

Coventry City Council's Consultation Document

Consultation period: January 15th 2013 – 21st March 2013

Advice Services Review 2013

This review has considered (in relation to Council funded externally provided advice provision)

- **What is currently available**
- **Why we need to change**
- **Future proposal for a new delivery framework**

This is your opportunity to influence the delivery of Council funded advice across the City.

Deadline for responses is 4pm on Thursday 21st March 2013

Please can you forward your responses to :

June Morley (Tel 02476 786173)
Advice Services Review Project Manager
Neighbourhood Action Office (Floor 1)
Moat House Leisure and Neighbourhood Centre
Winston Avenue
Coventry
CV2 1EA

Please state clearly whether you are responding as an individual or as a representative of an organisation (and if an organisation, which one)

Or by email (preferred) to june.morley@coventry.gov.uk

How can I influence the Advice Services Review?

This consultation provides opportunity for you and/or your organisation to:

- Tell us what type of advice provision is important to you
- Tell us how you prefer to access advice
- Tell us where you would prefer advice sessions to be delivered from

Please note: The term “Advice” for the purpose of the review is defined as:

‘information, advice and where necessary, representation on matters relating to social welfare law covering areas such as welfare benefits, debt, money matters and housing, community care, immigration and asylum, and employment’

1. Please give us your comments on the new proposals (4 strands noted on pages 8-10).
 - a. Do you feel that these 4 strands address advice needs for Coventry residents based on your knowledge?
 - b. Are all 4 strands required?
 - c. Is there anything fundamental missing from the 4 strands
 - d. What do you feel will work well.
 - e. What do you feel needs further consideration (and why)
2. Are there any specific concerns you have about the new proposals that we need to be aware of?
3. Is there anything being suggested that you feel could be delivered in a better way than that being proposed? If so, please provide details
4. Let us know if you envisage any equality issues if the proposed new delivery framework is implemented (these will be used to influence the equality analysis once the detailed design is worked up)
5. Are there any groups that you feel may need additional information to respond to the consultation?
6. Are there any venues in your neighbourhood that you feel should be considered for delivery of advice? [Please note, these must be fully accessible for persons with disabilities, and have confidential interview facilities.]
7. Do you think that this proposal leaves any gaps in provision? Anything missing?
8. If you were to need advice, what would your preferred first access point be?
 - a. Direction to websites with information (you may not need an adviser)
 - b. Leaflets with information
 - c. Telephone contact
 - d. Email
 - e. Face to face appointment
 - f. Face to face drop-in
 - g. Other – Please specify

Introduction

During 2011/12 a fundamental service review commenced, looking at Advice Services in Coventry. Advice Services for the purposes of this review have been defined as:

'information, advice and where necessary, representation on matters relating to social welfare law covering areas such as welfare benefits, debt, money matters and housing, community care, immigration and asylum, and employment'.

Advice services are reporting difficulties in meeting demand for their services, and have raised concerns at how long customers have to wait for an appointment to see one of their advisors. This is before the introduction of some of the more significant welfare reforms such as Universal Credit has been introduced.

The city council's advice review does not currently have a savings target attached, but needs to address the issue of increasing capacity to deliver more service, in particular around welfare benefits and debt, against the backdrop of less external funding and the unprecedented welfare reforms. The review has found that there is not an equitable distribution of access to advice services across the city, particularly in areas of most need. The council's priority is to provide services to those who are most in need. Independent research demonstrates that need correlates with the indices of multiple deprivation. Future provision will aim to reduce inequalities in target areas of multiple deprivation (also known as priority neighbourhoods). Currently there is not equal access in priority neighbourhoods as only a few have locally provided services. The review will aim to ensure that people can access services in ways that best suit their needs.

As well as providing grants to the voluntary sector to deliver advice, Coventry City Council also have some internal services that provide advice to the City's residents. Although these services are outside the scope of this consultation, these internal services will be reviewed in the near future. This work will focus on seeing how these services can complement the new delivery framework for advice provision by external providers.

