city's population live off less than £149 per week³ rising to 38% of those in the Regeneration Areas and 43% of lone parents.
- 4.6 There are also issues of financial capability. Front line workers and managers confirm that individuals and households often make poor choices about savings, borrowings and financial services and products. This is evidenced by the fact that around 40% of those living in the Regeneration Areas; people who are unemployed; and those who are sick or live with disability are without a bank account.

Action Plan developments

- 4.7 There are two principal elements to the Action Plan with regard to preventative approaches (summarised in Table 4.1). The first of these is to support the continuing development of the Save by the Bell project. Save by the Bell (SbtB) runs Savings Clubs in Dundee schools. This involves:
- ž a weekly savings collection run in the schools
 - ž developing the skills of pupil volunteers as tellers
 - ž support and supervision by adult volunteers.

³ Baseline survey of financial exclusion November 2005

- 4.8 The SbtB project is delivered in support of Discovery Credit Union. The underpinning rationale is that good habits acquired at a young age will be carried into adulthood. Longer-term the hope is that the project will introduce beneficiaries to mainstream financial services and break the inter-generational reliance on expensive forms of credit.
- 4.9 The project is operational in six primary schools. There are nearly 500 members, 33% of the total pupil population, with 75 weekly savers. Between September 2004 and October 2005, £8,400 was saved, an average of £17 per saver. Current commitments to extend the project include:
- ž an additional primary school will come on board in January 2006
 - ž an electronic savings system will become operational in two secondary schools, in at least one of them by February 2006
 - ž a further three primary schools will come on board after April 2006.
- 4.10 Our proposal is to increase the roll-out of the activity to ten primaries and two secondaries in total. This will result in 900 new savers, 250 primary school children receiving training and 80 secondary school children involved in financial education activity. A total of £130k will support this initiative over the next two years.
- 4.11 The second proposal under this theme is that of improving agency awareness and understanding of the needs of different Black and Minority Ethnic groups in the City. Ethnic minorities make up 3.7% of Dundee's population, 5,300 people according to the 2001 Census. Within this population (which does not include recent economic migrants from Eastern Europe) are people from a diversity of backgrounds including:
- ž 1,700 of Pakistani origin
 - ž over 1,000 of Indian origin, and
 - ž 700 of Chinese origin.

4.12 A report into Ethnicity and the Labour Market in Dundee highlighted the distinctive socio-economic characteristics of different BME groups and the need to better understand the implications for service provision. A figure of £20k has been identified for the initial research. The Action Plan provides the flexibility to support recommendations emerging from the research by holding back funding until the results of the study are known. The action plan process has identified the work of the Princess Royal Trust for Carers in this area and will seek to ensure the organisation’s involvement.

4.1: Action Plan Proposals; Prevention				
Key Service	Description	Key Outputs	Target Groups	Funding
Extend Save By The Bell (SbtB)	Rollout SBTB to 2 secondary schools and 10 primary schools	<ul style="list-style-type: none"> ❑ Increase membership by 900 ❑ Financial education for 90 secondary children 	Primary and secondary school children in Community Regeneration Areas.	Funding support from FIAP of: <ul style="list-style-type: none"> ❑ £50k in year 1 ❑ £80k in year 2 Also circa £50,000 other sources
BME Community – research into financial needs	External research activity to survey BME community needs in this area of activity Internal research activity to measure extent and nature of existing contract with agencies	Research report with identified project proposals based on needs. Includes cost of key partner seminar to explore proposals	All BME communities in Dundee	<ul style="list-style-type: none"> ❑ £20k in year 1 ❑ Unspecified allocation to support recommendations in years 1 and 2

Co-ordination

4.13 This strand explores issues concerned with the co-ordination and delivery of the Action Plan and the testing of the potential for new approaches, including independent financial advice on behalf of clients and the case for a community Development Finance Institution (CDFI). This theme is also important because it impacts on the ability of the Dundee Partnership to take forward the other strands of work.

Dundee context

4.14 Existing arrangements for strategic and operational joint-working work relatively well. Partners feel, however, that if the Action Plan is to succeed it is important to review and strengthen these structures. Partners recognise the need to improve joint working for the benefit of clients. More responsive joint mechanisms are need with greater emphasis on service standards:

Action Plan developments

- 4.15 Partners in Dundee identified a number of capacity issues which are key to the effective delivery of the Action Plan. These include the need to:
- ž have the right partners and structures in place to develop the financial inclusion agenda in Dundee
 - ž improve co-operation between advice and information agencies to provide clients with a route out of exclusion
 - ž drive forward the service developments highlighted in the Action Plan and review progress towards targets.
- 4.16 The proposals emerging from consultations in Dundee focus on the need for more effective co-ordination, the development of a better understanding of what works and promoting access to existing and new services. Specific Action Plan proposals (summarised in 4.2) include:
- ž the membership and remit of the existing Financial Inclusion Subgroup will be refocused around the delivery of the Action Plan
 - ž the Subgroup will be supported by a Financial Inclusion Co-ordinator responsible for overseeing delivery of the Plan, reporting on progress and disseminating learning from monitoring and evaluation activity.
- 4.17 The costs of the above measures will amount to £104k over two years. The majority of this falls under year two when the evaluation and baseline survey update take place. More specific service gaps will also be addressed. The Action Plan process highlighted variable quality of referral links between organisations in Dundee.
- 4.18 Developing an effective referral and information sharing system will take time but the Action Plan funds will be used to pilot an approach appropriate to the Dundee context. A sum of £86k over two years has been set-aside for the development phase to employ/second co-ordinator to oversee the development plan and the associated consultancy and technical costs.

4.19 An online client referral and tracking platform, with built-in quality standards to manage performance, will be developed backed-up by inter-agency training. The pilot will involve around 10 local service providers, 30 staff and 80 volunteers before being rolled out across the City. As a result of the system and the testing of the provision of independent financial advice we would hope to see the following achieved:

- ✂ an increase in referral activity by 50% from the baseline (Welfare Rights alone refer in or out around 400 clients per year which would increase to 600 by the end of the pilot)
- ✂ 225 clients accessing independent financial advice
- ✂ higher client satisfaction levels as they receive the support they need.

4.2: Action Plan Proposals; Co-ordination				
Title	Description	Key outputs	Target group	Funding
Delivery Structures	Membership of the Financial Inclusion Subgroup will be broadened and its remit refocused around the delivery of the Action Plan	<ul style="list-style-type: none"> ✂ Subgroup will oversee the delivery of the Action Plan ✂ Subgroup remit amended accordingly 	City-wide	<ul style="list-style-type: none"> ✂ Funding requirements met by partners
Financial Inclusion Coordinator	Appointment of a co-ordinator managed through DDC with a remit to develop implement and review the Action Plan	<ul style="list-style-type: none"> ✂ Two annual progress reports 	City-wide but targeted in Regeneration Areas	<ul style="list-style-type: none"> ✂ £37k per annum
Evaluation costs	Update of baseline survey showing early impacts arising from Action Plan Evaluation of Action Plan at end of year 2 and dissemination conference	<ul style="list-style-type: none"> ✂ Sample of 500 in Regeneration Areas ✂ 260 in other parts of City 	City-wide but boosted in Regeneration Areas	<ul style="list-style-type: none"> ✂ £10k update of baseline survey ✂ £20k evaluation
Service Coordination	Development of a web based referral and client monitoring system to improve client referral processes and provide client tracking information	Pilot programme leading to: <ul style="list-style-type: none"> ✂ 10 orgs developing shared referral processes & subsequent roll-out ✂ 30 staff and 80 volunteers trained ✂ 50% increase in number of referrals by end of pilot 	City-wide	<ul style="list-style-type: none"> ✂ £58k in year 1 ✂ £28 in year 2 Includes co-ordinator or secondee costs and technical consultancy
Shared Independent Financial Adviser	Testing the provision of access for clients and frontline staff to services of an Independent Financial Adviser thus addressing an identified service gap	In order to test demand and the value of support a figure of 112 client referrals a year has been estimated	City-wide	An average of two hours support per client would require a fund of: <ul style="list-style-type: none"> ✂ £25k in year 1 ✂ £25k in year 2

