



# Shared Perspectives on the Outcomes of Advice

27 October 2015, Glasgow Royal Concert Hall





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# Conference Information

## Group workshop sessions

Sessions have been designed to enable all delegates to attend each workshop. Your workshop group is indicated on your badge in red, green, purple or orange and you can see the sequence of sessions for that group on pages 9-10 in this programme.

Please approach a member of staff from the Improvement Service or the Scottish Legal Aid Board if you need advice on where to go next.

Workshop places have been allocated to capacity. Please adhere to your allocation to avoid disruption.

## Amendments

Please check for amendments to the programme. Any changes will be announced regularly throughout the day. We apologise in advance if we have to amend the schedule.

## Conference evaluation

We value your comments about the quality of the event programme and the venue facilities. An online evaluation form will be issued after the event.

## Filming and Photography

Cameras will be filming and photographing the event throughout the day, including the conference speeches and short interviews and we would be happy if you would share your thoughts on the event.

Following the conference we will make the video available online. If you do not wish to be filmed or appear in images from the day, please let the organisers know.

## Speaker presentations

All presentations will be filmed and uploaded to the Improvement Service website after the event.

## Conference report

A report of the day including the main discussion points and actions will be produced and posted on the Improvement Service and SLAB websites.

## Name badges

Delegates are requested to wear their name badges at all times during the event.



## Catering

If you have informed us of any special dietary requirements, please make yourself known to the catering staff so that arrangements can be made for you.

## Conference registration

The registration desk will be located on the ground floor and should be accessed via the Killermont Street entrance, opposite Buchanan Bus Station. The registration desk will be open on Tuesday 27 October from 09:00 – 10:00.

## Cloakroom facilities

Racks are provided in the Lomond foyer and are complementary. There is no secured storage space at the event. The venue and organisers do not take liability for any personal belongings.

## Disabled access

The venue is fully accessible. If you require assistance, please ask a member of the venue staff. A member of host organisations will also be happy to help.

## Emergency procedures

In the event of an emergency, delegates should make their way quickly and calmly to the nearest exit without collecting their belongings. Delegates should follow the guidance and instructions of the venue staff, and subsequently, the emergency services (if applicable).

## Internet access



RCH has complimentary Wi-Fi services throughout the building. Please contact a member of staff for information on how to connect.



Follow the event on Twitter: #SPOA



# Programme at a Glance

- 9:00**      **Registration and Coffee/Tea**
- 9:30**      **Welcome**  
Denise Swanson, Scottish Government
- 9:35**      **Keynote Speech**  
Minister for Community Safety and Legal Affairs
- 9:50**      **Measuring Outcomes from Citizens Advice Launch**  
Gil Long, Parkhead Citizens Advice Bureau
- 10:10**     **Update from the Money Advice Service**  
Caroline Siarkiewicz, Money Advice Service
- 10:30**     **Group Workshops Session 1**
- 11:20**     **Coffee/Tea Break**
- 11:40**     **Group Workshops Session 2**
- 12:30**     **Lunch, Networking and Market Place**
- 13:30**     **Advice Outcomes: a Collaborative Approach**  
Colin Lancaster, Scottish Legal Aid Board
- 13:50**     **Group Workshops Session 3**
- 14:40**     **Coffee/Tea Break**
- 15:00**     **Group Workshops Session 4**
- 16:00**     **Panel Discussion and Questions**
- 16:30**     **Closing Reflections on the Day**  
Colin Mair, Improvement Service



# Introduction

We are delighted to welcome you to this event and look forward to hearing your perspective on the outcomes of advice.

The conference aims to bring together a range of people from different local areas and sectors in order to share their experiences and to gather feedback on work that is being taken forward on behalf of those the advice sector serves. We hope that you will make connections with others on common issues and pick up some ideas that may be helpful for your own area.

We all aim to improve people's lives, but we need to better understand what that means for different organisations and sectors to help achieve the best we can for individuals facing problems.

Collaborative working, as emphasised in the good practice principles for funders of advice, is based on identifying shared goals and understanding how the complex mix of services can be employed to maximise impact.

Fundamental to all joint working and positive outcomes in this field is good quality, accurate advice – no matter which organisation someone approaches. Taking forward a new, sustainable model of accreditation for the Scottish National Standards will help to ensure this is in place.

