

## Welfare and Financial Advice Team (W&FA Team) – Action Plan

This action plan shows the activities to be undertaken by the Welfare and Financial Advice Team during 2025/26. It is made up of key areas of activity

Action 1	Administration
Action 2	Awareness
Action 3	Proactive – internal & external
Action 4	Proactive Support
Action 5	Preventative

Activity 1: Administration		
1a) Case Management	<b>Purpose: Ensure Case management is up to date and provides clear outcomes – such as number of residents supported, value of support</b>	
	<b>Activities to be undertaken</b>	<b>Status</b>
	<ul style="list-style-type: none"> <li>Detailed case management to be available on all financial support provided: <ul style="list-style-type: none"> <li>Wrap-around support</li> <li>Household Support Fund – administered by SKDC</li> <li>Household Support Fund – administered by Lincolnshire Community Foundation</li> </ul> </li> </ul>	Ongoing

Activity 2: Awareness		
2a) Website update	<b>Purpose: Ensure the website is up to date, referencing the Welfare and Financial Advice Team</b>	
	<b>Activities to be undertaken</b>	<b>Status</b>
	Update all "Cost of Living pages"	30 June 2025
	Existing pages can be found here: <a href="#">Cost of Living help and support   South Kesteven District Council</a>	
	Remove reference to old schemes	30 June 2025
	Include Food Support leaflets	30 June 2025
2b) Co-Ordinate responses to government support initiatives	<b>Purpose: Ensure awareness of announcements and initiatives, understanding the impact for the Council and residents</b>	
	<b>Activities to be undertaken</b>	<b>Status</b>
	Continue to attend Lincolnshire Working Group to collaborate with County and District colleagues	Ongoing
	Promotion and launch of Household Support Fund (HSF) from April 2025 to March 2026	Complete 30 May 2025
	Use of Emergency Fund	Ongoing
	Winter Fuel Payments threshold reduced to and income of or below £35,000	

Activity 2: Awareness		
	<p>Everyone over the State Pension age in England and Wales with an income of, or below, £35,000 a year will benefit from a Winter Fuel Payment this winter</p> <p><a href="#">Nine million pensioners to receive Winter Fuel Payments this winter - GOV.UK</a></p>	
	<p>Crisis and Resilience Fund - replacing HSF and Discretionary Housing Payments (DHP)</p> <ul style="list-style-type: none"> <li>○ Announcement during the <a href="#">Spending Review 2025</a> on 11 June 2025</li> <li>○ <b>Para 3.21:</b> Cost of living: the government is providing direct assistance to families most at risk of poverty through the Healthy Start scheme, and establishing a new Crisis and Resilience Fund supported by £1 billion a year (including Barnett impact) through the SR period to replace the Household Support Fund</li> </ul>	Ongoing
2c) Liaison with internal teams	<b>Purpose: Ensure awareness of support and related</b>	
	<b>Activities to be undertaken</b>	<b>Status</b>
	<p>Provide updates regarding changes to the team</p> <ul style="list-style-type: none"> <li>○ Arrange attendance at team meetings</li> <li>○ Updating on HSF stages – launch, referral period, award period</li> <li>○ Referral process for HSF and general support</li> <li>○ Presentation of Food Support leaflets</li> <li>○ Overview of outreach activities and areas within the district these are taking place</li> </ul>	Ongoing
	Spotlight session to be organised	September 2025

Activity 3: Proactive – internal and external		
3a) Single Point of Contact	<b>Purpose: Be the Single Point of Contact for Welfare and Financial Advice enquiries via the Welfare and Financial Advice email address</b>	
	<b>Activities to be undertaken</b>	<b>Status</b>
	Welfare email box to be set up: <a href="mailto:welfare@southkesteven.gov.uk">welfare@southkesteven.gov.uk</a>	Complete
	Online referral form for Household Support Fund (for internal referrals from SKDC Officers and Members)	Complete
	Inclusion of W&FA Team in SKToday (Autumn edition)	Autumn 2025
	All SKDC staff are aware of W&FA Team and how to contact	Ongoing (See action 2c)
	External support organisations are aware of W&FA Team and how to contact	Ongoing
3b) Lincolnshire Financial Inclusion Partnership Group	<b>Purpose: Actively contribute to the Lincolnshire Financial Inclusion Partnership Group</b>	
	<b>Activities to be undertaken</b>	<b>Status</b>
	<ul style="list-style-type: none"> <li>Attend and contribute to the quarterly meetings.</li> <li>Share any information to appropriate SKDC teams.</li> <li>Assist the organisers with the arrangements for the upcoming Lincolnshire Financial Inclusion Partnership Conference.</li> </ul>	Ongoing