Products and Services

- 4.20 The third strand of the Action Plan develops the availability and affordability of financial products and services – bank accounts, savings, credit and insurance amongst others. A target has been set by Government to reduce the number of those who remain unbanked and having an account is seen as the first step towards becoming part of the financial mainstream and a route out of poverty. For unemployed people not having a bank account is a barrier to employment as most employers now pay salaries directly into their account while direct payment is now the normal method of benefit distribution.

The Dundee context

- 4.21 Being banked benefits individuals in terms of income maximisation, being able to access direct debit facilities and cheaper forms of credit. It also opens up other financial products and services. The numbers of those unbanked are concentrated in the Regeneration Areas and certain social groups in the City. We know, for example, that almost a third (31%) of those living in Dundee's Regeneration Areas do not have home contents insurance and a fifth have some form of life assurance compared to a third (32%) in Dundee as a whole.

Action Plan developments

- 4.22 Promoting account openings would support a wider income maximisation/anti-poverty approach consistent with the objectives of the Dundee Partnership. The Action Plan will address this issue by increasing the range and availability of banking and financial products. The Action Plan will build the capacity of Discovery Credit Union and Hillcrest Savings and Loans Scheme, as well as explore other forms of delivery, to bring people and families into the mainstream (Table 4.3).
- 4.23 The Credit Union offers the potential to become self-sustaining and the Savings and Loan Scheme could be delivered by social housing landlords once the cost effectiveness of the service has been demonstrated. A single eviction for rent arrears is estimated to cost around £5,000 in public funding.

4.24 We propose allocating £358k to expand current levels of activity. Loan guarantee elements will be funded to expand the provision of savings and loans and the Appliance scheme subject to reaching agreement on the preferred model of delivery. The package of measures contained in the Action Plan will:

- ž offer over 1,700 individuals financial healthchecks
- ž encourage over 900 people to invest in savings schemes
- ž increase lending to tenants and Credit Union members from the current level of approximately £120,000 to £300,000
- ž offer 200 people help with bill payments and budgeting
- ž provide an additional 100 people with insurance products.

4.25 Some of the initiatives, such as the Appliances Package, offer the potential for delivery to particularly vulnerable client groups. The consultations identified a number of organisations, particularly in the voluntary sector, which would be well placed to work with existing partners to target and promote uptake. One Parent Families Scotland, for example, works with vulnerable families in the Regeneration Areas. Identifying and helping community sector organisations to play a role in the Action Plan is a valuable role which the Dundee Anti-Poverty Forum could fulfil.

4.26 The Action Plan will also fund a short piece of research to consider the role of 'debt consolidation' schemes administered by existing service providers in Dundee such as the Hillcrest Savings and Loan scheme and the Credit Union amongst others. A debt consolidation scheme would involve a loan guarantee to help agencies work with clients to bring together multiple high interest debts into a single, lower interest, arrangement. The delivery requires careful planning to ensure that:

- ž debt consolidation reaches those in greatest need
- ž financial education is in place so that those with multiple debts can manage their resources effectively and avoid 'poor' financial choices

ž clients are given advice and support to enter ‘mainstream’ financial services.

4.27 The Action Plan will also assess the need for a Community Development Finance Institution (CDFI) for those currently vulnerable to high interest door-stop lenders. A CDFI *might* provide a means by which the most excluded can access cheaper credit than is currently the case. A sum of £13k has been allocated for this purpose.

Table 4.3: Action Plan Proposals; Product development				
Title	Description	Key outputs	Target group	Funding
Credit Union Development : phase 1	Consultancy support programme to Discovery through ABCUL involving healthcheck and business review	<ul style="list-style-type: none"> q Report to Discovery and Financial Inclusion Co-ordinator 	Discovery Credit Union	Transitional Fund
Credit Union Development : phase 2	Discovery is the single community-based credit union in Dundee following amalgamation. Funding would expand and diversify activities Marketing and product development proposals following on from above review with aim of moving Discovery towards sustainability	<ul style="list-style-type: none"> q Increase membership by 500 q Increase lending by 150% q 100 new insurance products q Offer new products to 300 members 	Discovery members and potential members city-side	<ul style="list-style-type: none"> q £94 year 1 q £90k year 2
Savings, loans and other financial products	Savings and Loan Scheme operated by Hillcrest HA in partnership with Dunfermline Building Society. Additional funding would scale up to involve other landlords Feasibility study for a Debt Consolidation model offering clients access to financial assistance, arrangements and advice/guidance	<ul style="list-style-type: none"> q 1,700 healthchecks q 400 new savers q Increase in low-cost lending 	Tenants city-wide City-wide but targeted at clients requiring support and financial education	<ul style="list-style-type: none"> q £108 year 1 (50k loan guarantee) q £57k year 2 q £8k in year 1 for feasibility study q Unspecified loan guarantee
Extension of Appliance Package	To expand scheme into other areas/groups to help new members purchase energy efficient appliances through Credit Union loans	100 packages taken up	Tenants and vulnerable social groups such as lone parents across the City	<ul style="list-style-type: none"> q £40k loan guarantee q £8k from Community Energy Fund
CDFI Feasibility	A feasibility study as a first stage in the development of a possible CDFI – stage two would be the preparation of a more detailed Business Plan	Feasibility study with costed delivery models	City-wide with targeted delivery in Regeneration Areas	<ul style="list-style-type: none"> q £9k phase 1 q £4k phase 2 ... both year 1

Overview

- 4.28 The Action Plan builds on the strengths of current provision in Dundee including the presence of Discovery Credit Union, Save by the Bell's work in schools and the establishment of the Hillcrest Savings and Loan Scheme. It also sets out to address weaknesses in terms of inter-agency client referral and tracking mechanisms and the lack of accessible independent financial advice in the City. Finally, it seeks to understand more about need in Dundee including that of BME groups and the potential value of a CDFI.
- 4.29 The resources allocated amount to the Action Plan amount to £800k – £453k in year one and £347,000 in year two. We propose to hold back £100k to respond to emerging priorities. Some initiatives, such as the BME Community Research and the CDFI and Debt Consolidation feasibility studies may generate additional funding requirements. Other projects, such as the online referral and client tracking system, are difficult to quantify beyond the initial costs depending on the number of organisations involved in the roll-out. Holding back the resources identified above provides the flexibility to allocate the resources to greater effect.
- 4.30 It is our intention to review *all* of the funded initiatives at the end of the first year. This will play an important role in the shape of the Action Plan in year two. The role of the Financial Inclusion Coordinator and partner organisations in ensuring monitoring systems are in place and that performance is reported on the basis of the specified outcomes is therefore important. The absence or presence of good quality monitoring data will be a factor in our decisions on the shape of the year two programme.