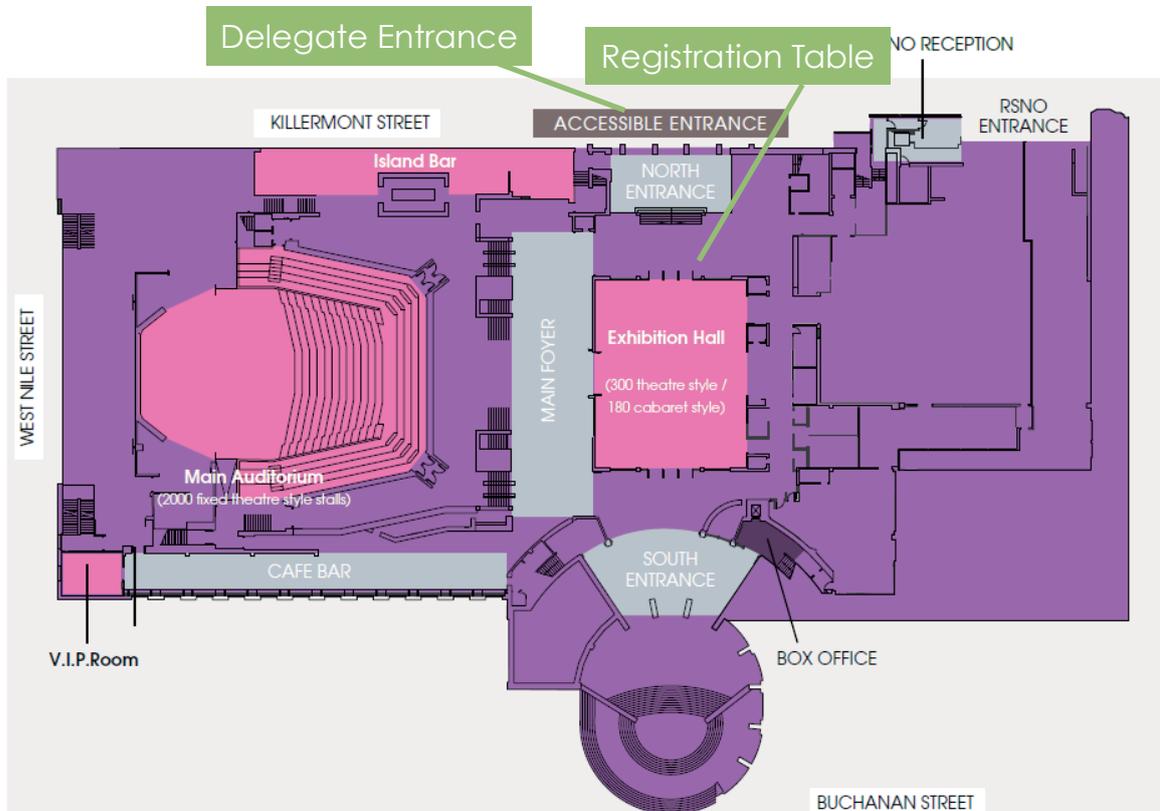
Demonstrating impact is vital in a time of continued funding restraint. By bringing together these speakers, panellists and workshop sessions, we aim to encourage reflection on the outcomes of advice and what needs to be done to better achieve and capture these.

We look forward to your contribution.

