



Local Authority Commissioning Approaches for Advice Services 2017/18 and Beyond

Sandra Sankey
Improvement Service

Thursday 5th October 2017 - Satinwood Suite, Glasgow City Council Chambers,
George Square, Glasgow, G2 1DU





Welcome, Housekeeping, Programme

10.00: Tea and coffee served

10.30: Welcome

10.35: ***Key findings from the Local Authority survey***

Sandra Sankey, Improvement Service

11.05: ***Making the shift to a strategic approach to commissioning***

Ben Murphy, Money Advice Service

11.35: ***Progress of Scottish Government Internal Review of Advice***

Donna Burnett, Scottish Government

11.45 Question and answer time

12.05: Lunch

13.00: ***Embedding the framework – a Local Authority approach***

Derek Miller, Dundee City Council

13.15: ***Embedding the framework - Strategic partners and joint funding***

Carolyn Armstrong, Glasgow City Council

13.30: ***Setting the scene on 'Quality'***

Hazel Thoms, Scottish Legal Aid Board

13.45 Group Discussions (Tea/Coffee available)

15.15: Summing up and next steps

15.30: Close

Aim of the event

The event aims:

- sharing evidence from a national perspective
- examples of local approaches being taken
- sharing of existing practices and the challenges this presents
- exploring potential solutions of support to help embed key principles of the framework

Group session aims:

- to allow members to share information in relation to their own local approaches, highlighting what has worked well, not so well, challenges, barriers, improvement areas, requests for support etc



Money Advice Outcomes Project

Partnership agreement Mas and IS

Services

We offer councils and their partners support with the following:

Implementation of the [Framework for Public Funding of Advice](#) including workshops and focus groups, as well as more detailed hands-on support to councils and their partners to implement the key principles of the framework

[Performance management and](#) measuring outcomes of money advice as well as publishing annual performance reports

Sharing of information and good practice in money advice via our Knowledge Hub group, [Improving Outcomes in Money Advice \(Scotland\)](#), and this website.



Background to the LA survey

- Feedback suggested a need - gather intelligence
- Evidence of practice what is/not working
- Understand the decision making process
- Build the relationships with commissioners – both local and national
- Explore opportunities to collaborate
- Identify the challenges and how best to address

Survey – key findings

- 26 completed responses
- Continue engagement with LA's
- Areas of good practice/knowledge sharing
- Challenges – what lies ahead
- Requests and offers of support
- Future communications, key messages, publications
- So the picture so far

Decision making structure

- Full Council/Cabinet
- Tackling Poverty & Inequalities
- Community Planning
- Delivery and Improvement
- Employability and Economic Growth
- Social Services
- Infrastructure and Policy and Resources
- Safer and Stronger Communities
- Health and Social Care (IJB)



Decision making structure

- Community and Housing
- Communities and Partnerships
- Housing and Environmental
- Economy and Communities
- Finance and Corporate Resources
- Community and Enterprise Resources
- Wellbeing and Empowerment
- Community and Citizen Engagement

Influencing factors

- Budget setting process
 - reductions
- Stat v non stat service
- Welfare reform
- Scottish Social Security Bill
- Procurement legislation Scotland and EU level
- Poverty & social inclusion -prevention
- LOIP
- Homelessness
- Scottish Welfare Fund
- Community Justice
- Child Poverty Bill
- Anti-poverty and financial inclusion

Monitoring and reporting

- Monitoring forms – variable monthly, quarterly and six monthly
- Monitoring meetings – quarterly and six monthly
- Operational and liaison meetings – bi-monthly
- Progress reporting – Covalent systems, annually committee reports

Current commissioning approaches

- Majority grant funded agreement with Service Level Agreement
- Consortium of advice contracts
- Some looking to tender next year Mar 18
- Majority provide funding on an annual basis
- Majority said that funding was likely to continue beyond 2017, however...
- Timeframes – usually start Nov to Feb



Strategic alignment of current funding

Single Outcome
Agreement

Financial Inclusion

Financial Capability

Tackling Poverty

Tackling Inequalities

Child Poverty

Corporate Debt

Fuel Poverty

LOIP

Others - social inclusion,
closing attainment gap,
anti-poverty strategy,
homelessness

Applying the framework

- Plans to review the current funding model and review of advice services
- Internal v external
- Good practice
- Challenges – how to address
- Future support – continue to embed
- Next steps



Thank You

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Register to join our Knowledge Hub Group

<https://khub.net/group/improvingoutcomesinmoneyadvice>

IS Project Team

**Andrew Noble, Sandra Sankey, Karen Carrick, Paige Barclay
(Transformation, Performance and Improvement)**





Group Discussion Themes

- Performance Management
 - *Focus on Quality*
- Strategic partners and joint funding
- Service Delivery /Improvement
- Needs assessment for planning purposes

Group Discussions 1 & 2

Group 1	Group 2	Group 3	Group 4
Allison Barnes	Donna Burnett	Alex Reid	Hazel Thoms
Ben Murphy	Russell Haddow	Annette Johnston	Des Middleton
Derek Miller	Kirsty Anderson	Tonia Moncrieff	Ashley McIntyre
Kenny Christie	Lorraine Donnelly	Laura MacKean	Carolyn Armstrong
Andrina Hunter	Alasdair Mathers	Greig Robson	Diane Dunn
Jane Keir	Carole Douglas	David Reid	Christine Brodie
Neil McIntosh	Kim Banks		
Roaming		Cliff Garland and Sandra Sankey	

Group Discussions 3 & 4

Group 1	Group 2	Group 3	Group 4
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Laura MacKean	Carolyn Armstrong	Kim Banks	Lorraine Donnelly
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