5 Next Steps

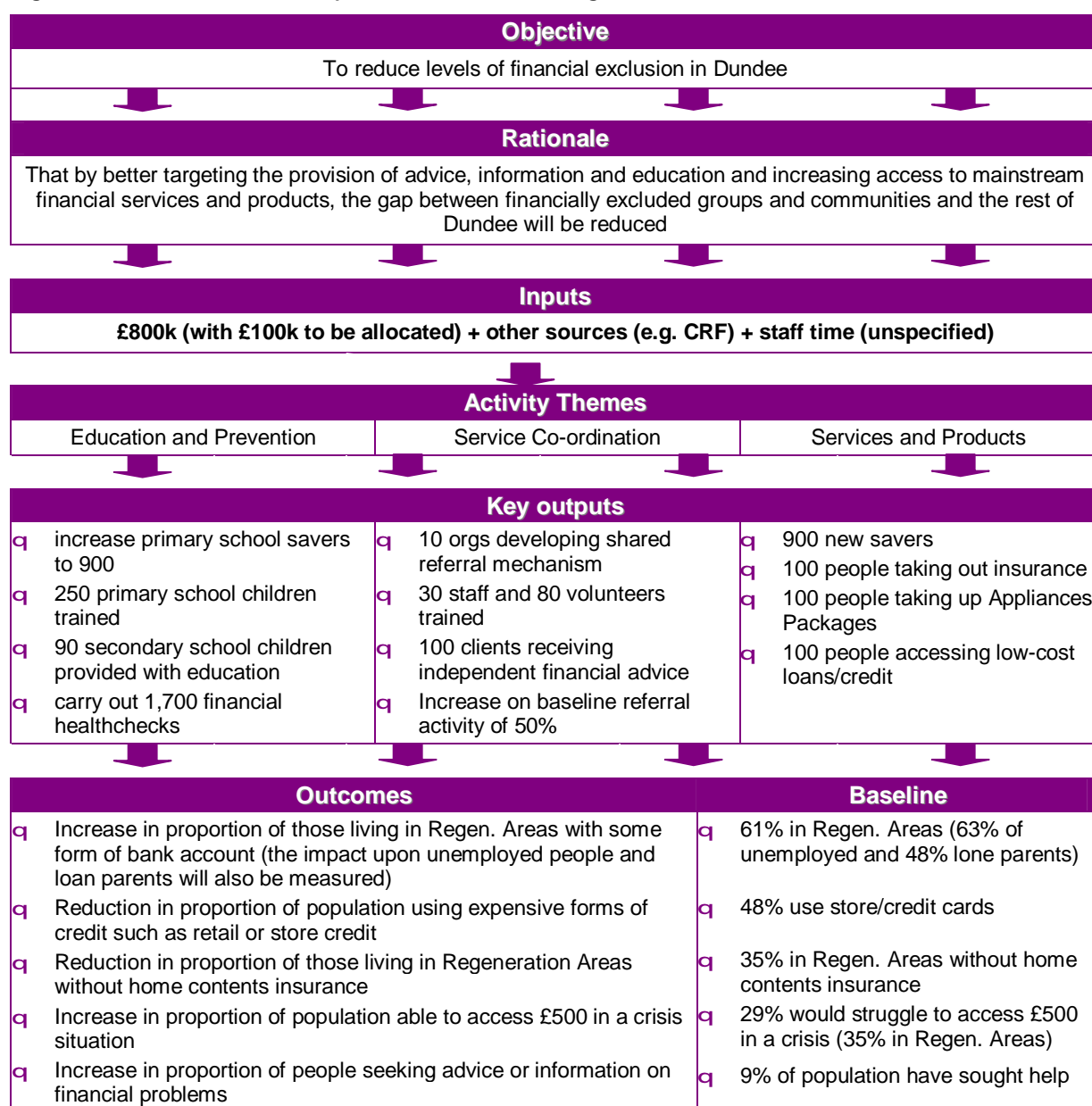
Section Purpose

- 5.1 In this section of the report we briefly set out the monitoring and evaluation arrangements and next steps required to take the Action Plan forward.

Monitoring and Evaluation

- 5.2 The Action Plan resources represent a considerable step-up in activity to address financial inclusion in Dundee. Existing approaches are being enhanced and new ones piloted. Given the experimental nature of some of the activity it is important that appropriate monitoring and evaluation procedures are in place.
- 5.3 The appointment of a Financial Inclusion Co-ordinator, reporting to the Financial Inclusion Subgroup, is an important step. The officer appointed will be responsible for reviewing monitoring and evaluation procedures, implementing those procedures and reporting back to partners and the Scottish Executive on progress towards outcomes. The Action Plan details the resources which will be available to assist the Financial Inclusion Coordinator although the partner organisations will also have an important role.
- 5.4 A monitoring and evaluation framework is proposed (Figure 5.1) in order to assist the Dundee Partnership. An effective monitoring and evaluation framework must show a logic flow from rationale to outcome. Using a transparent approach which links the rationale, objectives, inputs, outputs and outcomes will give the Dundee Partnership and Scottish Executive a clear picture of how funding has been used and progress over time. It will also highlight where there may be gaps in monitoring data.

Figure 5.1: Dundee Partnership Action Plan Monitoring and Evaluation Framework



Next Steps

5.5 Assuming that the Action Plan follows the shape outlined in the preceding sections a number of initial steps will be required to set it in motion. These include:

- z Once the Financial Inclusion Officer is appointed the gaps in the monitoring and evaluation framework will be addressed e.g. absence of data on current referral activity, additional inputs (such as Community Regeneration Fund)

- ž The Financial Inclusion Coordinator will specify a brief for the review of Discovery Credit Union prior to support through the Action Plan
- ž The Financial Inclusion Subgroup should consider and implement the proposed changes to its remit (see Appendix 'D')
- ž Further work is required by the Financial Inclusion Subgroup to agree the delivery arrangements for the savings and loan aspects of the Action Plan with a view to ensuring a fully joined-up and sustainable approach
- ž A Development Group should be established to agree and implement a two-year Development Plan to take forward the service co-ordination proposals
- ž The same Development Group should agree a model for the testing of independent financial advice in the City.