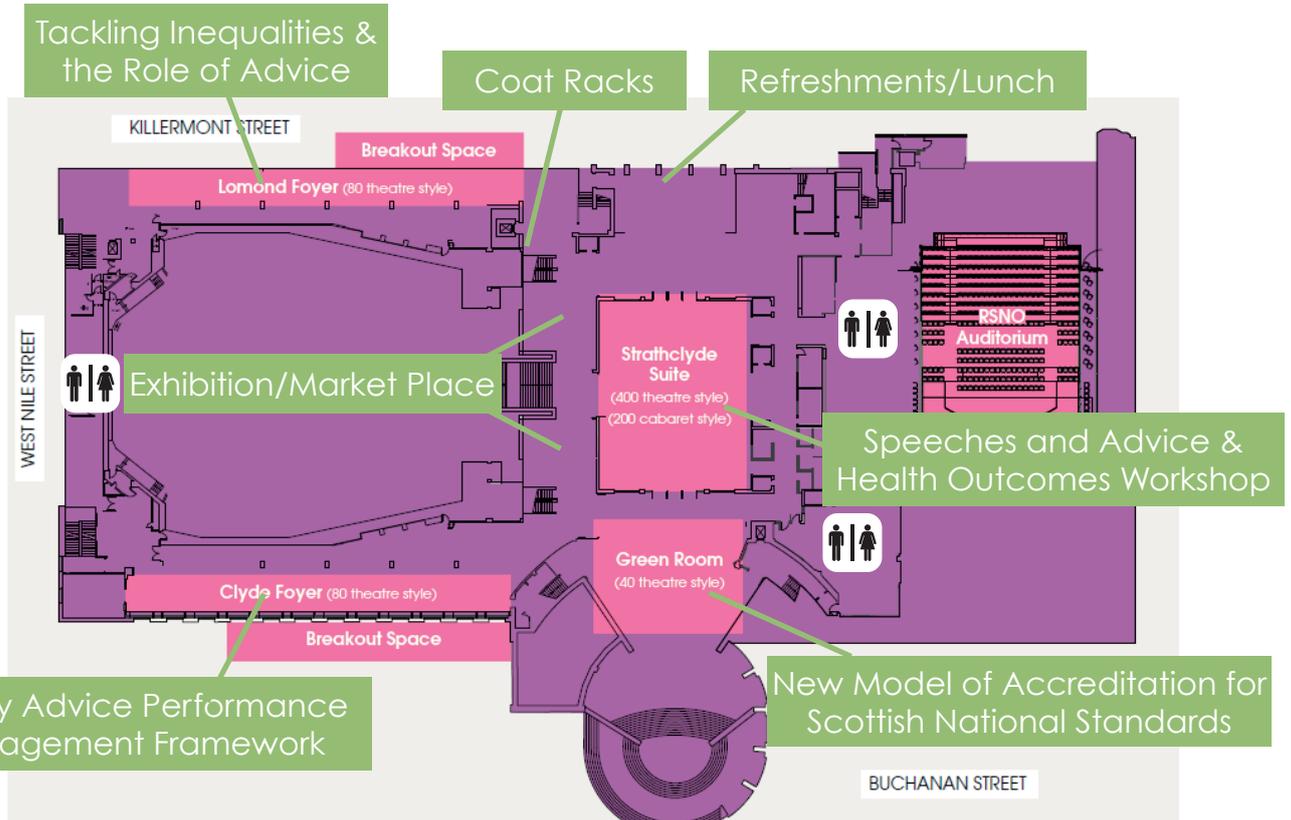


# Floor Plan

## FLOOR 1



## FLOOR 3





# Exhibitors

## **Money Advice Service**

[www.moneyadviceservice.org.uk](http://www.moneyadviceservice.org.uk)

## **Scottish Legal Aid Board**

[www.slab.org.uk](http://www.slab.org.uk)

## **Improvement Service**

[www.improvementservice.org.uk](http://www.improvementservice.org.uk)

## **Citizens Advice Bureau and Evaluation Support Scotland**

[www.evaluationsupportscotland.org.uk](http://www.evaluationsupportscotland.org.uk)

## **Citizens Advice Scotland**

[www.cas.org.uk](http://www.cas.org.uk)

## **NHS Health Scotland**

[www.healthscotland.com](http://www.healthscotland.com)

## **StepChange Debt Charity**

[www.stepchange.org/DebtadviceinScotland](http://www.stepchange.org/DebtadviceinScotland)

## **CoSLA**

[www.cosla.gov.uk](http://www.cosla.gov.uk)

## **Shelter**

<http://scotland.shelter.org.uk>

## **Money Advice Scotland**

[www.moneyadvicescotland.org.uk](http://www.moneyadvicescotland.org.uk)

## **Scotcash**

[www.scotcash.net](http://www.scotcash.net)

## **Home Energy Scotland**

[www.energysavingtrust.org.uk/home-energy-scotland](http://www.energysavingtrust.org.uk/home-energy-scotland)

## **SCVO**

[www.scvo.org.uk](http://www.scvo.org.uk)



