

## **Purpose of a Financial Inclusion Support Officer (FISO)**

### **1. Support Families to Maximise Income**

They help parents/carers understand and access all the financial support they are entitled to, including:

- Benefits (e.g., Universal Credit, Child Benefit, disability-related benefits)
- Scottish Welfare Fund
- Best Start Grants / Best Start Foods
- School Clothing Grants / Free School Meals
- Fuel support / warm home discounts

### **2. Provide Specialist Money & Debt Advice**

They can:

- Review a family's full financial situation
- Help manage or renegotiate debts
- Stop escalation of debt-related issues

### **3. Reduce Barriers to Attendance, Engagement & Learning**

In a school setting (which is usually why someone like Annmarie links in), a FISO helps remove financial inequalities that may affect

- Access to school meals, uniforms, bus pass and education and maintenance allowance.

### **4. Advocacy on Behalf of Families**

They can contact agencies, creditors, and services **on behalf of the family**, improving outcomes and reducing stress for vulnerable parents.

### **5. Prevent Crisis Through Early Intervention**

They aim to step in early when cost-of-living pressures or benefit issues appear, preventing them from turning into:

- Rent arrears / Eviction
- Food or fuel poverty

For advice and support contact Annmarie by phone on 07790544817 or Email [fiso@gpollockcab.org.uk](mailto:fiso@gpollockcab.org.uk)