

Actions taken by South Kesteven District

This action plan shows the activities undertaken by the Cost of Living Strategic Working Group (SWG).

Action	Action required	How the action was achieved
Cost of living information to be readily available for residents	Develop the cost-of-living help and support web page on SKDC website	<p>Website created</p> <p>Cost of Living help and support (southkesteven.gov.uk)</p> <p>Website banner signposted from the councils homepage from November 2022 to February 2023</p> <p>Link to web page included on all cost of living communications, including leaflets and advertising for the Wellbeing Fair</p>
	Respond to feedback from stakeholders regarding the information provided and use of the website	Feedback received and used to make changes to the website
	Internal and external communication of website	<p>All staff and Members advised of the website</p> <p>Website information included at the footer of all external emails</p>
	Improve communication of statutory support – such as Housing Benefit, Council Tax Support, Discretionary Housing Payment and Discretionary Council Tax Payment	<p>Creation of Cost of Leaving leaflet (digital and published).</p> <p>Leaflet included in all communications to Revenues and Benefits customers and SKDC</p>

Action	Action required	How the action was achieved
		Tenants as part of sign up and tenancy support discussions
	Ongoing review of the web page to ensure it is relevant and up to date	Website is maintained regularly, ensuring key information is updated
	Ensure all SKDC Officers and Members have access to Government Toolkit and up to date information	All staff and Members are issued regular communications regarding toolkits
	Respond quickly to government announcements and implement actions as agreed and directed by the SWG	Action plan is a proactive document – all activity relating to announcements are co-ordinated by the SWG
Establish an internal Strategic Working Group	Initial meeting to be held, chaired by the Cabinet Member of People and Safe Communities Future meetings to take place weekly	Meeting held and regular weekly meetings taking place with key attendees
	The initial responsibilities of the group will be to: 1. Develop and agree a full action plan to focus future activities - setting clear objectives and approach 2. Completion of Risk Assessments for each service area potentially impacted – such as Revenues, Benefits, Housing etc 3. Develop a Cost of Living and Wellbeing Support strategy to respond to the cost-of-living challenges faced by the districts residents and businesses.	Responsibilities of the group have been achieved 1. Full action plan produced and used to co-ordinate all activities 2. Cost of Living has been added to the Corporate Risk Register 3. This has been replaced with the action plan – with the inclusion of 7 key themes

Action	Action required	How the action was achieved
	<p>The ongoing responsibility of the group will be to monitor the overall strategy and direction, monitor the action plan and the activities of the external stakeholder group</p>	<p>The SWG meet on a weekly basis and review all activities within the action plan, along with milestones and target dates</p>
	<p>The group would establish an operational plan and a set of workstreams to deliver this plan</p>	<p>Workstreams have been approved and officers from the SWG have been given responsibility of the workstreams:</p> <ul style="list-style-type: none"> ➤ Communications ➤ Food Support ➤ Fuel and Energy Support (including Warm Welcome Spaces) ➤ Health and Wellbeing ➤ Financial Support ➤ Prevention of homelessness ➤ Skills, Employment and Business Support
<p>Establish an external Taskforce group</p>	<p>Key support organisations to be identified and invited to event on 4 October 2022. This will be a partnership group with representatives from other public, private, and voluntary sector organisations</p>	<p>Event took place on 4 October 2022</p>
	<p>Initial meeting to be held, chair and frequency to be determined at the first meeting</p>	<p>Confirmed frequency would be quarterly</p> <p>The second meeting was held on 2 February (agreement by all for this to be later than quarterly due to festive period and absences of a number of planned attendees)</p>

Action	Action required	How the action was achieved
	<p>The responsibility of the group will be to:</p> <ul style="list-style-type: none"> • To understand how the Council and stakeholders can further support residents and businesses; • Ensure help with debt and financial advice is understood by key SKDC Teams • To produce a clear sign posting process for all SKDC Officers and Members • Co-ordinate activities in response to the actions directed by the strategic working group • Report progress to the strategic working group • Report emerging concerns to the strategic working group 	<p>All these items were discussed in both 4 October 2022 and 2 February 2023 meetings</p>
	<p>Representatives of the group would need to have sufficient authority to speak on behalf of their organisation and commit them agreed actions</p>	<p>Actions have been agreed and each of the meetings</p>
<p>Outcome of Rural and Communities Committee – 5 October 2022</p>	<p>Ensure those who don't have access to the internet are connected with and have access to the same information</p>	<p>Inclusion of Cost of Living Leaflet with Council Tax recovery notices such as reminders and summonses</p> <p>Members updated with key information via All member updates</p> <p>Inclusion of Cost of Living information in November 2022 and March 2023 SK Today</p>

Action	Action required	How the action was achieved
		<p>Inclusion of Cost of Living information in residents Skyline magazine</p> <p>Town and Parish Councils contacted by email on 31 October 2022 with details regarding online web page</p> <p>Town and Parish Councils contacted by email on 31 October 2022 with details regarding registration of warm spaces</p> <p>Town and Parish Councils contacted by email on 4 November 2022 with details of the cost of living leaflet – offer of published copies to be sent</p> <p>Regular social media posts regarding information on the website and other resource materials</p>
	Local Community events to be considered	<p>First Wellbeing Fair took place on 25 February 2023</p> <p>External Taskforce organisations promoted the event and are keen to continue working with us</p> <p>Consideration of future events to be discussed at Rural and Communities Committee on 16 March 2023</p>
	Engagement with Town and Parish Councils	Town and Parish Councils contacted by email on 31 October 2022 with details regarding online web page

Action	Action required	How the action was achieved
		<p>Town and Parish Councils contacted by email on 31 October 2022 with details regarding registration of warm spaces</p> <p>Town and Parish Councils contacted by email on 4 November 2022 with details of the cost of living leaflet – offer of published copies to be sent</p>
	Review Taskforce organisation attendance	Taskforce organisation information – used at wellbeing fair
Promotion of Warm spaces	Undertake a review of available warm spaces and promotion of those who have registered as a warm spaces	<p>SKDC website: Warm Welcome Spaces (southkesteven.gov.uk)</p> <p>SWG officer attendance at Lincolnshire Warm Spaces working group</p> <p>Use of Welcome Warm Spaces website for registration – also included on SKDC website: Find a Warm Welcome Space Today</p> <p>Leisure SK have registered their venues as a welcome warm space</p> <p>Town and Parish Councils contacted by email on 31 October 2022 with details regarding registration of warm spaces</p>

Action	Action required	How the action was achieved
Promotion of Talk Money Week (7 November)	To promote this as a positive step towards talking about money	Social media undertaken by SKDC Comms Team Promoted on SKDC Cost of Living web page
Citizens Advice South Lincs - pre payment energy voucher	To be an active referral partner for the pre-payment energy vouchers	Details issued to all front facing teams and encourage to identify support needs and complete referral to Citizens Advice