<b>Activity 3: Proactive – internal and external</b>		
<b>3c) Foodbanks</b>	<b>Purpose: Develop and maintain a positive relationship with all foodbanks across SKDC</b>	
	<b>Activities to be undertaken</b>	<b>Status</b>
	Visits to Foodbank Coordinators within the district to share ideas on how best to help clients.	July 2025
	Actively seek referrals for clients that have used foodbanks that may benefit from additional financial advice.	Ongoing
<b>3d) Warm Spaces</b>	<b>Purpose: Actively contribute to the Welcome Warm Spaces Working Group</b>	
	<b>Activities to be undertaken</b>	<b>Status</b>
	Attend and contribute to the meetings for actions relating to the warm spaces for 2025/26	Autunm 2025
	Visit warm spaces to offer Welfare and Financial Advice as part of outreach	Winter 2025
	Actively share ideas with the working group to improve the 2025/26 warm spaces	Autunm/winter 2025
<b>3e) Information sharing</b>	<b>Purpose: Develop and manage information sharing protocol between SKDC and Support Organisations / advice agencies</b>	
	<b>Activities to be undertaken</b>	<b>Status</b>
	Develop and maintain relationships with support organisations by attending events, seminars and providing Welfare and Financial Advice updates / talks.	Ongoing

Activity 3: Proactive – internal and external		
	Sharing information and ideas to improve delivery of service to our residents within the legal guidelines	Ongoing
	Attend community engagement events in the form of Welfare and Financial Advice Clinics in Library's, Jobcentres, children's centres.	Ongoing
3f) Liaison	<b>Purpose: Liaison with partners and external support organisations</b>	
	<b>Activities to be undertaken</b>	<b>Status</b>
	Maintain relationship with those already established: <ul style="list-style-type: none"> <li>• NHS Neighbourhood and Wellbeing Teams</li> <li>• Grantham Mental Health Partnership</li> <li>• NACRO officers</li> <li>• Foodbanks</li> <li>• Bourne United Charities</li> <li>• Bread &amp; Butter Thing</li> <li>• Grantham College</li> <li>• Lincolnshire Community and Voluntary Services</li> </ul>	Ongoing
	Meet with partners during 2025/26 to understand future support and explore opportunities to work together	Ongoing
	Meet regularly with local Job Centre and DWP colleagues to discuss emerging issues and agree a joint up approach for support and potential resolution	Ongoing

Activity 4: Proactive – Resident Support			
4a) Warm Spaces	Purpose: Increase the number of warm welcome spaces across the district		
	Activities to be undertaken		Status
	Liaison with Members, Parish Clerks and potential warm welcome spaces venues		Ongoing
4b) Digital Inclusion	Purpose: To increase digital support and inclusion for vulnerable and elderly residents		
	Activities to be undertaken		Status
	Assisting residents with digital forms such as pension credit checks and discretionary housing payments		Ongoing
4c) Community Outreach	Purpose: To ensure support can be provided across all towns within the district and where possible, rural areas		
	Activities to be undertaken		Status
	Arrange events within the community at libraries, warm spaces, Children centres, jobcentres to offer budgeting skills, benefit checks and basic financial education i.e. pension credit checks:		June 2025 – April 2026
	Bourne:		
	Bourne Foodbank	2 North Road, Bourne, PE10 9AP	
	Don't Lose Hope	4 North Street, Bourne, Lincs. PE10 9EB.	One to one / preventative workshop

