

Finance PDG's Recommendation - February 2014	Responsible Officer	Action	Update to Scrutiny and Overview Committee - November 2014
That CNCU be given access to the libraries in Nantwich, Middlewich, Alsager, Sandbach and Macclesfield for at least two hours per week to increase visibility and to improve public access to its services. This would include, where possible, access to private meeting rooms for interviews and confidential discussions with members.	Paul Bayley, Principal Manager Local Community Services	Paul to co-ordinate with John Weir to set up CNCU satellites in the five libraries.	CNCU operational in Crewe, Nantwich, Middlewich, Alsager, Sandbach and Macclesfield libraries on the following days and times. Alsager - 2nd and 4th Wednesday in each month – 10.00am to 12.00pm Crewe - Friday 10:30am to 12:30pm Macclesfield - Thursday 10.00am to 12.00pm Middlewich - 1st and 3rd Thursday each month – 11.00am to 12.30pm Nantwich - Tuesday 10.00am to 12.00pm Sandbach - 1st and 3rd Friday in each month – 10.00am to 12.00pm Cheshire East Council press launch held on International Credit Union Day 2014 to promote. All 17 libraries across Cheshire East, including the mobile library, are displaying new CNCU literature.
That library staff in the libraries listed above be enabled to handle enquiries and general information requests about CNCU by receiving a training brief from CNCU.	Paul Bayley	Paul to co-ordinate with John Weir to ensure Library staff are given training on CNCU services.	Training has been given to relevant library staff CNCU now exploring joint training between CNCU staff/volunteers and library staff on 26.11.14 to strengthen knowledge and share information
That consideration be given to providing CNCU with access to suitable Council owned office premises in Crewe, free of charge if possible. Ideally the office would allow public to access services from the street as well as storage space and access to private meeting rooms for interviews and confidential meetings.	Denise Griffiths, Facilities Manager	Denise to Co-ordinate with John Weir about CNCU transferring to a suitable location in one of the Council's Crewe Buildings.	CNCU relocated to Floor 3, Delamere House in May 2014 CNCU staff and volunteers occupy pod adjacent to the Finance Team. Working in close proximity has resulted in positive informal relationships being formed and promoted knowledge and understanding
That the payroll deduction scheme offered by CNCU be promoted to Cheshire East employees via the CEntranet and Staff Notice Boards.	Julie Davies, HR Strategy and Policy Manager Communications Team Denise Griffiths	CNCU to develop a communications strategy to target Cheshire East Employees. HR and Communications Team to promote internally. Denise has offered to co-ordinate the organisation of promotional events in Council Offices.	This action has not progressed due to other commitments, resulting in a delay to developing Communications Strategy. CNCU will now refocus resources to ensure this is actioned as a priority and completed by December 2014 in order to capitalise on recent announcements by FCA re: payday lender sector changes on 11.11.14 Once complete then promotional activities will be planned with Julie Davies and Denise Griffiths for January/February 2015
That recruitment of volunteers from within the Council with marketing, finance or IT skills to help CNCU be carried out via CEntranet, Staff Notice	Julies Davies, HR Strategy and Policy Manager	CNCU to develop a volunteer policy (similar to Cheshire	CNCU has been unable to progress due to other commitments , but will develop a Volunteer Policy to send to JD by January 2015 and liaise to get actions completed – linking in with above recommendation update.

Boards and the Council Website.	Communications Team	East's) which could then be promoted internally by HR and Communications Team	
That Cheshire East Councillors be encouraged to support credit unions by promoting them within their communities and sharing expertise through volunteering.	Sharon Angus-Crawshaw, Partnerships Manager	CNCU requested to develop information leaflets/cards to be distributed to Borough and Town and Parish Councillors who will be requested to promote CNCU in their communities.	New information leaflets produced October 2014. CNCU information stand at Town and Parish Conference 11.11.14 Developing a strategy to ensure information is shared with town and parish councils via activities by the Communities and Partnerships Team Local Engagement Officers
That the Council encourage partners such as Citizens Advice Bureau, Registered Social Landlords and Community Groups to support and promote CNCU within their memberships.	Partnerships Team	Partnership Team suggested to arrange networking events to bring community groups and CNCU together. Ensure Councillors involvement (i.e. PDG Chairman/Portfolio Holder and local councillors)	Melanie Pemberton, voluntary HR Director, attended CVSCE event on 29.10.14 New Partnership working structures will facilitate networks and events to address this commencing in 2015
That links to CNCU's website be included on the Council's website.	Nickki Hughes, Online Services Manager	Nickki to put links to CNCU's website on relevant Council web and CEntranet pages. Town Councils could also be encouraged to put links on their web pages.	Links on Cheshire website and CEntranet pages. Review to ensure correct information and strengthen the message to be carried out in December 2014
That a scheme to provide Cheshire East Care Leavers with membership to CNCU be initiated including funding for membership fees.	Julie Lewis, Principal Manager Cared for Children David Lamb, Practice Consultant (Fostering)	James Morley to arrange a discussion between John Weir, Peter Raynes, Frank Keegan and Officers to begin implementation plans	This has not progressed. Meeting held on 14.4.14 between key individuals and David Lamb. Follow up email from DL received on 17.4.14. John Weir has chased up progress with Julie Lewis and DL on a number of occasions without receiving a response.