



Stakeholder Workshop Event 16 Days of Action

***‘Supporting Early Intervention’
Improving access to Advice Services
whilst addressing domestic/financial abuse***

Sandra Sankey, Improvement Service 29.11.17



PROGRAMME

10.00 (tea/coffee) on arrival

10.30 Welcome and introductions

Improving Outcomes in Money Advice and Domestic Abuse Services

Sandra Sankey, Improvement Service

11:00 ***The Importance of Partnership Working – The National Violence Against Women Network***

Madeleine Gillan, Improvement Service

11.15 **Scottish Women's Aid** – Jo Ozga

11:30 **Economic Abuse – what research tells us**

Nicola Sharp-Jeffs, Research Fellow within the Child and Woman Abuse Studies Unit (CWASU) at London Metropolitan University and Director, Surviving Economic Abuse

12:30 Q & A

12.45 Lunch

13:15 **NHS Scotland** - Katie Cosgrove

13.30 ***Knowledge sharing and group discussions*** – (tea/coffee midway)

15:00 **Preventing Illegal Money Lending**

John Pollock, Trading Standards Scotland, CoSLA

15.15 Summing up

15.30:Close

The Improvement Service

Established in 2005

Local Government organisation

Supporting improvement on a wide range of issues of common interest to councils & CPPs

Not for profit

Working with Scottish councils and their partners to improve outcomes for citizens

Delivering a range of products regarding data analysis, digital public services, learning & development, performance management, research and knowledge management

Providing advisory services, consultancy and facilitation
Supporting Elected Member development

Digital Public Services

mygovscot 310,000 accounts
myaccount 27 councils



2.4m NEC cards issued
21+ services

tellme
scotland.gov.uk

22,000 live notices
590,000 views p.a.

Learning and development

2155 registered learners
access2learning

Elected Members 22 councils using CPD Framework
7 induction notebooks used by 32 councils

Consultancy and facilitation



550 KHub members
103 organisations

30+ organisations

Knowledge and collaboration

Knowledgehub

35,612 Scottish Network members

658 groups

162 case studies added 2016/17

Learning and skills

Elected Member Development Programme 85% satisfaction from stakeholders

Planning Skills
promoting 151 events

Measurement and indicators

covering 1279 communities

LGBF 6 years data
32 councils
68 measures



Local Government Funding of Money Advice

- Improvement Service partnership with Money Advice Service
- Overseen by Advisory Board - range of partners from across money advice sector
- Initial research:-
 - Scottish Local authorities investment in money advice services
 - Councils are the single largest partner involved in funding / delivering money advice in Scotland
 - But very limited info on actual impact of money advice
 - ‘Messy landscape’ - likely gaps, duplication, confusion, etc
 - Wide range of areas for improvement identified
- Framework for Public Funding of Advice workstream
- Money Advice Performance Management Framework workstream



Framework for Public Funding of Advice

- Partners Include: Money Advice Service, Improvement Service, Scottish Government, Scottish Legal Aid Board, etc

The Framework aims to:-

- Assist funders to ensure they are working in line with good practice for funding of advice services;
- Minimise duplication and overlap by encouraging referrals and a joined-up strategic approach between funders and providers;
- Drive improvements in the quality and impact of advice services; and
- Focus on the best outcomes for clients, whilst providing good overall value for the public purse.