## Activity 4: Proactive – Resident Support

		Bourne United Charity (AI Houses)	The Red Hall South Bourne	One to one	
		Len pick	5 Granby Court, Hereward Street, Bourne PE10 9AD	One to one	
		Salvation Army	5a Manning Road Bourne, PE01 9ET.	One to one / preventative workshop	
		Bread and Butter Thing	5a Manning Road Bourne, PE01 9ET.	One to one	
	<b>Deepings:</b>				
		Foodbank	63 Hereward Way, Deeping St James	One to one	
		The Green School Community Café	<b>24 Church Street, Market Deeping, Lincolnshire, PE6 8DA,</b>	One to one / preventative workshop	
		Bread and Butter Thing	Markt Deeping Scout and Guide Hall, Wellington Way, Deeping PE6 8LF.	One to one	
		Open Door Baptist Church	5 Spalding Rd, Deeping St James, Peterborough PE6 8NJ	One to one / preventative workshop	

<b>Activity 4: Proactive – Resident Support</b>				
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		Community Centre	2 Douglas Rd, Peterborough PE6 8PA	One to one / preventative workshop	
		Deeping United Charity	38 Church Street, Deeping St. James, PE6 8HD	One to one	
		Age Concern	21 Tyghes Cl, Deeping St James, Peterborough PE6 8NS	One to one	
		Odd Fellows	57 Church St, Market Deeping, Peterborough PE6 8AN	One to one	
	<b>Grantham:</b>				
		Jubilee Church	5 London Rd, Grantham NG31 6EY	One to one / preventative workshop	
		Alive Church	Castlegate, Grantham, NG31 6SQ	One to one / preventative workshop	
		Church Of Ascension	Harrowby Lane , Grantham	One to one / preventative workshop	
		The Passage	Grantham Passage Resource Centre	One to one / preventative workshop	
	Bread and Butter	Harrowby United Football Club, 13 Dickens Road, Grantham, NG31 9QY	One to one		

<b>Activity 4: Proactive – Resident Support</b>				
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		Bread and Butter	West Grantham Community Centre, Grantham	One to one
		St Johns Church	Station Road East, Grantham	One to one
		Job 22	High St Grantham	One to one / preventative workshop
		Bhive	11a Finkin St, Grantham	One to one / preventative workshop
		Grief Charity	The Malting , Warf Rd , Grantham	One to one
	<b>Stamford:</b>			
		2nd Helping	Orion House, 11 Barn Hill, Stamford, PE9 2AE.	One to one / preventative workshop
		Georges Hub -	St Augustine’s School, Kesteven Road PE9 1SR	One to one / preventative workshop
		Georges Hub -	Free church, Kesteven Road, Stamford, PE9 1SU	One to one / preventative workshop
		Georges Hub -	Malcolm Sergeants School, Empingham Road, PE9 2SR	One to one / preventative workshop
		Georges Hub -	St Georges School, Kesteven Road, Stamford, PE9 1SX	One to one / preventative workshop

Activity 4: Proactive – Resident Support					
		Bread and Butter Thing	Christ Church, Green Lane, Stamford, PE9 1HE	One to one	
		SHEP	27-29 St George's Street, Stamford	One to one / preventative workshop	
		Stamford Market	Broad St, Stamford	One to one	
	Support the Housing Roadshow which will be taking place across the District <ul style="list-style-type: none"><li>• <b>27/08/25</b>- Earlsfield Community Centre roadshow will be 10:00- 2:30</li><li>• <b>04/09/25</b>- Manor Court Community Centre Bourne roadshow will be 10:00- 2:30</li><li>• <b>10/09/25</b> -Edmonds Close Community Centre Stamford roadshow will be 10:00 -2:30</li><li>• <b>25/09/25</b>- Deepings Community Centre Market Deeping roadshow will be 10:00 2:30</li><li>• <b>30/09/25</b> Greyfriars Community Centre Grantham roadshow will be 1:00-6:00</li></ul>				August & September 2025
4d) Furniture Aid	Purpose: Review ways to source assistance from other organisations to help residents in need of furniture				
	Activities to be undertaken				Status