Current Context

This review has taken place at a time when the impact of the government's welfare reforms are already affecting many people in the city and this trend is likely to continue for some time to come. These changes are creating an ever growing need for advice services, particularly around welfare benefits and debt. The Council is therefore having to make some difficult decisions around priorities to ensure that it can maximise the provision of advice to those people most in need from its current resources. The review has sought to produce a future model for advice funded by the City Council which is better able to meet this increasing demand and which can be more flexible to adapt front line delivery to a continuously changing environment.

These major, and far reaching, welfare reforms will substantially increase demand for advice services, and are occurring alongside current national cuts to legal aid funding which reduces capacity to meet demand. In Coventry it is anticipated that over £2 million of external funding, including legal aid, will be lost from the not-for-profit advice sector before April 2013, with more reductions in available grants anticipated as funding streams become more sought after.

Background

Coventry has a mix of delivery access points for advice services that have grown organically in response to need. Some advice is provided directly by the council but the majority of the service is provided by voluntary sector organisations. The current voluntary sector provision funded by the city council is based on historic arrangements with key providers. The way in

which the Council funds advice provision has not been reviewed for a long time. Funding has been redistributed year on year without any formal assessment as to whether there is a more effective or efficient means of doing so. This has made it difficult for newer services to secure council funding and has left concerns that there are both overlaps and gaps in the current provision.

The review has found that the current advice provision is mixed in terms of numbers of people supported and the quality of the services offered; there is a fragmented approach to quality assurance, and a variety of methods for collection of data and case recording. This has made it difficult to test value for money or consistency of services. Most provision is face to face and although there is high demand to access services in this way, it is mainly only available during office hours with little or no service available evenings or Saturdays. A sample survey found that there are customers for whom telephone or online service would be a preferred option or more appropriate for their needs – but that these alternatives are lacking in the City at present. The review has a goal to “future-proof” provision, ensuring that there is a range of access points and types of provision available across the city, including, but not restricted to, face to face.

Concerns have been raised during the review that there is a lack of clear customer pathways into advice services. Not everyone knows where to go to get the advice they need. There is no clear marketing method. There is also a perception that some advice centres 'hold on to' clients rather than refer them to more specialist services at an early stage, potentially leading to more difficulties later. Future service provision will need clearer sign posting to appropriate support and clarity around which service is available when and where. There needs to be a more collaborative approach between services both within the advice field and among those likely to refer customers.

Overview of existing council funded advice service provision

The majority of Council funded advice is provided by the Voluntary sector in the City. Voluntary sector provision brings with it a valued independence that many clients feel is important, particularly if they have a need to make a claim from (or appeal a decision against) a statutory body. Voluntary sector provision brings with it a range of added values that comes with services that operate within this sector, which enhance outcomes for local people. The Council intend to continue to provide funding, through this review, to the voluntary sector to deliver services.

Neighbourhood Advice Services

Currently, council funded advice provision is available from premises based in 3 neighbourhood locations, situated within priority neighbourhoods (most deprived per Indices of Multiple Deprivation). The Council spends 28% of the externally provided advice budget on neighbourhood advice services.

Neighbourhood	Advice provider	Location	% allocation of neighbourhood advice budget
Wood End	Wood End Advice and Information Centre	Moat House Leisure and Neighbourhood Centre	37.5%
Willenhall	Willenhall Advice Centre	Willenhall shopping precinct	35.5%
Foleshill	Midland Heart	396 Foleshill Road	27%

Service provision is currently via a “drop in” or reception (shop front style) system. Appointments are generally accessible only after attending the agencies reception or drop in. Drop-in sessions have a dual role; issues are resolved on the day or they act as a triage system into an appointment). See Appendix 1a for more detail.

Centrally located Advice Services

Also within scope of the review are 3 centrally located, nationally recognised, advice providers that are funded by the City Council. The Council spends 72% of the externally provided advice budget on centrally located services. The service providers are:

Advice provider	Location (All City Centre)	% allocation of centrally located advice budget
Citizens Advice Bureau	Kirby House, Little Park Street.	34%
Age UK Coventry	Warwick Row	7%
Coventry Law Centre	Oakwood House	59%

Recognised issues affecting current provision that the review aims to remedy

Health and Safety, Duplication, Confidentiality and Dignity

During the review, all funded organisations were visited by members of a project team. During these visits, the buildings being used to deliver advice from were considered as to their suitability for both staff and customers alike.