# Detailed Programme

9:00-9.30	<b>Registration, refreshments and exhibition viewing</b>	Proceed Suite
9:30	<b>Welcome:</b> Denise Swanson, Scottish Government	Strathclyde Suite
9:35	<b>Keynote Speech:</b> Paul Wheelhouse MSP, Minister for Community Safety and Legal Affairs	
9:50	<b>Measuring Outcomes from Citizens Advice Launch:</b> Gil Long, Parkhead Citizens Advice Bureau	
10:10	<b>Update from the Money Advice Service:</b> Caroline Siarkiewicz, Money Advice Service	
10:30	<b>Group Workshops Session 1</b>	
	<b>Group 1:</b> Tackling inequalities and the role of advice	Lomond Foyer
	<b>Group 2:</b> Advice and health outcome	Strathclyde Suite
	<b>Group 3:</b> New model of accreditation for the Scottish National Standards	Green Room
	<b>Group 4:</b> Money Advice Performance Management Framework	Clyde Foyer
11:20	<b>Coffee/Tea Break</b>	
11:40	<b>Group Workshops Session 2</b>	
	<b>Group 1:</b> Advice and health outcomes	Strathclyde Suite
	<b>Group 2:</b> New model of accreditation for the Scottish National Standards	Green Room
	<b>Group 3:</b> Money Advice Performance Management Framework	Clyde Foyer
	<b>Group 4:</b> Tackling inequalities and the role of advice	Lomond Foyer
12:30	<b>Lunch, Networking and Market Place</b>	
	<b>Optional lunchtime session:</b> Knowledge Hub - where you go to work together	Strathclyde Suite
13:30	<b>Advice Outcomes: a Collaborative Approach:</b> Colin Lancaster, Scottish Legal Aid Board	Strathclyde Suite



**13:50**

**Group Workshops Session 3**

**Group 1:** New model of accreditation for the Scottish National Standards

Green Room

**Group 2:** Money Advice Performance Management Framework

Clyde Foyer

**Group 3:** Tackling inequalities and the role of advice

Lomond Foyer

**Group 4:** Advice and health outcomes

Strathclyde Suite

**14:40**

**Coffee/Tea Break**

**15:00**

**Group Workshops Session 4**

**Group 1:** Money Advice Performance Management Framework

Clyde Foyer

**Group 2:** Tackling inequalities and the role of advice

Lomond Foyer

**Group 3:** Advice and health outcomes

Strathclyde Suite

**Group 4:** New model of accreditation for the Scottish National Standards

Green Room

**16:00**

**Panel Discussion and Questions**

Strathclyde Suite

**16:30**

**Closing Reflections on the Day**

Colin Mair, Improvement Service



# Workshop Summaries

## **How the new accreditation model for the Scottish National Standards for Information and Advice Providers (SNSIAP) supports achievement of outcomes**

### ***Delivered by The Scottish Legal Aid Board***

Following engagement with the advice sector, the Scottish Legal Aid Board (SLAB) submitted options for a sustainable accreditation model for the SNSIAP to Scottish Ministers. In this workshop we will outline the model approved by Ministers and how this will be further developed, implemented and managed by SLAB. We will also discuss how working towards accreditation can support advice providers to achieve their desired outcomes by ensuring advice given is of a high quality.

## **Tackling inequalities and the role of advice**

### ***Delivered by Evaluation Support Scotland and The Scottish Legal Aid Board***

Contribute to the national discussion on creating a Fairer Scotland by exploring the developing role advice services play in tackling inequalities. A short presentation by Evaluation Support Scotland and SLAB will provide context for discussions, based on participants' views and experiences, on the key changes needed to develop a fairer system of advice and representation, and how that could best contribute to tackling inequalities and help meet the aspirations set out in the Fairer Scotland paper.

## **Advice Services and the Social Determinants of Health logic model**

### ***Delivered by NHS Health Scotland***

NHS Health Scotland will facilitate a workshop to support the development of a logic model setting out the contribution of advice services to addressing health inequalities. Following a short presentation you will have the opportunity to inform the content of the logic model at this early stage of development.

## **Money Advice Performance Management Framework and financial capability**

### ***Delivered by the Improvement Service and the Money Advice Service***

The workshop will provide an opportunity for participants to find out about the Money Advice Performance Management Framework, learn about the key findings to date and help influence and shape future work. A brief presentation will give information on the developments of the framework to date; the findings of our first year data returns; and the future direction of the work. This will be followed by table based discussions. Finally, you will also be able to find out about the Scotland Strategy for Financial Capability and early findings from the financial capability survey.