Appendix A

Consultees

Consultee List

Contact name	Organisation
Mary Kinninmonth	Dundee Citizen's Advice Bureau
Jim Milne	Anti-Poverty Forum
Cathy Barlow	Dundee Wider Role Alliance
Joy Watson	Hillcrest Housing Association
Anne Forbes	Sanctuary Housing Association
Angela Cameron	Servite Housing Association
Lindlay Anderson	Abertay Housing Association
Bruce forbes	Angus Housing Association
Evelyn Curtis	Housing Association
Isobel Andrews	Princess Royal Trust for Carers Dundee
Aileen Goodwin	Princess Royal Trust for Carers Dundee
Craig Mason	Welfare Rights, Dundee City Council
David Smith	Discovery Credit Union
Eric Peebles	Discovery Credit Union
Lyn Cunningham	Save by the Bell (Discovery Credit Union)
Trevor Bailey	Finance, Dundee City Council
Olive Smiles	Leisure and Community Services, Dundee City Council
Karen Tinney	Leisure and Community Services, Dundee City Council
Peter Allen	Corporate Services, Dundee City Council
Ian Fenner	Housing Department, Dundee City Council
Kay Lennon	Jobcentre Plus
Heather Kelly	Jobcentre Plus
Christine Loudon	Voluntary Action
Katherine Mckenzie	Voluntary Action
Ginny Mclanders	MAST
Lyn Smith	Carers Voice
Ian Glass	Tayside Police
Theresa Donaldson	One Parent Families Scotland

Appendix B

Baseline Survey Tables

Absolute Break % Respondents	Base	Q1a Regeneration / Non Regenera...	
		Regeneration	Non Regener...
Base	797	584	213
Q1 Location			
Ardler / St Marys / Kirkton	106 13%	106 18%	- -
Menzieshill / Charlestown / Lochee / Beechwood	126 16%	126 22%	- -
Mid Craigie / Linlathen / Douglas	141 18%	141 24%	- -
Mill O Mains / Fintry / Whitfield	80 10%	80 14%	- -
Stobswell / Hilltown / Fairmuir	131 16%	131 22%	- -
Elsewhere in Dundee	213 27%	- -	213 100%

Absolute Break % Respondents	Base	Q1a Regeneration / Non Regenera...	
		Regeneration	Non Regener...
Base	797	584	213
Q1a Regeneration / Non Regeneration			
Regeneration	584 73%	584 100%	- -
Non Regeneration	213 27%	- -	213 100%

Absolute Break % Respondents	Base	Q1a Regeneration / Non Regenera...	
		Regeneration	Non Regener...
Base	797	584	213
Q2 Gender of Interviewee			
Male	371 47%	281 48%	90 42%
Female	426 53%	303 52%	123 58%

Absolute Break % Respondents	Base	Q1a Regeneration / Non Regenera...	
		Regeneration	Non Regener...
Base	797	584	213
Q3a Age of Interviewee			
Under 18	118 15%	89 15%	29 14%
26-39	191 24%	148 25%	43 20%
40-49	153 19%	101 17%	52 24%
50-64	177 22%	133 23%	44 21%
65+	155 19%	110 19%	45 21%
Refused	3 0%	3 1%	- -

Absolute Break % Respondents	Base	Q1a Regeneration / Non Regenera...	
		Regene- ration	Non Re- gener...
Base	797	584	213
Q4a Employment status of Interviewee			
Unemployed	211 26%	176 30%	35 16%
Employed full time	209 26%	137 23%	72 34%
Employed part time	88 11%	57 10%	31 15%
Self employed	5 1%	5 1%	- -
Retired	191 24%	136 23%	55 26%
Training	5 1%	5 1%	- -
Education	18 2%	10 2%	8 4%
Carer	5 1%	4 1%	1 0%
Disabled / Long term sick	27 3%	22 4%	5 2%
Other	37 5%	32 5%	5 2%
Refused	1 0%	- -	1 0%

Absolute Break % Respondents	Base	Q1a Regeneration / Non Regenera...	
		Regeneration	Non Regener...
Base	797	584	213
Q6 Ethnic origin			
White - Scottish	750 94%	554 95%	196 92%
White - English	21 3%	11 2%	10 5%
White - Irish	8 1%	5 1%	3 1%
White - Welsh	3 0%	1 0%	2 1%
Anyother White background	4 1%	3 1%	1 0%
Asian - Indian	1 0%	1 0%	-
Asian - Pakistani	-	-	-
Asian - Bangladeshi	-	-	-
Anyother Asian background	-	-	-
Chinese	1 0%	1 0%	-
Anyother Chinese background	-	-	-
Mixed - White and Black Caribbean	1 0%	1 0%	-
Mixed - White and Black African	-	-	-
Mixed - White and Asian	-	-	-
Anyother mixed race background	-	-	-
Black - Caribbean	-	-	-
Black - African	2 0%	2 0%	-
Anyother Black background	-	-	-
Other ethnic background	2 0%	2 0%	-
Gypsy Traveller	-	-	-
Refused	4 1%	3 1%	1 0%

Absolute Break % Respondents	Base	Q1a Regeneration / Non Regenera...	
		Regeneration	Non Regener...
Base	797	584	213
Q5 Household composition			
Single adult 60+	116 15%	82 14%	34 16%
Single adult 25-59	154 19%	112 19%	42 20%
Single adult 16-24	28 4%	22 4%	6 3%
Two adults (eldest 60+), no children	83 10%	64 11%	19 9%
Two adults 16-59, no children	118 15%	72 12%	46 22%
Two adults, 1 child or other	100 13%	76 13%	24 11%
Two adults, 2 children or other	85 11%	63 11%	22 10%
Two adults, 3 children or other	10 1%	9 2%	1 0%
Two adults, 4 children or other	4 1%	3 1%	1 0%
Lone parent, 1 child	62 8%	51 9%	11 5%
Lone parent, 2 children	30 4%	25 4%	5 2%
Lone parent, 3 children	2 0%	2 0%	-
Lone parent, 4 children	3 0%	3 1%	-
Refused	2 0%	-	2 1%

Absolute Break % Respondents	Base	Q1a Regeneration / Non Regenera...	
		Regeneration	Non Regener...
Base	797	584	213
Q7 Housing Tenure			
Council Tenant	379 48%	310 53%	69 32%
Housing Association Tenant	76 10%	63 11%	13 6%
Owner Occupier	220 28%	132 23%	88 41%
Renting Privately	54 7%	22 4%	32 15%
Other	12 2%	9 2%	3 1%
Refused	56 7%	48 8%	8 4%

Absolute Break % Respondents	Base	Q1a Regeneration / Non Regenera...	
		Regeneration	Non Regener...
Base	797	584	213
Q8 Do you or your spouse / partner have a bank or building society current account?			
Yes	524 66%	357 61%	167 78%
No	269 34%	224 38%	45 21%
Refused	4 1%	3 1%	1 0%

Absolute Break % Respondents	Base	Q1a Regeneration / Non Regenera...	
		Regeneration	Non Regener...
Base	269	224	45
Q9 Which of the following would you say were reasons why you don't have such a bank / building society account?			
No money / too little to put into an account	73 27%	56 25%	17 38%
No bank in this area	2 1%	2 1%	- -
No point, on benefits / state pension - get cash from Post Office	96 36%	81 36%	15 33%
No point, get paid cash	5 2%	5 2%	- -
Afraid I might get overdrawn	12 4%	12 5%	- -
I am concerned there might be too many charges	9 3%	9 4%	- -
Religious or ethical reasons	-	-	-
Refused an account	9 3%	7 3%	2 4%
Other	42 16%	38 17%	4 9%
Don't Know	37 14%	28 13%	9 20%

Absolute Break % Respondents	Base	Q1a Regeneration / Non Regenera...	
		Regeneration	Non Regener...
Base	797	584	213
Q10 Have you heard of a Basic Bank Account ?			
Yes	383 48%	274 47%	109 51%
No	365 46%	272 47%	93 44%
Not Sure	49 6%	38 7%	11 5%

Absolute Break % Respondents	Base	Q1a Regeneration / Non Regenera...	
		Regeneration	Non Regener...
Base	524	357	167
Q11 Do you have a Basic Bank Account?			
Yes	122 23%	89 25%	33 20%
No	377 72%	248 69%	129 77%
Not Sure	25 5%	20 6%	5 3%

