

MASWF02 Minutes of the Previous Meeting

Wales Forum
Monday 29th October 2018

Location: Court Room, National Museum of Wales, Cardiff

Present:

Andrew Jacobs	(AJ)	Welsh Government Financial Inclusion Unit
Bill Hudson	(BH)	ACE Credit Unions
Eryl Loring	(EL)	Welsh Government
Helene Hayes	(HH)	Citizens Advice Cymru
Iwan Williams	(IW)	Older People's Commissioner
James Harper	(JH)	Principality
Jayne Bellis	(JB)	Financial Capability Forum, North Wales
JJ Costello	(JJ)	Shelter Cymru
Jocelle Lovell	(JL)	Wales Cooperative Centre
Julia Griffiths	(JG)	Youth Cymru
Kevin Smith	(KS)	Financial Conduct Authority
Louise Woodfine	(LW)	Public Health Wales
Ruth Glazzard	(RG)	Financial Conduct Authority
Teej Dew	(TD)	Chair Money Saving Expert Charity
William Jones	(WJ)	West Wales Financial Capability Forum Lead

MAS Staff

John Penberthy-Smith	(JPS)	Money Advice Service
Lee Phillips	(LP)	Money Advice Service
Michael Royce	(MR)	Money Advice Service
Monica Kaur	(MK)	Money Advice Service

Apologies:

Marie Fanning		Chartered Financial Planner
Selina Moyo		Community Housing Cymru
Lisa Hayward	(LH)	Welsh Local Government Association
Graham Roberts	(GR)	Department of Work and Pensions
Jayne Wynn		Financial Capability Forum Mid, South and West Wales

<p>1. Welcome, housekeeping, introductions, apologies and agenda</p> <p>1.1 JPS welcomed everyone to the meeting and reminded members that this would be the last meeting for this year. He welcomed new partners, Julie Griffith and George Jones who will be replacing Iwan. He thanked Iwan for his contributions over the years.</p> <p>1.2 JJ Costello is taking up a secondment post in the Welsh Government, JPS thanked him for all his hard work.</p> <p>1.3 JPS asked if group members would like to hold a Christmas lunch and if so to let Lee know Action: Members to let Lee know if they would like to attend a Christmas lunch in early December.</p>
<p>2. Minutes of the last meeting</p> <p>2.1 James Harper from Principality would like it to be noted that the breakfast meetings did not take place. Members approved the minutes of the last meeting.</p>
<p>3. Single Financial Guidance Body (SFGB) Update</p> <p>3.1 The SFGB will be a statutory entity from 1st January 2019. Sir Hector Sants is the Chair of this new body and John Govett is the Chief Operating Officer. Non Executive Directors announced at present are; Ann Harris, Mike Dailly, Moray McDonald, Elaine Kempson and Tim Jones. There have been three meetings with the SFGB Board and work is ongoing in preparation for day one. FCA already been engaged with Sir Hector Sants.</p> <p>3.2 Director posts advertised and shortlisting taking place, hopefully appointments will start from December 2018. At the next Wales Forum in January, hopefully be able to update members and visits to the devolved nations will take place.</p> <p>3.3 Welsh Government commented that Sir Hector Sants is planning on meeting with them and this is really positive. They are also having positive conversations with key staff in MAS about the twelve contracts coming over to Wales and the Welsh Government.</p>
<p>4. Talk Learn Do- presentation by Lee Phillips</p> <p>4.1 Two hour partnering intervention, target group; pre-school primary age. Purpose of the programme; “How do you talk to children about money” and is aligned to the Welsh Government’s Financial Inclusion Strategy. Scale of the pilot; deliver interventions in 14 areas. All the Local Authorities bar 1 were involved in some way in the delivery either as control or as intervention. Key was getting practioners involved to help co-design the programme.</p> <p>4.2 Programme went through three different types of evaluation; Process, Impact and Cost Benefits Analysis and an independent company (IFF) did the evaluation.</p> <p>4.3 Outcomes:</p> <ul style="list-style-type: none"> • Practitioner’s views; 100% said they would recommend this to parents and other practioners • Parents views; 99% said they would recommend the course and 93% said they learnt something from the TLD sessions • Key challenges; Timing of the programme, fitting in all the content in two hours was very challenging • Key learnings; Group sessions worked really well and parents opened up