Key issues noted at some premises included:

- Some staff working in offices with limited natural light
- Lone Working
- Staff working in isolation in “their own” offices (opportunities for learning and sharing limited)
- Confidentiality – others can overhear conversations at reception
- Queuing for services can affect the dignity of the person needing advice and can be a daunting process
- Limited access (or no obvious access) to water / toilet facilities for customers
- Overheads and costs (e.g. for professional memberships / licenses / photocopier & IT contracts / rent etc.) duplicated across all centres
- Volunteer co-ordination duplicated at several agencies (but no cross agency sharing of volunteers)
- Management and supervision duplicated

Accessibility issues

An Equality Impact Assessment of the current provision was undertaken as part of the review. A further assessment will be carried out once a new delivery framework has been agreed. In all neighbourhoods, there is evidence that access to an appointment can be challenging currently for:

- Anyone who has not reached crisis point (most agencies have a policy of emergency cases being seen immediately).
- Those seeking early prevention to avoid crisis
- Premises used are not all fully compliant with the requirements of the Disability Discrimination Act
- People who cannot attend a drop in session or visit a centre on the day that appointments are released (for the following week)
- People who live further away from advice providers – e.g. in the West of the City (or who are outside of the areas that the agencies will service)
- People with caring responsibilities who cannot queue
- People with disabilities
- Those who are in work

- Those who need a home visit

These issues were all highlighted and acknowledged by various agencies, and were evident during visits to agencies.

This consultation will gather additional evidence relating to accessibility issues that will be used to inform the Equality Impact Assessment that will be undertaken once the consultation closes.

Financial Challenges

At the present time, there is a significant amount of grant funding, paid by the City Council to current advice providers that is utilised on overheads that relate to premises (rent, service charges, utilities etc. Additionally, each advice provider utilises grant funds on duplicative costs – i.e. management structures, insurances, equipment, etc.

Although there is no intention to reduce Council funding for advice at the present time, it should be recognised that we are in a period of unprecedented austerity. The Council, in the future, may have no option but to reduce funding for advice provision. In the present situation, providers would not be able to reduce their overheads (i.e. rent etc must be paid and utilities are likely to increase) so the only way that they could operate with reduced funding may be to reduce the number of staff that they pay. This will have a negative impact on advice provision at a time when, arguably, advice provision is most needed, and may result in some provision being unsustainable without change.

Service Need

It is always difficult to identify definite levels of need but it can be estimated by using what data is available. What we do know is that demand is already increasing due to the government's welfare reforms. We also know (using the approach taken by the Legal Service Research Centre, whose independent research correlates with data from the Index of Multiple Deprivation (IMD)), that the most disadvantaged neighbourhoods are the same as those which most often need legal advice.

The city council has previously defined a number of neighbourhoods as priority neighbourhoods when considering the target areas for its Neighbourhood Action service. These neighbourhoods are comprised of those Lower Super Output Areas (LSOA's) that are among the 5% most deprived in the country based on the IMD. The list below shows Coventry's priority neighbourhoods, each one consists of two or more LSOAs and has been given a name which is recognisable to services working in the area:

Bell Green	Stoke Aldermoor
Foleshill	Tile Hill
Henley Green	Willenhall
Hillfields	Wood End
Spon End	Ernesford Grange (The Four Closes)
Canley	

Some of these neighbourhoods are within easy reach of a current advice service, but not all are. The west of the city in particular has no neighbourhood provision. Most provision is currently face to face with some exceptions such as the benefit advice line (which is a city-wide telephone service). More could be done to help people with access to phones and computers where they wish to deal with things for themselves but don't have access to technology. Research by Advice Services Coventry has shown that most people accessing neighbourhood services live within a half mile radius of the service.