Absolute Break % Respondents	Base	Q1a Regeneration / Non Regenera...	
		Regeneration	Non Regener...
Base	122	89	33
Q12 Where do you hold this account?			
Bank	100 82%	74 83%	26 79%
Building Society	11 9%	6 7%	5 15%
Post Office	11 9%	9 10%	2 6%
Somewhere Else	-	-	-
Refused	-	-	-

Absolute Break % Respondents	Base	Q1a Regeneration / Non Regenera...	
		Regeneration	Non Regener...
Base	524	357	167
Q13 Do you have a card to access ATMs?			
Yes	496 95%	335 94%	161 96%
No	28 5%	22 6%	6 4%
Refused	-	-	-

Absolute Break % Respondents	Base	Q1a Regeneration / Non Regenera...	
		Regeneration	Non Regener...
Base	524	357	167
Q14 Do you have an agreed overdraft facility?			
Yes	235 45%	145 41%	90 54%
No	281 54%	204 57%	77 46%
Refused	8 2%	8 2%	-

Absolute Break % Respondents	Base	Q1a Regeneration / Non Regenera...	
		Regeneration	Non Regener...
Base	797	584	213
Q15 Have you or your spouse / partner ever tried to open an account and been refused?			
Yes	40 5%	33 6%	7 3%
No	749 94%	545 93%	204 96%
Refused	8 1%	6 1%	2 1%

Absolute Break % Respondents	Base	Q1a Regeneration / Non Regenera...	
		Regeneration	Non Regener...
Base	40	33	7
Q16 If yes, how long ago was this?			
Under a year	9 23%	7 21%	2 29%
1-2 years	18 45%	14 42%	4 57%
3-5 years	4 10%	3 9%	1 14%
More than 5 years	6 15%	6 18%	- -
Don't Know	3 8%	3 9%	- -

Absolute Break % Respondents	Base	Q1a Regeneration / Non Regenera...	
		Regeneration	Non Regener...
Base	797	584	213
Q18a Bank or Building Society			
Yes	432 54%	292 50%	140 66%
No	346 43%	276 47%	70 33%
Not sure	19 2%	16 3%	3 1%

Absolute Break % Respondents	Base	Q1a Regeneration / Non Regenera...	
		Regeneration	Non Regener...
Base	797	584	213
Q18b Credit Union			
Yes	12 2%	8 1%	4 2%
No	761 95%	558 96%	203 95%
Not sure	24 3%	18 3%	6 3%

Absolute Break % Respondents	Base	Q1a Regeneration / Non Regenera...	
		Regeneration	Non Regener...
Base	797	584	213
Q18c A Christmas Club or similar run by a local shop			
Yes	57 7%	49 8%	8 4%
No	718 90%	518 89%	200 94%
Not sure	22 3%	17 3%	5 2%

Absolute Break % Respondents	Base	Q1a Regeneration / Non Regenera...	
		Regeneration	Non Regener...
Base	797	584	213
Q18d Informal cash saving with work colleagues or friends			
Yes	31 4%	24 4%	7 3%
No	743 93%	541 93%	202 95%
Not sure	23 3%	19 3%	4 2%

Absolute Break % Respondents	Base	Q1a Regeneration / Non Regenera...	
		Regeneration	Non Regener...
Base	797	584	213
Q18e Putting money by in a jar or envelope			
Yes	167 21%	122 21%	45 21%
No	609 76%	446 76%	163 77%
Not sure	21 3%	16 3%	5 2%

Absolute Break % Respondents	Base	Q1a Regeneration / Non Regenera...	
		Regeneration	Non Regener...
Base	797	584	213
Q18f Asking a relative or friends to save or look after money for you			
Yes	26 3%	20 3%	6 3%
No	749 94%	547 94%	202 95%
Not sure	22 3%	17 3%	5 2%

Absolute Break % Respondents	Base	Q1a Regeneration / Non Regenera...	
		Regeneration	Non Regener...
Base	797	584	213
Q18g Post Office Savings Account			
Yes	70 9%	56 10%	14 7%
No	705 88%	511 88%	194 91%
Not sure	22 3%	17 3%	5 2%

Absolute Break % Respondents	Base	Q1a Regeneration / Non Regenera...	
		Regeneration	Non Regener...
Base	797	584	213
Q18h Premium Bonds			
Yes	111 14%	84 14%	27 13%
No	660 83%	480 82%	180 85%
Not sure	26 3%	20 3%	6 3%

Absolute Break % Respondents	Base	Q1a Regeneration / Non Regenera...	
		Regeneration	Non Regener...
Base	797	584	213
Q18i Shares			
Yes	66 8%	27 5%	39 18%
No	708 89%	539 92%	169 79%
Not sure	23 3%	18 3%	5 2%

Absolute Break % Respondents	Base	Q1a Regeneration / Non Regenera...	
		Regeneration	Non Regener...
Base	797	584	213
Q18j Life Assurance / endowments not related to mortgage			
Yes	189 24%	121 21%	68 32%
No	587 74%	446 76%	141 66%
Not sure	21 3%	17 3%	4 2%

Absolute Break % Respondents	Base	Q1a Regeneration / Non Regenera...	
		Regeneration	Non Regener...
Base	797	584	213
Q18k Unit Trusts or Investment Trusts			
Yes	41 5%	18 3%	23 11%
No	732 92%	547 94%	185 87%
Not sure	24 3%	19 3%	5 2%

Absolute Break % Respondents	Base	Q1a Regeneration / Non Regenera...	
		Regeneration	Non Regener...
Base	797	584	213
Q18l With friends or colleagues in the form of an investment club			
Yes	4 1%	3 1%	1 0%
No	769 96%	562 96%	207 97%
Not sure	24 3%	19 3%	5 2%

Absolute Break % Respondents	Base	Q1a Regeneration / Non Regenera...	
		Regeneration	Non Regener...
Base	795	583	212
Q19 Which of the following best describes your own approach to saving?			
I don't really save at all	297 37%	239 41%	58 27%
I save money to pay bills	219 28%	160 27%	59 28%
I save to buy things I want or need	243 31%	172 30%	71 33%
I tend to put money away for the future	161 20%	92 16%	69 33%
I save money for emergencies	99 12%	70 12%	29 14%
Not sure	21 3%	16 3%	5 2%

Absolute Break % Respondents	Base	Q1a Regeneration / Non Regenera...	
		Regeneration	Non Regener...
Base	797	584	213
Q20 Have you heard of a Credit Union in your area that you could join?			
Yes	210 26%	153 26%	57 27%
No	582 73%	429 73%	153 72%
Not sure	5 1%	2 0%	3 1%

Absolute Break % Respondents	Base	Q1a Regeneration / Non Regenera...	
		Regeneration	Non Regener...
Base	210	153	57
Q21 Are you a member of a Credit Union?			
Yes	18 9%	13 8%	5 9%
No	190 90%	138 90%	52 91%
Refused	2 1%	2 1%	- -

Absolute Break % Respondents	Base	Q1a Regeneration / Non Regenera...	
		Regeneration	Non Regener...
Base	797	584	213
Q22 Do you borrow money?			
Yes	233 29%	164 28%	69 32%
No	551 69%	409 70%	142 67%
Refused	13 2%	11 2%	2 1%