Money Advice Performance Management Framework (MAPMF)

- Effective perf mgt is essential to public service reform agenda
- Work on MAPMF has involved widespread consultation to build consensus on most relevant indicators and definitions (*aim to reduce reporting burden on frontline staff*)
- Will help highlight the contribution of money advice services / make the case for continued investment, incl value added and difference made to clients
- Improved consistency helps facilitate sharing of good practice, benchmarking, opportunities for partnership working
- Can help identify and actively manage potential improvement areas
- Potential for wider scope for framework roll-out beyond Councils
- MAPMF is a key element of the ***Framework for Public Funding of Advice***



Achievements

- **Social Return on Investment (SROI) analysis report** on the benefits of embedding advice services in medical practices, highlighting how this model represents an effective method via which to deliver early interventions for the most vulnerable individuals in society
- Promotion of the importance of **financial capability and affordable credit** via the publication of a number of case studies highlighting good practice, as well as the dissemination of a [briefing paper](#) to all elected members
- Publication of a [report](#) - in partnership with Parkhead Citizens Advice Bureau, Money Matters (Glasgow), and Citizens Advice and Rights Fife – highlighting the barriers experienced by service users when accessing advice services, alongside good practice
- Publication of an [initial research report](#) detailing the landscape of money advice across Scotland's local authorities



Key project activities underway in 2017-18 include:

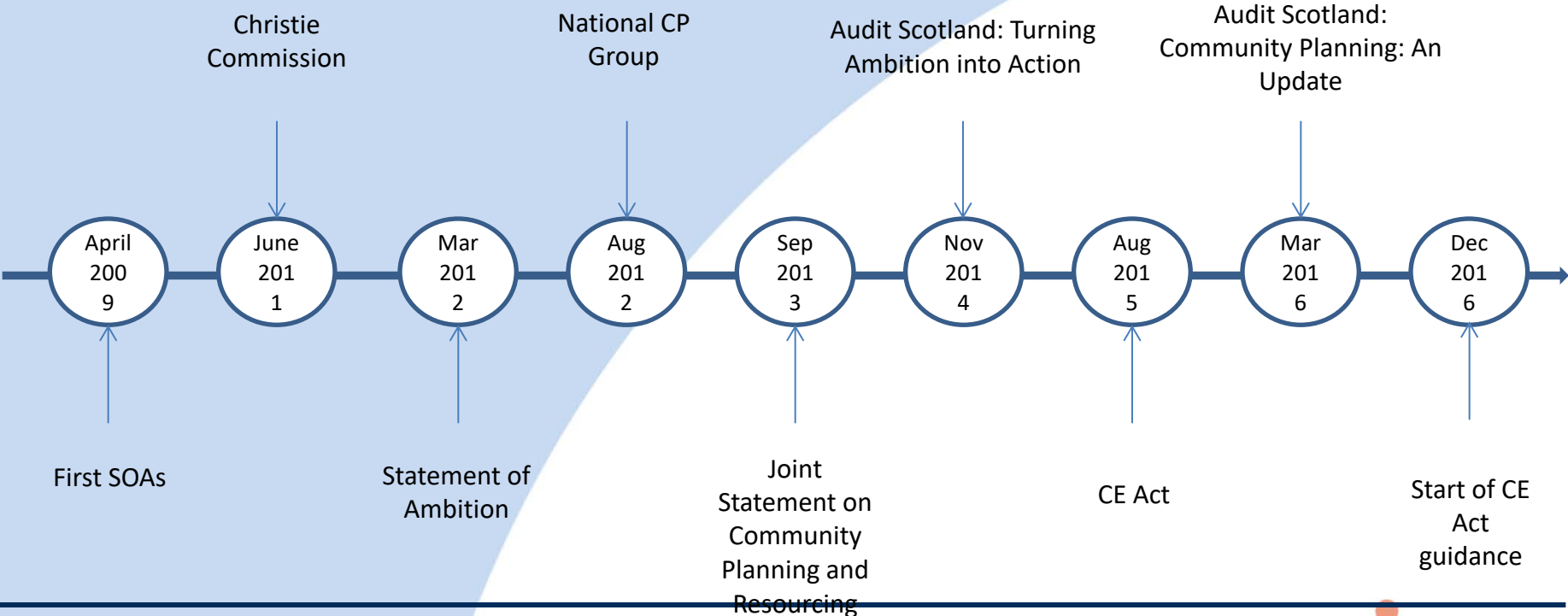
- Publication of the third annual [Money Advice Performance Management Framework \(MAPMF\)](#) report and provision of support to local authorities to drive service improvements and highlight good practice
- Support the embedding of the principles of the [Framework for Public Funding of Advice](#) in both funders' and providers' practice
- Research into approaches supporting early intervention and support for the delivery of the Scottish Financial Capability Strategy
- Engagement with key stakeholders to produce a strategy on the future of money advice services in Scotland
- Use of data-mapping and matching to produce joint briefing papers in partnership with other organisations.