## Optional lunchtime session: Knowledge Hub - where you go to work together

### *Delivered by The Improvement Service*

Knowledge Hub is the place where members exchange knowledge to improve public services and produce social value. As the UK's largest platform for public service collaboration Knowledge Hub helps members and communities to freely connect, share knowledge, develop initiatives and share expertise in a secure environment.

Discover how the Knowledge Hub can help you

- Do your job.
- Connect with people like you and experts to network with.
- Save time and money.
- Generate and incubate ideas to drive improvement.
- Raise your profile and that of your organisation.



# Speaker and Panel Profiles



## **Paul Wheelhouse, Minister for Community Safety and Legal Affairs**

Born in Belfast in 1970, Paul was raised in Edinburgh, attending Stewart's Melville College. He has an honours degree in Economics from the University of Aberdeen and an MBA from University of Edinburgh. He has lived in Berwickshire since 2000.

Paul is a professional economist and, since 1992, had specialised in higher and further education markets, policy evaluation and economic appraisal and impact assessment of capital projects.

Paul previously held a number of roles in the Scottish Parliament and is SNP MSP for South Scotland. Prior to taking his Ministerial position Paul was a member of cross-party groups on Epilepsy, Rural Policy, Armed forces Veterans, Funerals and Bereavement, Boating and Marine Tourism and deputy convener of Sport.

He was appointed Minister for Environment and Climate Change and more recently, Minister for Community Safety & Legal Affairs in November 2014.

## **Denise Swanson, Head of Access to Justice Unit, Scottish Government**

Denise Swanson is a career civil servant who joined the then Scottish Office in 1982. She has held a variety of policy posts covering matters such as student grants, further and higher education, school curriculum, children's hearings and third sector. She is currently head of the Access to Justice Unit in the Justice Directorate which includes policy responsibility for the legal aid system in Scotland, the regulation of the legal profession and sponsorship of the Scottish Legal Complaints Commission and strategic interest in advice services in Scotland.



## **Colin Lancaster, CEO, Scottish Legal Aid Board**

Colin joined SLAB in 1997 and was previously Head of Policy and then Director of Policy and Development. His responsibilities as a Director focused on improving the availability, quality and cost-effectiveness of publicly funded legal assistance, both civil and criminal. He was also responsible for compliance and solicitor investigations, SLAB's research and management information departments, equalities, the Civil Legal Assistance Office (CLAO) and SLAB's substantial grant funding programme.

## **Gil Long, Chair, Parkhead Citizens Advice Bureau**

Until recently Gil was Director of the Active Learning Centre based at the University of Glasgow. She has worked extensively in overseas development in the area of governance and rights for a number of major clients including the Department for International Development and the European Union. Gil has a particular interest in rights based approaches to poverty reduction and the rights of women and children. She also specialises in civil society work, including research and mapping of civil society and capacity building for NGOs. Most recently she was joint team leader on the Tracking Trends in Ethiopia Civil Society research project.



Gil's work in the area of rights and poverty reduction has emphasised gender and gender mainstreaming, democracy building and women's participation and the provision of paralegal services. For example, Gil worked on 4 and 5 year long projects in Zambia and Ethiopia focusing on women's participation, on a large scale project on girls' education in Western China and is currently a management advisor for the End Child Marriage project in Amhara Region in Ethiopia. She initiated and managed for four years a project 'Legal advice and information in three regions in Ethiopia' and a similar project working in rural areas in Malawi. These projects have a particular interest in providing access to justice for women and other vulnerable groups and were partially modelled on CABx. Gil has been a volunteer trustee for Parkhead Citizens Advice Bureau for some years and is vice-chair of Citizens Advice Scotland's Development Committee.

### **Caroline Siarkiewicz, Head of Debt, The Money Advice Service**

Caroline Siarkiewicz is Head of Debt Advice at the Money Advice Service; she joined the Service in 2012 and with her team manages over £30m of grant funding to deliver debt advice across the UK. The team have established a new quality framework to improve the quality of debt advice and an evaluation toolkit to assess consistently the outcomes of debt advice for clients. Previously Caroline was CEO at the Institute of Money Advisers where she developed the Certificate of Money Advice Practice a professional qualification for debt advisers.

