

People Select Committee
Review of Tees Credit Union
Outline Scope

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Which of our strategic corporate objectives does this topic address?	
<p>The review will contribute to the following Council Plan 2019-22 themes and objectives:</p> <p><u>Strong Communities</u></p> <ul style="list-style-type: none"> • Provide financial advice and support to our communities. <p><u>Our Council</u></p> <ul style="list-style-type: none"> • Deliver a balanced and sustainable medium term financial plan. • Maximise and safeguard income for the Council. • Continue to improve the efficiency and effectiveness of our services 	
What are the main issues and overall aim of this review?	
<p>Tees Credit Union merged with Moneywise Credit Union Ltd in September 2017. The aim of this review would be to consider the operation of the Credit Union since the merger to ensure that it is serving the needs of the people of the borough and specifically supporting the vulnerable who rely on it for the provision of loans, banking services and savings accounts at reasonable rates. The review is timely because it would be approximately two years after the merger and this would be a good time to ensure that the changes made to support the merger have been completed successfully.</p> <p>In December 2018 Moneywise Credit Union Ltd was appointed to operate the new Community Bank in Middlesbrough and Redcar and Cleveland. The review would provide a good opportunity to consider whether any opportunities for collaboration arise from this new operation which may generate further benefits for the Moneywise customers in Stockton on Tees.</p> <p>The review would also provide an excellent opportunity to consider whether increased support and collaboration can be achieved with businesses and VCSE organisations in the borough in terms of payroll giving and collaborative working. The opportunity through the scrutiny process to illicit the views of partners and businesses would be valuable.</p> <p>The review could also consider opportunities for generating greater take up of the Moneywise services with Council employees.</p>	

The Committee will undertake the following key lines of enquiry:

- Is the Credit Union operating well following the merger in 2017 and have all opportunities associated with the creation of the new Community Bank in Middlesbrough and Redcar and Cleveland been explored?
- What Is the Credit Union business model and is it clear, robust and future proofed?
- Are there plans to expand?
- Are there sufficient savers and borrowers? What is the level of debt write off?
- Is the Credit Union maximising the opportunities available for advertising it's products and are messages clear? How well known are the Credit Union and its benefits?
- Is the Credit Union clear about what its customer base is and that the products available are appropriate e.g. for asylum seekers/refugees?
- Have all opportunities for collaborative working with the Council been explored?
- How many companies are signed up for payroll deductions?
- How easy it is for customers to sign up and access services?

Who will the Committee be trying to influence as part of its work?

Cabinet, Tees Credit Union and local employers.

Expected duration of review and key milestones:

5 months:
 Approve scope and project plan – 9 December 2019
 Receive evidence – January – February 2020
 Draft recommendations – 16 March 2020
 Final report – 27 April 2020
 Report to Cabinet – 14 May 2020

What information do we need?

Existing information (background information, existing reports, legislation, central government documents, etc.):

Financial Statements
 Staffing Structures

Who can provide us with further relevant evidence? (Cabinet Member, officer, service user, general public, expert witness, etc.)

Simon Agnew, Moneywise
 Jane Edmonds, Director of Tees Credit Union

What specific areas do we want them to cover when they give evidence?

{ Operation of the Credit Union since the merger
 Is the business model clear, robust and future proofed?
 Have all opportunities for collaborative working been explored?
 Are the Credit Union clear about their customer base?
 Take up of services and payroll giving

<p>Catalyst Citizens Advice Bureau Foodbanks Local Companies Thirteen Group</p>	<p>Opportunities for collaborative working and payroll giving Are products available appropriate? Are there areas of unmet need? How well is support advertised?</p>
<p>How will this information be gathered? (e.g. financial baselining and analysis, benchmarking, site visits, face-to-face questioning, telephone survey, survey)</p>	
<p>Committee meetings, desk top research, mystery shopping, feedback from VCS via Voice Forum</p>	
<p>How will key partners and the public be involved in the review?</p>	
<p>Partners in the voluntary and community sector will be involved.</p>	
<p>How will the review help the Council meet the Public Sector Equality Duty?</p>	
<p>The review will consider the impact of support in preventing discrimination for those with Protected Characteristics (including – but not limited to – age, gender, disability, ethnicity), and advance equality of opportunity for those with Protected Characteristics.</p>	
<p>How will the review contribute towards the Joint Strategic Needs Assessment, or the implementation of the Health and Wellbeing Strategy?</p>	
<p>The review would support the policy principle of protecting the vulnerable through targeted intervention, particularly those people in our communities who are subject to, or at risk of harm, people who are homeless or at risk of becoming homeless and those who are financially excluded or whose circumstances make them vulnerable. The review would also support the promotion of equality of opportunity through targeted intervention, specifically in relation to financial inclusion.</p>	
<p>Provide an initial view as to how this review could lead to efficiencies, improvements and/or transformation:</p>	
<ul style="list-style-type: none"> • Improved support/ products and take-up • Improved communication and connections with businesses and VCSE organisations in the borough • Improved collaborative working 	

Project Plan

Key Task	Details/Activities	Date	Responsibility
Scoping of Review	Information gathering	November 2019	Scrutiny Officer Link Officer
Tri-Partite Meeting	Meeting to discuss aims and objectives of review	25 November 2019	Select Committee Chair and Vice Chair, Cabinet Member(s), Director(s), Scrutiny Officer, Link Officer
Agree Project Plan	Scope and Project Plan agreed by Committee and receive introductory presentation	9 December 2019 and introductory presentation	Select Committee
Publicity of Review	Determine whether Communications Plan needed	TBA	Link Officer, Scrutiny Officer
Obtaining Evidence	Moneywise Director Tees Credit Union Catalyst CAB Local Companies Foodbanks	20 January 2020 17 February 2020	Select Committee
Members decide recommendations and findings	Review summary of findings and formulate draft recommendations	16 March 2020	Select Committee
Circulate Draft Report to Stakeholders	Circulation of Report	March/ April 2020	Scrutiny Officer
Tri-Partite Meeting	Meeting to discuss findings of review and draft recommendations	TBA	Select Committee Chair and Vice Chair, Cabinet Member(s), Director(s), Scrutiny Officer, Link Officer
Final Agreement of Report	Approval of final report by Committee	27 April 2020	Select Committee, Cabinet Member, Director
Consideration of Report by Executive Scrutiny Committee	Consideration of report	28 April 2020	Executive Scrutiny Committee
Report to Cabinet/Approving Body	Presentation of final report with recommendations for approval to Cabinet	14 May 2020	Cabinet / Approving Body