Public Sector Reform Challenges

- Need to be addressing the scale of spend on negative outcomes & reduce long term demand for public services
- Managing down demand is central to balancing books
- Improving outcomes by:-
 - Targeting and engaging communities / tackling poverty & inequalities
 - Implementing the shift to prevention and early intervention
 - Client-centred and evidence-based approaches
 - More effective partnerships / integration / service delivery models
- Access to good quality advice services arguably more important than ever
- Focus on prevention, improving financial capability, health & wellbeing

The focus on reform and outcomes (and tackling inequality) is not a new approach!



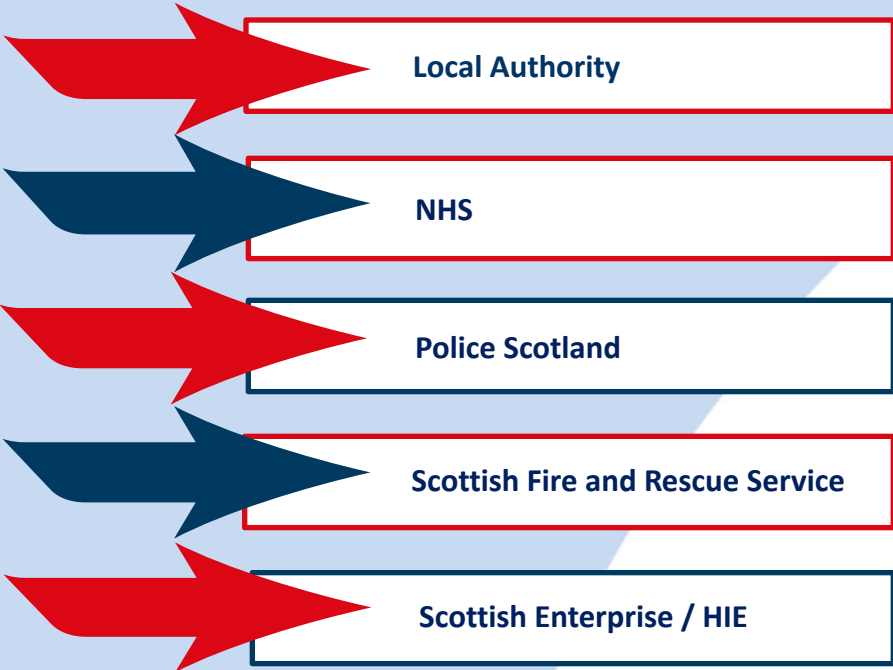
Community Planning in a nutshell

It is explicitly about how public bodies work together and with the local community to plan for, resource and provide services which **improve local outcomes** in the local authority area, all with a view to **reducing inequalities.**

This includes inequality of outcomes that women and children affected by VAWG are likely to experience.



Who Is Accountable?

