

Agenda item: 5(l)

Council Tenant's Financial Inclusion Strategy (Housing & Regeneration)

**MINUTE OF THE LANDLORD SERVICES COMMITTEE (LANDLORD SERVICES  
COMMITTEE) HELD ON 7 JANUARY 2016**

**36. COUNCIL TENANTS FINANCIAL INCLUSION STRATEGY**

Consideration was given to the draft report of the Assistant Director Housing and Regeneration that was seeking the approval of Cabinet of the Council's Tenants' Financial Inclusion Strategy, attached at Appendix 1, together with the results of the consultation exercise undertaken.

In discussion comments and questions were raised in relation to the following:

- Financial exclusion – promoting advice / welfare rights services.
- Department of Works and Pensions (DWP) – role / operational responsibilities.
- Modes of communication – digital development; communication of positive messages; proactive approach (roadshows; libraries, community centres; housing officer visibility); sign-posting help (rates; rent cards; CAB; UU).
- Welfare rights services – access/assistance for private sector tenants.
- Housing waiting lists – operation of “tenancy ready”
- Performance Indicators – measurement strategies; timescale for review.

The Assistant Director Housing and Regeneration gave an overview of the Strategy, referring to details set down in the report, responded to questions and provided clarification on issues raised.

Thanks was extended to the Assistant Director Housing and Regeneration's team in bringing forward the Strategy and also for the support of his Officers who had worked through the consultation process with the Involved Tenants' Group.

**RESOLVED:** That, as a consequence of the discussion on this item it was agreed that the recommendations to Cabinet be supported.