Future Advice Services

Our aim for advice services is set out below; this supports a key Council objective to "protect our most vulnerable residents"

Coventry City Council wants to ensure the people of Coventry, particularly those who are most vulnerable, have access to the best possible advice services to ensure they can secure their rights and entitlements under social welfare law. In doing this Coventry City Council enables people to:

- a) Maintain their independence,*
- b) Avoid the need to access more costly interventions and services, and*
- c) Reduce the impact of social exclusion and disadvantage on their lives.*

Coventry City Council wants to commission advice services that are accessible, with expert, knowledgeable staff that will provide consistent good quality services. All advice funded by Coventry City Council will be quality assured so that people can have full confidence in the advice they are receiving whether it is face-to-face, by phone or on-line.

Coventry City Council has collated evidence that shows that the main areas of concern that customers seek help with are welfare benefits and debt. Owing to welfare reform and current austerity, these are the areas where demand will be growing for some time to come. Based on this, the City Council believe that all future *neighbourhood* based provision should focus on *welfare benefits and debt*, to maximise service availability in areas that people have most need.

The review aims to ensure that neighbourhood advice services are delivered in all priority neighbourhoods across the city. This will require a peripatetic / outreach approach to delivery via a variety of community venues rather than provision confined to a limited number of neighbourhood offices. This type of delivery would be flexible enough to meet demand in a variety of venues without incurring overheads that are attached to managing buildings. This will also ensure that demand in the west of the city is better met.

Coventry City Council wants to ensure that customers have a choice of how to access advice services whether that is:

- by phone
- online
- face-to-face (including both drop-in sessions and by appointment)
- with access to information, and hardware (phones and computers) to self-help

Future advice services should also promote empowerment and give people the tools and information to help themselves where this is their preferred option.

We recognise that transition points in people's lives often create the greatest need for advice services and therefore will ensure advice services are accessible where people most need them. A transition point in someone's life could be, for example, the birth of a baby, a marriage or separation or the diagnosis of an illness – having access to advice at a hospital or registrar office would support timely access to advice and prevent some issues from escalating to crisis point.

We will work in ways that prevent the need for more costly interventions by providing information and education on social welfare matters, and by undertaking social policy activity (ensuring awareness is raised of issues caused by national and regional social policy changes

and amendments) and providing feedback to statutory bodies to reduce *preventable demand for advice services (*demand caused, for example, through social policy decisions or through errors in decision making).

Future service providers will need to collaborate with each other to ensure there are clear referral pathways between them, and to ensure that customers are receiving the best advice and the right time for their needs. Service providers will also need to develop networks with other services both in neighbourhoods and city wide to ensure customers have access to a wider range of services to meet needs that fall outside the scope of advice services, e.g. befriending and self-help organisations.

The approach that has been taken so far: Workshop Collaboration

Several workshops have been hosted by the City Council with current advice providers and also with their trustee and management boards to ascertain current customer need based on the experience and knowledge of the advice agency staff. Sessions were also held that included key stakeholders (i.e. agencies that are likely to refer into advice services for specific client groups).

These workshops, and visits to neighbouring authorities also identified a need to ensure that added value (and additional resource, knowledge and skills) that some of the nationally branded agencies bring to an area is not lost.

Several key issues were noted as needing addressing throughout these workshops, including:

- A need to find a way to improve access to preventative information and advice (available in more locations and also digitally) to prepare people for change and to enable those who can to manage issues before they become more serious problems
- A need to ensure that those who do need help can access expert advice as soon as possible as this is often less costly and less traumatic for customers than reactive work needed when customers reach crisis
- Need to improve accessibility, particularly in the areas of deprivation that do not receive a local service
- Need to improve/share marketing and communications
- Need to co-ordinate training and management of volunteers
- Need to ensure stakeholders and customers know of service provision, type and location (and how to refer)
- Need to reduce duplication of service (e.g. if a stakeholder has ascertained a need for advice for one of their service users, it should be possible for them to make an appointment directly and not duplicate process by making customer attend a drop-in first)
- Recognition that the Welfare Reforms will increase demand for welfare benefit and debt advice
- Need to maximise use of resources and reduce duplication of service / spend wherever possible
- Need to move resource out of buildings /overheads and into front line delivery

Equalities

An equality impact assessment has been carried out based on current service provision. This highlighted many of the accessibility issues noted on page 4. The assessment will be used to ensure that future agreed methods of delivery address the current known equality issues that this assessment highlighted. You can view the [impact assessment](http://www.coventry.gov.uk/AdviceServicesReview) online at www.coventry.gov.uk/AdviceServicesReview or by contacting June Morley (contact details are on page 1).

