

## Management Scrutiny Committee

## At What Cost? The Effects of High-Cost Credit and Illegal Loan Sharks on Local Communities : Policy Review recommendations 11/12

Ref	Recommendation	Action	Owner	Due Date	Progress Commentary
(a)	That Trading Standards explore the potential for developing a relationship or agreement with local credit providers to signpost rejected credit applicants to appropriate sources of guidance or support either in the Council or local community	<ul style="list-style-type: none"> <li>Identify credit providers</li> <li>Identify advice providers and remits</li> <li>Develop signpost material promoting the Advice and benefits pages as an accurate source of information</li> <li>Distribute material</li> </ul>	City Services	End 6/12 End 6/12  End 9/12 End 12/12	
(b)	That the local report being undertaken, by Trading Standards, into high cost lending in Sunderland is submitted to the Office of Fair Trading (OFT) review into payday loans as evidence, as well as presenting the findings to the Management Scrutiny Committee	<ul style="list-style-type: none"> <li>Complete report</li> <li>Submit to OFT</li> <li>Report for Management Scrutiny Committee</li> </ul>	City Services	End 6/12 End 6/12 End 9/12	
(c)	That the Management Scrutiny Committee receives updated reports on the progress and achievements in relation to the action plan that is to be developed following on from the initial month of action around illegal money lending	<ul style="list-style-type: none"> <li>Reports provided at regular intervals until the action plan is completed</li> </ul>	Health Housing and Adult Services	End 3/13	

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(d)	That the Illegal Money Lending Team (IMLT) in partnership with Trading Standards, Welfare Rights and key partner organisations look to promote the benefits and build trust relating to their work around loan sharks through a variety of media including area committees and LMAPS	<ul style="list-style-type: none"> <li>• Liaise with IMLT</li> <li>• Present at LMAPS meetings</li> <li>• Report to each Area Committee</li> </ul>	Health Housing and Adult Services	End 6/12 End 3/13 End 3/13	
(e)	That Trading Standards and Welfare Rights look to explore possibilities with community and voluntary sector organisations in providing training sessions on financial management and debt related issues in local community settings	<ul style="list-style-type: none"> <li>• Identify current provision /availability of training sessions on financial management and debt related issues in local community settings</li> <li>• Identify gaps</li> <li>• Work with training providers to promote and roll out training</li> </ul>	Health Housing and Adult Services	End 9/12  End 9/12  Ongoing	
(f)	That an initial publicity strategy is developed to ensure that the first conviction/arrest in Sunderland of a loan shark has positive media coverage with an aim to enhance confidence and assurance in communities and individuals who are in similar situations	<ul style="list-style-type: none"> <li>• Liaise with IMLT</li> <li>• Liaise Communications Section</li> <li>• Develop key messages</li> </ul>	City Services	End 6/12 End 6/12 End 9/12	
(g)	That work is undertaken to promote the local authority website as an important resource for information around debt management, financial information and local advice services	<ul style="list-style-type: none"> <li>• Review current content</li> <li>• Identify advice providers and remits</li> <li>• Liaise Communications Section</li> <li>• Develop key messages</li> <li>• Update website</li> </ul>	Health Housing and Adult Services	End 9/12 End 9/12  End 9/12 End 9/12 End 12/12	

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(h)	That the council looks at how it can encourage schools to explore the potential for school savings clubs that can help young people and families in promoting the value of saving	<ul style="list-style-type: none"> <li>Support pilot of savings club (managed by Bridges community Bank) at Southwick Primary School</li> <li>Liaise with Communication section about positive press coverage – follow up to loan shark actions</li> <li>Support Bridges roll out school based savings clubs</li> </ul>	Health Housing and Adult Services	3/12	
(i)	That new media outlets including the app and android market, twitter, other social media and text messaging be explored and evaluated for promoting and targeting messages about high-cost credit and illegal money lending to young people who are potentially most at risk	<ul style="list-style-type: none"> <li>Liaise with IMLT</li> <li>Liaise Communications Section</li> <li>Look to use new media outlets in relation to recommendations at a, f and h</li> </ul>	Comms	End 12/12	
(k)	That the Council looks at ways to promote and support the newly re-launched credit union, Bridges Community Bank, as a viable alternative to high-cost credit and illegal money lending	<ul style="list-style-type: none"> <li>Liaise Communications Section /Bridges Community bank identify council role in relaunch event</li> <li>Explore opportunities to promote the BCB on council internet/intranet sites</li> <li>Explore opportunities to place promotional materials in council buildings/ staff payslips</li> </ul>	Health Housing and Adult Services	6/12 3/12 3/12	

