
Report To:	Health & Social Care Committee	Date:	27 February 2020
Report By:	Louise Long, Corporate Director (Chief Officer) Inverclyde Health & Social Care Partnership	Report No:	SW/26/2020/JH
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Subject:	ADVICE SERVICES REVIEW		

1.0 PURPOSE

- 1.1 This is a follow up report as requested by the Health & Social Care Committee. The report provides an update on the current status of the 3 original recommendations not agreed by the Health & Social Care Committee.

2.0 SUMMARY

- 2.1 In 2018 the Health & Social Care Partnership (HSCP) commissioned an external independent review of advice provision in Inverclyde which was conducted by AT Innovative Solutions (ATIS). The aim of that work was to consider the full range of supports available across all sectors in Inverclyde, and make recommendations as to how these organisations could work better together, to create an overarching partnership that could extend its reach and cover, by removing duplication and bringing clarity about where roles start and finish, and how people can get the right support and advice as quickly as possible.
- 2.2 This report provides an update on the 3 outstanding recommendations to Committee.

3.0 RECOMMENDATIONS

- 3.1 The Health and Social Care Committee is asked to note the report.

Louise Long
Chief Officer

4.0 BACKGROUND

- 4.1 The HSCP commissioned an external independent review of advice provision in Inverclyde conducted by AT Innovative Solutions (ATIS). The Advice Services Review was commissioned to enable a focus on local priorities based on the levels of need currently supporting, and anticipated need over the coming 5 years.
- 4.2 This Committee considered the report and accepted 8 of the 11 recommendations in the report. These recommendations are now being implemented, Appendix 1 contains a summary of the actions to date to deliver against these.
- 4.3 There were 3 further recommendations that the Committee did not agree at the time. These related to:-
- considering the merits of co-location, management transfer or service rebrand
 - allocating future funding through FIP
 - combining management arrangements for anti-poverty services

Officers have continued to discuss and review current arrangements in relation to these areas.

5.0 UPDATED POSITION

- 5.1 Current status on the three recommendations not taken forward is as follows:

Recommendation one

Consider the merits of co-location and/or moving the management of some/or all of Advice Services to the Council's Revenue and Customer Services and consider a rebrand of service name.

Update

- Further consideration suggested that bringing all Inverclyde Advice Services into a single service would take away choice, and would be against the ethos of supporting a vibrant Third Sector.
- Local organisations have developed over time, and would be unlikely to want to be subsumed into a single agency run by the Council.
- In considering only those advice services operated by statutory bodies (the Council and HSCP), the current structure is fit for purpose and the two service areas complement each other working closely together leading on the financial inclusion partnership network.
- No further action recommended.

Recommendation six

Future Funding to Be Allocated via the FIP.

Update

- It was noted that the FIP is a well-established group and very useful network for a number of agencies, however all Council monies are subject to financial regulations and governance.
- It would be complicated (in governance terms) to allocate funding to the FIP, and the case has not been sufficiently made in the independent review to do so.
- The current arrangements where the FIP can make recommendations about how funding is allocated seem to work well and should continue
- No further action recommended.

Recommendation eleven

The Council should consider the opportunity to combine the Management Arrangements for Anti-Poverty Services.

Update

- Other wider council services lead on anti-poverty workstreams, and Third Sector organisations would wish to retain their own management arrangements. Further exploration has determined that anti-poverty is more than benefits advice it supports children, families and communities. This recommendation will therefore not be pursued, as anti-poverty sits within the Council to benefit of all.

6.0 IMPLICATIONS

Finance

6.1 Financial Implications:

No costs

Cost Centre	Budget Heading	Budget Years	Proposed Spend this Report	Virement From	Other Comments
N/A					

Annually Recurring Costs/ (Savings)

Cost Centre	Budget Heading	With Effect from	Annual Net Impact	Virement From (if Applicable)	Other Comments
N/A					

Legal

- 6.2 There is a legal and moral duty of care for staff and service users using the services or buildings.

Human Resources

- 6.3 None

Equalities

6.4 Equalities

- (a) Has an Equality Impact Assessment been carried out?

<input type="checkbox"/>	YES
<input checked="" type="checkbox"/>	NO – This report does not introduce a new policy, function or strategy or recommend a substantive change to an existing policy, function or strategy. Therefore, no Equality Impact Assessment is required

- (b) Fairer Scotland Duty

If this report affects or proposes any major strategic decision:-

Has there been active consideration of how this report's recommendations reduce inequalities of outcome?

<input type="checkbox"/>	YES
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√	NO
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(c) Data Protection

Has a Data Protection Impact Assessment been carried out?

	YES
√	NO

6.5 **Repopulation**

N/A

7.0 CONSULTATIONS

7.1 N/A

8.0 BACKGROUND PAPERS

8.1 None.

ADVICE SERVICES REVIEW - PROGRESS AGAINST AGREED ACTIONS

A group was set up, chaired by the Head of Strategy & Support Services to look at how to progress the recommendations and delivery of the previously agreed £105k saving within Advice Services over the next 3 years.

The group looked at a number of areas as detailed in the report attached at Appendix A. These included:

- Benchmarking to look at Management Structures, Money Advice, Welfare Rights etc
- Analysing the source of referrals to the service
- Linking in with other advice providers

	Recommendation	Progress Update
2	Shared database and referral system for advice	This is being actively progressed with Advice Pro
3	Clearer information on advice available on website including providing information on all partner services	HSCP webpages have been updated with relevant information and work is ongoing to update the Inverclyde Life website
4	Clear and specific outcomes and monitoring for funds provided by Inverclyde Council and HSCP	The HSCP is actively monitoring all commissioned services
5	Better clarity on Medium Term Funding for advice services across Inverclyde	The Service actively pursues any available Advice Service external funding
7	All Advice Providers should be working toward SNSIAP	Inverclyde is the first advice provider who work exclusively in the local area to have been awarded the Scottish National Standards Information Advice Provision
8	Consider whether there requires to be an increased emphasis on Financial Education across all life stages	Agreed by the group that financial education would sit with Education Services
9	Be More Responsive to Customers' Needs	The HSCP is working to address this
10	The role of the Financial Inclusion Partnership support officer should be reviewed to ensure it has adequate time to devote to progressing the partnership approach	This work is underway