Activity 4: Proactive – Resident Support		
	<p>Maintain relationships with charities and 3<sup>rd</sup> Party Organisations to continue to source grants to be able to assist help for residents:</p> <ul style="list-style-type: none"> <li>• Percy Bilton</li> <li>• BBC Children in Need</li> <li>• Bourne United</li> <li>• Lem pic</li> <li>• Family Fund</li> </ul> <p>Identify and build relationships with new organisations.</p>	Ongoing
4e) New tenants	<b>Purpose: To produce a new tenant Welfare and Financial Advice pack</b>	
	<b>Activities to be undertaken</b>	<b>Status</b>
	Liaise with Housing colleagues to ensure this complements the new tenant pack already given at sign up	September 2025
	<ul style="list-style-type: none"> <li>• Budgeting Advice / referrals to external organisations for new tenants (appropriate additional support to that being provided by SKDC Tenancy Services Team)</li> <li>• Tick list of key actions for new tenant / budgeting</li> </ul>	March 2026
4f) New residents	<b>Purpose: To produce a new resident information pack (to include Welfare and Financial Advice)</b>	
	<b>Activities to be undertaken</b>	<b>Status</b>
	Include the same information as in the tenant pack	March 2026

Activity 4: Proactive – Resident Support		
	Welcome to SKDC information:	March 2026
4g) Leaflet of the support available	<b>Purpose: Production of leaflets for each Town within the District to provide key food support information</b>	
	<b>Activities to be undertaken</b>	<b>Status</b>
	Issue to Cabinet Member, Members and Parish Clerks for distribution	Completed
	Inclusion within Council Tax reminders	July 2025
	Inclusion within Council Tax summonses	July 2025
	Inclusion within rent statements	July 2025
	Inclusion on intranet and staff notice board	July 2025
4h) Credits on rent accounts	<b>Purpose: To be reviewed to maximise tenant income</b>	
	<b>Activities to be undertaken</b>	<b>Status</b>
	Liaise with Income Recovery Team Leader to ascertain those accounts with credit and contact the tenant to arrange refund or transfer	March 2025
4i) Credits on council tax accounts	<b>Purpose: To be reviewed to maximise resident income</b>	
	<b>Activities to be undertaken</b>	<b>Status</b>
	Liaise with Business Rates and Council Tax Enforcement Team Leader to ascertain those accounts with credit and contact the resident to arrange refund or transfer	March 2025

**Activity 4: Proactive – Resident Support**

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Activity 5: Preventative		
5a) Consider the formation of a Welfare and Financial Advice Strategic Working Group	<b>Purpose: To provide a collaborate cross-team approach to the welfare and financial issues facing our residents</b>	
	<b>Activities to be undertaken</b>	<b>Status</b>
	Invitations to be issued to relevant officers: W&FA Team, Communications, Community Engagement, Community Safety, Housing, Revenues & Benefits	December 2025
	To revisit the original key themes which were introduced by the original Cost of Living Strategic Working Group <ul style="list-style-type: none"> <li>○ Communication</li> <li>○ Food insecurity and poverty</li> <li>○ Fuel &amp; Energy Poverty</li> <li>○ Financial – Benefits, Debt Support and Funding</li> <li>○ Health &amp; Wellbeing (inc Welcome Warm Spaces)</li> <li>○ Prevention of homelessness</li> <li>○ Skills, Employment &amp; Businesses</li> </ul>	December 2025
	Produce a holistic action plan, with the inclusion of all relevant SKDC Teams	March 2026
5b) Consider budgeting workshops for residents	<b>Purpose: Identify the specific financial challenges faced by attendees, such as debt, low income, or lack of financial literacy</b>	
	<b>Activities to be undertaken</b>	<b>Status</b>
	Liaison with relevant external organisations to discuss support in facilitating a budgeting workshop	March 2026

Activity 5: Preventative		
	Increase access to debt advice:	March 2026
	Expand the reach of debt advice services to individuals facing financial difficulties, ensuring timely access to help and support	
	Emergency Assistance programmes:	March 2026
	Provide financial assistance to those facing immediate financial hardship, such as food or housing support.	
	Welfare Benefit Support:	March 2026
	Assist individuals in maximizing their welfare benefits and accessing other available support	