

## The Financial Inclusion General Check-list

### PLEASE READ THESE NOTES!

These checklists do not claim to be comprehensive directions for the perfect financial inclusion programme. As much as I wish they were, the field is constantly developing and there are too many fantastic organisations doing exciting, innovative work for me to keep up. Instead the lists contain suggestions and ideas for areas of work as well as ways of saving time, avoiding common pitfalls and not re-inventing too many wheels.

- There is a lot of ground covered in the lists so **pick your battles**. Don't feel obliged to take everything on.
- **Learn from your service users** what they need most from you and focus on that.
- These lists are not meant to intimidate but to **inspire**. The variety of work in this field is what makes it so interesting.

Thank you!



*Martha Lawton*

## The Financial Inclusion General Check-list

### Getting started

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Have you researched the specific financial issues relevant to your service users?

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Have you arranged for training for relevant members of your staff around financial inclusion issues?

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Have you researched and contacted other organisations who may be able to support you and your service users around financial inclusion? (E.g. local advice centres, credit unions etc.)

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Have you become a member of Transact and/or your local financial inclusion and financial capability forums?

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Do you have contact information for the FSA's Money Guidance programme in your area?

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Have you visited the FSA's Money Made Clear website and ordered any of their free printed guides that may be relevant to your service users?

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## The Financial Inclusion General Check-list

### Getting better

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Do you have a nominated person or department responsible for financial inclusion?

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Are your staff aware of who they should contact with regards to financial inclusion matters?

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Have you checked that your relevant frontline staff are comfortable talking with service users about money and taken steps to address any concerns they might have?

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Have you set clear boundaries for your staff so that they know what issues they do not have to attempt to help your service users to tackle?

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Have you given your staff clear guidelines about when and how to refer service users to relevant third parties e.g. debt advice agencies?

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Do you have a readily available selection of useful links, contact details, jargon busters, factsheets etc. for your staff to use when working with service users around financial inclusion issues?

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Do you have a schedule for checking and updating your staff information?

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## The Financial Inclusion General Check-list

### Going deeper

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Have you developed a financial inclusion strategy?

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Have you set a timetable to review and update your financial inclusion strategy?

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Are your staff aware of the financial inclusion strategy?

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Are you in touch with your local DWP Financial Inclusion Champion?

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Have you created a financial inclusion web page for your service users?

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Have you set a schedule for updating the web page, checking all links are still valid etc.?

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Have you investigated whether any accountants or independent financial advisers in your area would be prepared to do any work with your service users on a voluntary basis?

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Have you considered ways in which you could partner with or 'host' a local financial inclusion service for the benefit of your service users? (For example offering meeting space to a debt adviser to conduct interviews on certain days each month.)

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Are you in contact with your local Job Centre Plus about how you can work together to better support your service users?

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Have you contacted your local council to find out about any local projects or services they are running that may be useful to your service users?

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