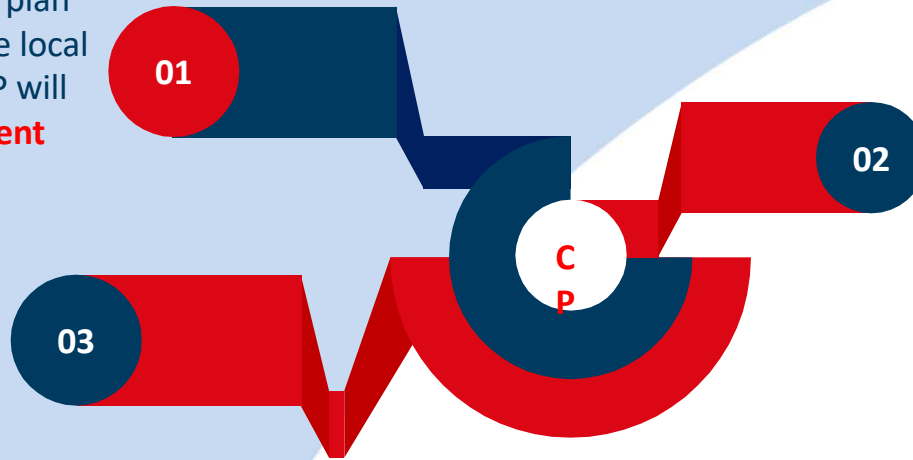


Facilitating community planning

Taking all reasonable steps to ensure the CPP conducts its functions effectively and efficiently

Community Planning

Prepare and publish a local outcomes improvement plan (LOIP) which sets out the local outcomes which the CPP will **prioritise for improvement**



Identify smaller areas within the local authority area which experience the **poorest outcomes**, and prepare and publish locality plans to improve outcomes on agreed priorities for these communities (the outcomes prioritised for improvement in a locality plan may differ from those in the local outcomes improvement plan)

Review and **report publicly on progress** towards their LOIP and locality plans, and keep the continued suitability of these plans under review

Community Planning Guidance – The 9 Principles

Shared Leadership

Governance and
Accountability

Tackling Inequalities

Participation and
Co-Production

Understanding local communities' needs, circumstances and opportunities

Effective Performance
Management

Resourcing
Improvement

Focus on Prevention

Focus on Key Priorities

Local Outcomes Improvement Plan

The LOIP should set out clear and agreed **priorities** for improving local outcomes and on **tackling inequalities**, and demonstrate a robust link between these and the CPP's understanding of local needs, circumstances and aspirations.

Identify those geographical communities / communities of interest that experience significantly poorer outcomes



Why today?

Workstream – *early intervention approaches*

Closer links with justice colleagues since launch of community justice strategy

Synergy between national IS projects – to support cross sectoral collaboration



Domestic abuse and Advice services

Mas funding through Scottish Government and SLAB – Making Advice Work

Big Lottery

Comic Relief

Women's Fund

Evaluation reports - **What can we learn?**



Learning points

Advice Providers and Funders

About the clients

Designing and delivering services

Models of advice

Good partnership working



What's happening elsewhere?

- Wales – Ask and Act Programme
- Scotland - Housing Options – Routine enquiry
- Citizens Advice England and Wales
 - ASK RE Programme
 - Financial Capability Toolkit – for clients subject to domestic violence

Conclusions

- Very limited options for increased funding - need to make better use of existing resources across public sector
- Against financial challenges, need to make the case effectively for ongoing investment in advice services
- Advice services and financial capability can be an important means of improving outcomes and driving down long term demand for public services

Conclusions

- Rising to the challenge requires more radical solutions than the incremental change of recent years
- Routes to improving outcomes likely to include:-
 - Embedding key principles of the ‘Framework for Public Funding of Advice Services’
 - Ongoing Development and use of MAPMF to assess the performance of services and identify improvement opportunities
 - exploring alternative delivery channels
 - more effective targeting of services
 - more effective partnership working and co-ordination to ensure best use of public resources
 - streamlining the ‘customer journey’ and ensuring timely access to high quality advice to those that need it



Group Discussions

- Understand the issues – everyone's business
- How to apply the learning from today
- What's in the current toolbox
- What's missing
- How can this be addressed
- Explore opportunities for collaboration and any early intervention approaches



Thank You

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Register to join our Knowledge Hub Group

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

IS Project Team

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(Transformation, Performance and Improvement)**