Caroline began her career at the Halifax and then moved to the Institute of Revenues Rating and Valuation and the Royal Institution of Chartered Surveyors where she worked on standards and professional practice.

Outside of work Caroline is a City Councillor in Wolverhampton where she has held a seat for the last 20 years and had chaired a variety of different committees and working groups.



### **Colin Mair, CEO, Improvement Service**

Colin Mair is chief executive of the Improvement Service, a COSLA/SOLACE partnership set up to support local government improvement across Scotland. The IS' aim is to help councils and their partners improve the health, quality of life and opportunities of all people in Scotland through community leadership, strong local governance and the delivery of high quality, efficient local services.

Before joining the Improvement Service in 2004, Colin worked with Scottish councils as Director of the Scottish Local Authority Management Centre. Prior to that, he was Director of International Programmes at Strathclyde University where he worked on local government and public sector development in India, sub-Saharan Africa and Eastern Europe.



### **Neil Rennick, Acting Director of Justice, Scottish Government**

Neil Rennick is the Acting Director of Justice within the Scottish Government. He was educated at the University of Glasgow before joining the Civil Service in the mid-1990s. He worked in a variety of roles, including as private secretary to the Permanent Secretary, Sir John Elvidge, advisor to Lord Sutherland's Review of Free Personal and Nursing Care, and Head of Public Bodies Division. He joined the Scottish Court Service in 2009 as Executive Director of Strategy & Infrastructure, overseeing the transfer of the Court Service from an Executive



Agency to a judicially-led independent body. He returned to the Scottish Government in 2012, first as Deputy Director of Criminal Law and Licensing and, from April 2014, as Acting Director of Justice, supporting Scottish Ministers on policy covering civil and criminal law, administrative justice and penal policy. He is the co-chair of the Justice Board for Scotland. He is the Scottish Government's representative on the Advisory Council of the Judicial Institute for Scotland and is also a non-executive Board Member of Hanover Housing Association Scotland.

### **Beverley Downie, Financial Inclusion Manager, Glasgow City Council**

Beverley joined Glasgow City Council in 1989 and has worked in Financial Services and Social Work Services in a variety of posts. During her time in Social Work Services she worked in both the Learning Disabilities and Homelessness finance sections where she had responsibility for managing these budgets. In these roles she also worked closely with other council and health colleagues and third sector agencies to implement a range of new community based care and housing support services to replace services that closed as a result of the closure of both the large scale homelessness hostels and the learning disabilities hospitals.

In 2013 Beverley joined the Financial Inclusion team within Financial Services as Financial Inclusion Manager. One of her key responsibilities is to support the Partnership between the Council, Wheatley Housing Group, Health and financial advice providers to deliver the Council's 2015-2018 Financial Inclusion Strategy.



### **Allison Barnes, Scotland Manager, Money Advice Service**

Allison Barnes is the Scotland Manager at the Money Advice Service. Allison joined the Financial Services Authority (FSA) in 2006 to lead financial capability work in Scotland and has been involved in many aspects of financial capability in the UK with the FSA, the Consumer Finance Education Body (CFEB) and now the Money Advice Service. Prior to this she worked in the Financial Services Sector for 20 years in a number of different roles

Allison is also a volunteer for the Edinburgh Children's Panel and was previously a volunteer advisor at Haddington Citizens Advice Bureaux.

### **George Dodds, Director of Delivery, NHS Health Scotland**

George Dodds joined NHS Health Scotland as Director of Delivery in February 2011. He previously spent 25 years working in Local Government within health and social care and policy and corporate strategy. His experience includes policy and strategy development, health inequalities, neighbourhood management, community cohesion, partnership development, performance & service improvement, children and young people, scrutiny, procurement, outsourcing, communications, digital and community safety.

George also worked in the UK Civil Service at the Department for Communities and Local Government (DCLG) where he was Deputy Regional Director at Government Office North East. He was responsible for Local Partnerships and Place. He has over 33 year's public sector experience relevant to his role. He is passionate about tackling inequalities, improving peoples' lives and the places they live and recently contributed to the Fairer Fife independent Commission.