<ul style="list-style-type: none"> Target Group; Most parents were not in full time employment and on lower incomes than the average in Wales
<p>4.4 Overall the Talk Learn Do programme exceeded expectations in regards of both child and parent learning on financial capability. Next steps; want to continue delivering it across Wales and want to train more practioners trained to deliver the Talk Learn Do programme. Anyone who would like to deliver this to contact Lee.</p>
<p>4.5 Group members were very pleased with the outcomes and Principality are very keen to get involved and learn more about Talk Learn Do and see if there is any potential for Principality Managers to become practioners.</p>
<p>4.6 Questions were asked about the cost of the programme and in regards of the modelling why was this a success? Lee will come back to them about this.</p> <p>Action: Lee to find out the costs and why the modelling of the programme was a success.</p>
<p>5. Michael Royce from MAS gave a presentation on the Working Age People Commissioning Plan</p>
<p>5.1 Policy Team pulling the commissioning plan together with recommendations to the SFGB. Will be up to the SFGB to decide what the priorities will be with this plan and at the moment unable to provide a monetary figure of any strands for Wales. Acurus have been appointed and are working with Bristol University. The approach will be scoping and collating evidence and the strength of the evidence.</p>
<p>5.2 Seven themes are being considered at the moment and the calls for evdience will help to inform a needs analysis for struggling and squeezed financially. Suggestions ae on Working Age Adutls up to 54, driver behind this is the merger with TPAS & Pension Wise and the regulatory requirement on pension plan.</p>
<p>5.3 Through the commissioning plan, young people will be targeted first, however there is recognition those over the age of 55 will also have their challenges. Communication channels and messages, need to work with a range of partners and Wales is already doing this.</p>
<p>5.4 Healthcare settings seem a useful environment to implement early interventions on financial support. Holistic approaches need to be considered more, embedding within existing services where support is required.</p>
<p>5.5 The commissioning plans are proposals and will need to seek approval through the SFGB. The purpose of the commissioning plans is to help bring about sustainable and system change. It could really help to support LA's in delivering effective practice as local and national level.</p>
<p>5.6 Work has been undertaken to find where the financially squeezed indebted areas are. From the data for Wales we are looking at South Wales, Rhondda Cynon Taff and Neath Port Talbot would be the priority areas for debt advice for the commissioning work and would factor in the Welsh language.</p>
<p>5.7 Would need a back bone organisation to deliver the commissioning plan and seek the same outcomes for national organisations. For example; youth employability for under 25's entering the</p>

workplace , make their financial systems more workable for them as they enter the labour market. The plan is to put in more resources for practioners, especially in supported housing and young offenders and the health care provision.

5.8 MR stated that these proposals are still evolving and would like feedback from the group about whether this would work from a Wales context. Members asked if this work would only be in the two areas of Wales. MR responded that they needed to start somewhere, however if successful, there will be opportunities to get greater levels of funding. Members are happy to be involved and will like to be kept updated on the work going forward.

6. UK Strategy Update and new website by Monica Kaur

6.1 MK presented the update for the UK Financial Capability Strategy. Key points: What Works Event; was a very successful event, over 300 attended and a number of funders presented their projects. Further information about the What Works projects can be found on the FinCap website. Talk Learn Do, as presented earlier, excellent and successful project reaching out, supporting and educating both parents and young children.

6.2 Fin Cap Labs, work is progressing well in this area, testing ideas with Lloyds Bank and working with Monzo on their mobile banking app. FinCap Team now working on the next phase of the refresh of the UK Strategy with the forthcoming changes.

6.3 MK presented the Fincap website to the group, this is part of the Aim 1, delivering through others. MAS's Digital Team did lots of user research to establish what users would find most useful content to share, this was used as the basis to develop the site. At this stage the website is primarily a platform for organisations and practioners to raise the profile of their work and increase financial capability. It also holds information that practioners will find useful whilst working on financial capability.

Action: If any of the group members want to promote their projects on the website to contact Lee.

7. Wales Strategy Updates from all attendees including Talk Money Week

8. LP presented the Wales strategy actions for this quarter to the group. She asked the group to have a look at this document and to provide any updates of actions to LP so she can update the Financial Capability Strategy Action Plan for Wales. Actions from 2015 to date can be found [here](#)

Action: All members to send updates of actions to LP

8.2 Talk Money Week- LP made the group aware that last year they had 40 organisations on the map and at present there were only 5. LP has requested for members to go back to their networks and get them to place their events on the map please. Members agreed to do this. Conference is fully booked with over 100 attendees and Micheal Sheen is attend the event.

9. AOB



LP asked members if they would like to attend a Christmas lunch on 3rd December and if so to let LP know as soon as possible so that she can make the booking.

10. JPS thanked everyone for attending the meeting. next meeting will be in January 2019