Once this consultation has ended, and a detailed design for a refreshed advice delivery framework is available, a full equality analysis will be undertaken. The aim is to ensure that any equality gaps from the first assessment are either fully negated or significantly reduced with on-going mitigating activity.

What is being proposed – The refreshed advice delivery framework

During 2012, the Council hosted a series of workshops [with current advice providers and stakeholders] that culminated in the development of a basic blueprint for a new advice delivery framework. This new framework maximises front line delivery (the number of available advisers) by re-routing funds from out of buildings and overheads and into provision of advisers.

The framework also looks at supporting people to “self-help” through better use of IT systems and accessible hardware (i.e. phones and computers). There is consideration as to how Council IT equipment in neighbourhoods [e.g. in libraries and community venues] can be accessed by advice delivery officers to enhance service availability. This is essential as the majority of future claims for benefits will be internet or phone based.

The blueprint framework that the workshop attendees developed was a basic [single] hub and spoke model with increased levels of outreach and more access to phones and IT equipment to enhance access to information. The model detailed the need for more preventative work and to ensure that service provision is designed to provide the earliest intervention. Additionally, the workshops clearly demonstrated that many back office functions such as marketing, volunteer coordination and training could, perhaps, be more efficiently carried out by a single agency, with services shared through the city.

A new delivery framework needs to be in place from April 2014, with the period April 2013-March 2014 being a transitional year, enabling a smooth transition to a new framework with minimal disruption to customers. From the work that has taken place to date, and based on the evidence collated, it is looking like there are 4 basic strands of advice provision required:

1. Neighbourhood based service concentrating on welfare benefits and debt
2. Prevention, Volunteering, Marketing
3. Specialist legal advice
4. Older People

(see table on page 11)

Neighbourhood Service Provision Grant – concentrating on welfare benefit and debt advice

Appendix 1b, on page 14 illustrates the additional service that a single grant funded hub and spoke model could *potentially* offer to residents in the city’s most deprived neighbourhoods [*this is an illustrative model and not intended to indicate that decisions on areas have been agreed*]. This new model would involve moving City Council grant funding away from the currently funded neighbourhood advice centres (where there is duplication of management and building overheads) into increasing front line advice delivery. The Council wants to increase the number of advisers on the ground, in more neighbourhoods than the existing services currently cover, and by doing this making sure that as many people as possible across the City have access to an adviser.

To achieve this strand effectively, there would need to be a single managing organisation who have appropriate skills and abilities to ensure that provision is of a high quality and is performance managed to demonstrate positive outcomes for local people.

Having a single organisation deliver the neighbourhood services with a single set of main over-heads, would enable more resource to be allocated to additional frontline services across the city (illustrated at appendix 1b). More people would be able to receive advice. There would be a fair and transparent grant application process that the Council will use to determine which voluntary sector agency / partnership consortium would receive the grant to deliver services.

With an overview of all neighbourhood based service delivery, a single delivery organisation would be better placed to monitor service usage and quickly respond to any inequality issues.

Prevention, Volunteering and Marketing Grant

The workshops demonstrated that there is potential to improve the standards of service across the city, through a consistent approach to volunteer coordination and marketing of services. Additionally, it was recognised that if an adviser can offer expert advice at the earliest point and prevent an issue escalating then it can be resolved with the minimum of stress on an individual and also be less costly than when an issue is at crisis point.

It is proposed that this element be delivered as a single grant agreement by the CAB who is currently funded, and valued, by the City Council. Alongside delivery of advice and casework, this grant would cover delivery of marketing and communication materials for all 4 strands to ensure a joined up, consistent, citywide service. The CAB has an infrastructure model and nationally recognised, trusted, branding that adds strength to the City's advice services.