Absolute Break % Respondents	Base	Q1a Regeneration / Non Regenera...	
		Regeneration	Non Regener...
Base	233	164	69
Q23 Do you have credit cards?			
Yes	137 59%	82 50%	55 80%
No	95 41%	81 49%	14 20%
Refused	1 0%	1 1%	- -

Absolute Break % Respondents	Base	Q1a Regeneration / Non Regenera...	
		Regeneration	Non Regener...
Base	137	82	55
Q24 Which of the following best describes how you manage your credit cards?			
Always pay them off every month	60 44%	30 37%	30 55%
Pay most of them off every month but keep a balance on one	20 15%	4 5%	16 29%
Pay them all off most months, but not all the time	9 7%	6 7%	3 5%
Pay as much as you can afford every month	38 28%	33 40%	5 9%
Only pay the minimum amount every month	9 7%	8 10%	1 2%
Other	-	-	-
Don't Know	1 1%	1 1%	- -

Absolute Break % Respondents	Base	Q1a Regeneration / Non Regenera...	
		Regeneration	Non Regener...
Base	233	164	69
Q25 Do you use retail / store credit?			
Yes	123 53%	91 55%	32 46%
No	108 46%	71 43%	37 54%
Refused	2 1%	2 1%	- -

Absolute Break % Respondents	Base	Q1a Regeneration / Non Regenera...	
		Regeneration	Non Regener...
Base	123	91	32
Q26 Which retail / store credit?			
Hire purchase / credit sale	47 38%	36 40%	11 34%
Providential checks or similar	37 30%	34 37%	3 9%
Catalogue	49 40%	46 51%	3 9%
Storecard	35 28%	16 18%	19 59%
Refused	1 1%	1 1%	- -

Absolute Break % Respondents	Base	Q1a Regeneration / Non Regenera...	
		Regeneration	Non Regener...
Base	233	164	69
Q27 Do you borrow from any other source other than those already mentioned?			
Yes	55 24%	44 27%	11 16%
No	176 76%	118 72%	58 84%
Refused	2 1%	2 1%	- -

Absolute Break % Respondents	Base	Q1a Regeneration / Non Regenera...	
		Regeneration	Non Regener...
Base	55	44	11
Q28 Where?			
Friends / family	35 64%	33 75%	2 18%
Credit Union	3 5%	3 7%	- -
Cheque cashing shop	1 2%	1 2%	- -
Pawnbroker	1 2%	1 2%	- -
Unlicenced moneylender	- -	- -	- -
Other	18 33%	10 23%	8 73%
Refused	1 2%	- -	1 9%

Absolute Break % Respondents	Base	Q1a Regeneration / Non Regenera...	
		Regeneration	Non Regener...
Base	797	584	213
Q29 If you had to get hold of £500 at short notice would you be able to do so?			
Yes	362 45%	235 40%	127 60%
Not sure	157 20%	130 22%	27 13%
No	260 33%	204 35%	56 26%
Refused	18 2%	15 3%	3 1%

Absolute Break % Respondents	Base	Q1a Regeneration / Non Regenera...	
		Regeneration	Non Regener...
Base	519	365	154
Q30 Where would you go to for this money?			
Use personal savings	276 53%	182 50%	94 61%
Bank or building society loan	94 18%	78 21%	16 10%
Bank or building overdraft	46 9%	33 9%	13 8%
Use credit card	31 6%	25 7%	6 4%
Friends or family	137 26%	111 30%	26 17%
Credit Union	3 1%	3 1%	- -
Cheque cashing shop	- -	- -	- -
Pawnbroker	3 1%	1 0%	2 1%
Unlicenced moneylender	- -	- -	- -
Other	18 3%	16 4%	2 1%
Refused	45 9%	30 8%	15 10%

Absolute Break % Respondents	Base	Q1a Regeneration / Non Regenera...	
		Regeneration	Non Regener...
Base	797	584	213
Q31 Does your household have insurance for the contents, that is for your furniture, electrical goods etc?			
Yes	552 69%	379 65%	173 81%
No	206 26%	174 30%	32 15%
Not Sure	39 5%	31 5%	8 4%

Absolute Break % Respondents	Base	Q1a Regeneration / Non Regenera...	
		Regeneration	Non Regener...
Base	797	584	213
Mean	0.88	0.78	1.16
Q33a Credit is too easy to get			
Strongly Agree	305 38%	198 34%	107 50%
Agree	191 24%	136 23%	55 26%
Neither / Nor	101 13%	93 16%	8 4%
Disagree	88 11%	71 12%	17 8%
Strongly Disagree	38 5%	27 5%	11 5%
Don't Know	74 9%	59 10%	15 7%

Absolute Break % Respondents	Base	Q1a Regeneration / Non Regenera...	
		Regeneration	Non Regener...
Base	797	584	213
Mean	-0.62	-0.48	-1.00
Q33b Credit is too hard to get			
Strongly Agree	59 7%	41 7%	18 8%
Agree	108 14%	92 16%	16 8%
Neither / Nor	110 14%	99 17%	11 5%
Disagree	204 26%	150 26%	54 25%
Strongly Disagree	234 29%	137 23%	97 46%
Don't Know	82 10%	65 11%	17 8%

Absolute Break % Respondents	Base	Q1a Regeneration / Non Regenera...	
		Regeneration	Non Regener...
Base	797	584	213
Mean	1.39	1.37	1.44
Q33c Credit is too expensive			
Strongly Agree	392 49%	283 48%	109 51%
Agree	240 30%	176 30%	64 30%
Neither / Nor	70 9%	56 10%	14 7%
Disagree	17 2%	13 2%	4 2%
Strongly Disagree	2 0%	1 0%	1 0%
Don't Know	76 10%	55 9%	21 10%

Absolute Break % Respondents	Base	Q1a Regeneration / Non Regenera...	
		Regeneration	Non Regener...
Base	797	584	213
Mean	0.42	0.56	0.04
Q33d I cannot afford to borrow			
Strongly Agree	213 27%	153 26%	60 28%
Agree	189 24%	158 27%	31 15%
Neither / Nor	155 19%	134 23%	21 10%
Disagree	120 15%	83 14%	37 17%
Strongly Disagree	86 11%	33 6%	53 25%
Don't Know	34 4%	23 4%	11 5%

Absolute Break % Respondents	Base	Q1a Regeneration / Non Regenera...	
		Regeneration	Non Regener...
Base	797	584	213
Mean	0.23	0.38	-0.17
Q33e I cannot afford to save			
Strongly Agree	197 25%	147 25%	50 23%
Agree	156 20%	123 21%	33 15%
Neither / Nor	148 19%	128 22%	20 9%
Disagree	171 21%	134 23%	37 17%
Strongly Disagree	101 13%	35 6%	66 31%
Don't Know	24 3%	17 3%	7 3%

Absolute Break % Respondents	Base	Q1a Regeneration / Non Regenera...	
		Regeneration	Non Regener...
Base	797	584	213
Mean	-0.27	-0.20	-0.47
Q33f I do not trust banks			
Strongly Agree	92 12%	62 11%	30 14%
Agree	119 15%	88 15%	31 15%
Neither / Nor	172 22%	145 25%	27 13%
Disagree	265 33%	216 37%	49 23%
Strongly Disagree	123 15%	54 9%	69 32%
Don't Know	26 3%	19 3%	7 3%

Absolute Break % Respondents	Base	Q1a Regeneration / Non Regenera...	
		Regeneration	Non Regener...
Base	797	584	213
Mean	-0.31	-0.22	-0.56
Q33g Banks do not cater for people like me			
Strongly Agree	99 12%	69 12%	30 14%
Agree	113 14%	85 15%	28 13%
Neither / Nor	129 16%	114 20%	15 7%
Disagree	296 37%	236 40%	60 28%
Strongly Disagree	127 16%	56 10%	71 33%
Don't Know	33 4%	24 4%	9 4%

Absolute Break % Respondents	Base	Q1a Regeneration / Non Regenera...	
		Regeneration	Non Regener...
Base	797	584	213
Mean	1.09	1.00	1.32
Q33h Everyone should have access to a bank account			
Strongly Agree	276 35%	165 28%	111 52%
Agree	291 37%	230 39%	61 29%
Neither / Nor	118 15%	101 17%	17 8%
Disagree	31 4%	22 4%	9 4%
Strongly Disagree	11 1%	7 1%	4 2%
Don't Know	70 9%	59 10%	11 5%

Absolute Break % Respondents	Base	Q1a Regeneration / Non Regenera...	
		Regeneration	Non Regener...
Base	797	584	213
Mean	-0.35	-0.29	-0.52
Q33i I would start my own business if I had some money			
Strongly Agree	126 16%	86 15%	40 19%
Agree	118 15%	94 16%	24 11%
Neither / Nor	95 12%	79 14%	16 8%
Disagree	114 14%	80 14%	34 16%
Strongly Disagree	253 32%	165 28%	88 41%
Don't Know	91 11%	80 14%	11 5%

Absolute Break % Respondents	Base	Q1a Regeneration / Non Regenera...	
		Regeneration	Non Regener...
Base	797	584	213
Mean	0.27	0.44	-0.19
Q33j I cannot afford to buy a house			
Strongly Agree	244 31%	183 31%	61 29%
Agree	156 20%	125 21%	31 15%
Neither / Nor	71 9%	68 12%	3 1%
Disagree	116 15%	86 15%	30 14%
Strongly Disagree	164 21%	83 14%	81 38%
Don't Know	46 6%	39 7%	7 3%

Absolute Break % Respondents	Base	Q1a Regeneration / Non Regenera...	
		Regeneration	Non Regener...
Base	797	584	213
Mean	0.19	0.34	-0.21
Q33k Nobody would give me a mortgage			
Strongly Agree	218 27%	163 28%	55 26%
Agree	137 17%	109 19%	28 13%
Neither / Nor	82 10%	75 13%	7 3%
Disagree	135 17%	97 17%	38 18%
Strongly Disagree	152 19%	81 14%	71 33%
Don't Know	73 9%	59 10%	14 7%

Absolute Break % Respondents	Base	Q1a Regeneration / Non Regenera...	
		Regeneration	Non Regener...
Base	797	584	213
Mean	0.86	0.77	1.12
Q33l It is easier to get retail credit than deal with a bank			
Strongly Agree	184 23%	97 17%	87 41%
Agree	208 26%	172 29%	36 17%
Neither / Nor	146 18%	127 22%	19 9%
Disagree	32 4%	20 3%	12 6%
Strongly Disagree	18 2%	10 2%	8 4%
Don't Know	209 26%	158 27%	51 24%

Absolute Break % Respondents	Base	Q1a Regeneration / Non Regenera...	
		Regeneration	Non Regener...
Base	797	584	213
Mean	0.99	0.98	1.03
Q33m I prefer dealing with cash			
Strongly Agree	264 33%	165 28%	99 46%
Agree	307 39%	250 43%	57 27%
Neither / Nor	146 18%	122 21%	24 11%
Disagree	35 4%	19 3%	16 8%
Strongly Disagree	18 2%	6 1%	12 6%
Don't Know	27 3%	22 4%	5 2%

Absolute Break % Respondents	Base	Q1a Regeneration / Non Regenera...	
		Regeneration	Non Regener...
Base	797	584	213
Mean	-0.51	-0.37	-0.90
Q33n I cannot afford insurance			
Strongly Agree	110 14%	82 14%	28 13%
Agree	95 12%	74 13%	21 10%
Neither / Nor	76 10%	73 13%	3 1%
Disagree	258 32%	211 36%	47 22%
Strongly Disagree	225 28%	117 20%	108 51%
Don't Know	33 4%	27 5%	6 3%

Absolute Break % Respondents	Base	Q1a Regeneration / Non Regenera...	
		Regeneration	Non Regener...
Base	797	584	213
Mean	0.22	0.39	-0.24
Q33o There should be more bank facilities in Dundee			
Strongly Agree	117 15%	85 15%	32 15%
Agree	212 27%	168 29%	44 21%
Neither / Nor	181 23%	159 27%	22 10%
Disagree	82 10%	56 10%	26 12%
Strongly Disagree	106 13%	42 7%	64 30%
Don't Know	99 12%	74 13%	25 12%

Absolute Break % Respondents	Base	Q1a Regeneration / Non Regenera...	
		Regeneration	Non Regener...
Base	797	584	213
Mean	0.34	0.45	0.04
Q33p There should be more hole in the well machines			
Strongly Agree	124 16%	84 14%	40 19%
Agree	246 31%	190 33%	56 26%
Neither / Nor	162 20%	143 24%	19 9%
Disagree	87 11%	66 11%	21 10%
Strongly Disagree	84 11%	30 5%	54 25%
Don't Know	94 12%	71 12%	23 11%

Absolute Break % Respondents	Base	Q1a Regeneration / Non Regenera...	
		Regeneration	Non Regener...
Base	797	584	213
Q34 Taking everything together, which of these phrases best describes how you and your household manage financially these days?			
Manage very well	90 11%	44 8%	46 22%
Manage quite well	181 23%	122 21%	59 28%
Get by alright	309 39%	239 41%	70 33%
Don't manage very well	91 11%	67 11%	24 11%
Have some financial difficulties	75 9%	65 11%	10 5%
Are in deep financial trouble	14 2%	12 2%	2 1%
Don't want to answer	17 2%	17 3%	- -
Don't know	20 3%	18 3%	2 1%

Absolute Break % Respondents	Base	Q1a Regeneration / Non Regenera...	
		Regeneration	Non Regener...
Base	797	584	213
Q35 Have you ever sought advice to help you deal with financial problems?			
Yes	72 9%	52 9%	20 9%
No	705 88%	514 88%	191 90%
Refused	20 3%	18 3%	2 1%

Absolute Break % Respondents	Base	Q1a Regeneration / Non Regenera...	
		Regeneration	Non Regener...
Base	72	52	20
Q36 Which of the following organisations did you seek this advice from?			
Citizens Advice Bureau	29 40%	20 38%	9 45%
The Council	17 24%	14 27%	3 15%
A Credit Union	3 4%	3 6%	- -
Your Landlord (Council)	5 7%	5 10%	- -
Your Landlord (Housing Association)	- -	- -	- -
Your Landlord (Private)	2 3%	1 2%	1 5%
Bank / Building Society	11 15%	7 13%	4 20%
Insurance Company/ Broker	- -	- -	- -
Money Advice Support Team	4 6%	4 8%	- -
Somewhere else	15 21%	10 19%	5 25%
Refused	2 3%	- -	2 10%