This grant would ensure that residents receive additional resource and information at transition points in their lives. Advice could be delivered directly at the point of transition to prevent issues reaching crisis point (delivery points could potentially be places such as schools, hospitals, GP surgeries, registry office, housing offices.) This grant would add value to the remit of the CAB who often manages large scale contracts and grants for those that are financially excluded and in hardship, maximising efficiency and effectiveness of Coventry City Council provided resource.

Specialist Legal Advice Grant

Coventry Law Centre provides the city's residents with a free specialist legal advice and representation service. This includes representation at welfare benefit tribunals as well as casework and representation at other tribunals and courts including the provision of a duty solicitor for housing repossession cases. Some of this work is funded by CCC and some by Legal Aid.

The law centre is a valued and important part of the advice services infrastructure, with excellent referral processes. The review aims to make referral processes into specialist legal advice as transparent and seamless as possible, making sure that the city's most vulnerable residents continue to have access to a "free" legal remedy resource to fight for their rights.

The new delivery framework has an expectation that all CCC funded general caseworkers, for example those working in neighbourhoods and all other Council funded agencies providing advice, would refer to the specialist legal advice team for all tribunal support and first tier advice that is not related to welfare benefits or debt (e.g. housing, employment, community care etc.).

This grant would add value to the contracts that the Law Centre holds with the Legal Services Commission for legal aid funded advice and representation. Whilst the scope of legal aid is diminishing, it will be important that the Law Centre seeks to maximise this form of funding for those whose cases are eligible

Older People

Age UK Coventry, who are currently grant funded by the Council, could potentially deliver this strand as they offer holistic services to this client group. Agencies with a national branding bring the resource and skill of a larger organisation. Age UK Coventry also have recognised quality and performance management systems already in place and have been used to managing a contract with the city council to deliver advice services.

Additionally, being a nationally trusted brand older people are more likely to use this service as they often need to feel a level of trust for an organisation before using it. Some older people are likely to live in areas that are less deprived, but have significant needs that require addressing owing to onset of disabilities etc. associated with age, so may struggle to get to a service located in a priority neighbourhood. Being centrally located, and easily accessible, Age UK is ideally placed to meet advice needs of the city's older people. Consideration will need to be given as to how advice can be provided to those that are housebound.

Basically, if approved, this means that the council would be providing a maximum of 4 external grants (reduced from the 6 noted on pages 4 and 5) as per the table below. Each grant funded organisation would be expected to hold a current appropriate quality mark (by no later than April 2014) to ensure that all Council funded advice is consistently of a high standard:

Proposed Advice Strand	Key Issues (not exhaustive)
Neighbourhood Service Provision Grant (one grant)	<ul style="list-style-type: none">• To provide advice and undertake casework in relation to welfare benefits and debt that is locally accessible within those neighbourhoods that are in the greatest need (based on evidence and data)• To refer cases for appeal and complex debt cases to specialist legal advisers
Prevention, Volunteering and Marketing Grant (one grant)	<ul style="list-style-type: none">• To provide advice at appropriate locations across the city to reach people at *transition points to prevent issues escalating to crisis point• To ensure consistency and quality, to train and deploy volunteers to support the work of other council funded providers, but mainly those working at outreach locations as part of the neighbourhood service provision grant.• To co-ordinate, maintain and distribute (manually and electronically) an informative leaflet that promotes all council funded advice sessions with detail of how to access the sessions
Specialist Legal Advice Grant (one grant)	<ul style="list-style-type: none">• To provide a free specialist legal support service to Coventry's residents.• To provide free representation at court and tribunal• To provide access to a duty solicitor for those requiring support and facing eviction from their home
Older People's Grant (one grant)	<ul style="list-style-type: none">• To provide a centrally located service for older people recognising that transport links into the city centre can be easier to manage for those that cannot manage to walk to a local service that may not be on a bus route (and older people can access free travel)

	<ul style="list-style-type: none"> • To provide advice to those that are housebound
--	--

*see explanation of “transition” on page 7

Next Steps:

Consultation – outcomes from this consultation will continue to help to shape the final detailed design of the new delivery framework.