Absolute Break % Respondents	Base	Q1a Regeneration / Non Regenera...	
		Regeneration	Non Regener...
Base	797	584	213
Q37 Could you tell me into which band your household's average total weekly income falls?			
Less than £60 per week	48 6%	35 6%	13 6%
£60 - £99	85 11%	73 13%	12 6%
£100 - £149	132 17%	111 19%	21 10%
£150 - £199	66 8%	54 9%	12 6%
£200 - £299	56 7%	48 8%	8 4%
£300 - £399	47 6%	32 5%	15 7%
£400 - £499	23 3%	15 3%	8 4%
£500+	18 2%	7 1%	11 5%
Refused	322 40%	209 36%	113 53%

Absolute Break % Respondents	Base	Q1a Regeneration / Non Regenera...	
		Regeneration	Non Regener...
Base	797	584	213
Q38 Do you have a mortgage?			
Yes	145 18%	89 15%	56 26%
No	637 80%	485 83%	152 71%
Refused	15 2%	10 2%	5 2%

Absolute Break % Respondents	Base	Q1a Regeneration / Non Regenera...	
		Regeneration	Non Regener...
Base	145	89	56
Q39 What is the approximate amount of this mortgage?			
Less than £10,000	5 3%	3 3%	2 4%
£10,000 - £24,999	16 11%	6 7%	10 18%
£25,000 - £49,999	22 15%	12 13%	10 18%
£50,000 - £74,999	18 12%	12 13%	6 11%
£75,000 - £99,999	6 4%	4 4%	2 4%
£100,000 - £149,999	1 1%	1 1%	- -
£150,000 - £199,999	1 1%	- -	1 2%
£200,000+	1 1%	- -	1 2%
Don't Know	1 1%	1 1%	- -
Refused	74 51%	50 56%	24 43%

Absolute Break % Respondents	Base	Q1a Regeneration / Non Regenera...	
		Regeneration	Non Regener...
Base	797	584	213
Q40 Could you estimate for me the total amount of savings which your household has?			
None	297 37%	238 41%	59 28%
Less than £500	68 9%	58 10%	10 5%
£500 - £999	34 4%	29 5%	5 2%
£1,000 - £1,999	18 2%	9 2%	9 4%
£2,000 - £4,999	21 3%	18 3%	3 1%
£5,000 - £9,999	12 2%	9 2%	3 1%
£10,000 - £24,999	10 1%	6 1%	4 2%
£25,000 - £49,999	2 0%	- -	2 1%
£50,000 - £99,999	4 1%	1 0%	3 1%
£100,000+	4 1%	2 0%	2 1%
Don't Know	42 5%	27 5%	15 7%
Refused	285 36%	187 32%	98 46%

Absolute Break % Respondents	Base	Q1a Regeneration / Non Regenera...	
		Regeneration	Non Regener...
Base	797	584	213
Q41 Could you also estimate for me the total amount of borrowings which your household has?			
None	330 41%	260 45%	70 33%
Less than £500	65 8%	52 9%	13 6%
£500 - £999	34 4%	22 4%	12 6%
£1,000 - £1,999	18 2%	13 2%	5 2%
£2,000 - £4,999	25 3%	17 3%	8 4%
£5,000 - £9,999	16 2%	14 2%	2 1%
£10,000 - £24,999	15 2%	10 2%	5 2%
£25,000 - £49,999	4 1%	3 1%	1 0%
£50,000 - £99,999	1 0%	1 0%	- -
£100,000+	1 0%	- -	1 0%
Don't Know	31 4%	19 3%	12 6%
Refused	257 32%	173 30%	84 39%

Appendix C

Draft Financial Inclusion Co-ordinator Remit

DUNDEE CITY COUNCIL
CORPORATE PLANNING – DRAFT DESCRIPTION

IDENTIFICATION

<u>Post Title:</u>	Financial Inclusion Co-ordinator	<u>Post Ref:</u>	
<u>Division:</u>	Corporate Planning	<u>Grade:</u>	PO1– PO4
<u>Responsible to:</u>	Policy Planning Manager		
<u>Responsible for:</u>	None		

JOB PURPOSE

To co-ordinate the implementation of the Dundee Partnership's Financial Inclusion Action Plan and associated strategy development.

PRINCIPAL WORKING CONTACTS

- Policy Planning Manager, Corporate Planning Department
- Unit Leader (Social Inclusion), Communities Department
- Members of Dundee Partnership Financial Inclusion Strategy Team
- Representatives of Financial Inclusion Projects in Dundee

MAIN DUTIES

- To lead and have principal responsibility for the development and implementation of the Dundee Financial Inclusion Strategy and Action Plan on behalf of the Dundee Partnership
- To co-ordinate the delivery of agreed projects and targets funded through the Scottish Executive's Financial Inclusion Fund
- To administer and manage the Financial Inclusion Fund allocation to Dundee
- To provide performance and financial reports to the Dundee Partnership, the Scottish Executive and any other relevant funding bodies
- To organise the Dundee Partnership's Financial Inclusion Strategy Sub-Group
- To collaborate with the Anti-Poverty/Social Inclusion cross-cutting group of the Dundee Partnership
- To connect to a range of partnership structures to secure and sustain commitment to the implementation of the Dundee Financial Inclusion Strategy and Action Plan
- To work closely with local and national organisations as required, including the Scottish Executive and major financial institutions
- To attract new investment to the city for financial inclusion initiatives
- To manage any staff secured to assist with the development and implementation of the Dundee Financial Inclusion Strategy and Action Plan
- To enhance the capacity of partner agencies to engage in financial capability programmes

Appendix D

Financial Inclusion Subgroup Remit

Financial Inclusion Subgroup: Remit Changes

Context: During the action planning process underpinning the 2006/07 and 2007/8 Dundee Partnership Action Plan a number of changes and new roles were identified for the Financial Inclusion Subgroup. The Subgroup sits under the Anti-Poverty Group of the Dundee (Community Planning) Partnership.

Membership: The action planning process identified a number of potential partner organisations which might make an important contribution to the effectiveness of the Action Plan. It is recommended that these organisations be contacted regarding their interest in the work of the Financial Inclusion Subgroup. The organisations identified included:

- q the *Princess Royal Carers Trust* (Dundee); delivers a welfare rights service to carers and their families but is also looking at ways of delivering services to BME groups in the City
- q *Working for Families*; offers money advice to parents seeking to enter the labour market
- q *Money Advice Support Team*; which offers a community based approach to financial exclusion in the Regeneration Areas.
- q *Jobcentre Plus*; which is increasingly interested and engaged in the provision of financial advice, information and skills to those seeking to enter the labour market.

Objectives: It is proposed that the Financial Inclusion Action Group be given responsibility for overseeing the development of the Action Plan in Dundee. Key responsibilities will include:

- q guiding the work of the Financial Inclusion Officer
- q reviewing membership in light of responsibility for the Action Plan and the recommendations on new members above
- q identifying 'lead contacts' for various aspects of the Action Plan e.g. the Service Co-ordination Online referral system, the piloting of independent financial advice in the City
- q monitoring progress of the Action Plan and responding to quarterly reports made by the Financial Inclusion Officer
- q assisting the Financial Inclusion Officer by completing information gaps in the Monitoring and evaluation framework
- q reviewing national policy developments which influence financial inclusion and promoting a joined-approach through the Action Plan
- q assisting the Financial Inclusion Officer to organise events to disseminate learning and consider mainstreaming issues.