Workshops – Additional “planning and scoping” workshops are planned for the end of January 2013. These will focus on ensuring that the move from the current advice framework to the new one is a seamless one that focusses on improving outcomes for local people.

Equality Analysis – A full second equality analysis will be undertaken once a detailed design has been worked up based on outcomes from consultation and workshops.

Council’s Democratic Processes - There will be democratic consideration of the proposed way forward for advice by the Council’s relevant scrutiny committee. The final outcomes of all the consultation processes will be considered by Cabinet when they receive a report for approval on the final options for future advice services.

April 2013 – Full detailed design for the new advice delivery framework will be agreed. Before the review can proceed to implementing the proposed detailed design, the Council’s Cabinet will need to consider and approve the final options.

April 2013 - March 2014: Transitional / Implementation year. During this year there will be a move from the delivery framework that we have, to the one that is developed over the coming months.

April 2014 – Full implementation of the new delivery framework

There has been approval to take a year (April 2013 to March 2014) to transition to the new framework so that customers will receive continuity of service with minimal disruption during the transitional year.

Appendix 1a – **Current advice provision** provided by council funded neighbourhood advice providers

Area	Wood End	Henley Green	Bell Green	Willenhall	Ernesford Grange	Spon End	Canley	Tile Hill	Hillfields	Stoke Aldermoor	Foleshill	*Holbrooks
Ward	Henley		Longford	Binley & Willenhall		Sherbourne	Westwood	Woodlands	St Michaels	Lower Stoke	Foleshill	Holbrook
Mon am												
Mon pm												
Tue am												
Tue pm												
Wed am												
Wed pm												
Thu am												
Thu pm												
Fri am												
Fri pm												

This table shows the advice sessions that the review has been informed are currently provided by neighbourhood based providers.

Key Points:

- Advice is currently available within 4 neighbourhoods (across 4 wards), *Holbrooks Community Care Association provide advice services at their centre, but do not receive City Council funding from the Advice budget for their work. However, they have had other council funding to support their work, and their advice service is being included in the scope of this review.
- Sessions can vary from 2 hours to 4 hours.
- The majority of the current sessions shown above are delivered by a triage / reception service as first contact point offering a limited range of advice and signposting. Customers requiring expert advice are mainly offered an appointment at a later date.
- Appointments are booked, where required for casework, over and above the sessions shown above

Appendix 1b – Potential advice provision in neighbourhoods **with the proposed single provider delivery framework**

Area	Wood End	Henley Green	Bell Green	Willenhall	Ernesford Grange	Spon End	Canley	Tile Hill	Hillfields	Stoke Aldermoor	Foleshill	Holbrooks
Ward	Henley		Longford	Binley & Willenhall		Sherbourne	Westwood	Woodlands	St Michaels	Lower Stoke	Foleshill	Holbrook
Mon am												
Mon pm												
Tue am												
Tue pm												
Wed am												
Wed pm												
Thu am												
Thu pm												
Fri am												
Fri pm												

This table is illustrative of what the new framework could potentially deliver. Service provision would be adaptable to meet the needs of any changes in need across the City (or within vulnerable communities of interest)

Key Points:

- Advice would be provided in an additional 8 neighbourhoods, making a total of 12 neighbourhoods (across 10 wards)
- Anyone from any neighbourhood can access any session
- First contact point would be via an expert adviser, enabling any required casework to commence immediately
- It is estimated that the amount of grant funding needed to fund this model is the same as that required to fund the current provision detailed in table 1a.
- Appointments would continue to be booked, where required for casework, over and above the sessions shown above

How do I find out what you have done with my comments?

Consultation Feedback

Once the consultation has closed and all comments have been considered, we will provide detailed feedback so that you can see:

- How your comments and suggestions have been taken into account
- Changes that have been made as a result of consultation
- Why your ideas could not be incorporated (if it is not possible to do so)

Feedback will be available on the City Council's website by the end of May 2013.