



THE EDINBURGH PARTNERSHIP

Update on LOIP P1 'Enough Money to Live on'

1. Executive Summary

- 1.1 Recommendations from the Review of welfare rights and debt advice services in Edinburgh strongly relate to the priorities agreed and set out within the city's response to the cost of living crisis:
- i. raising the awareness of support (communications to the general public and staff training)
 - ii. welfare rights advice workforce (increasing capacity, recruitment, training and retention, as well as staff wellbeing).
 - iii. Work continues to progress with these priorities as well as some review specific actions. Some work has been delayed due to external influences such as the delayed approval of UK Shared Prosperity Funding.
- 1.2 As the recommendations are so interlinked and build on from one another, a phased timetable for implementation is proposed.

2. Recommendations

- 2.1 The Board is recommended to:
- i. Consider how they can help raise the profile of the Review locally in Edinburgh and nationally
 - ii. Suggest any expertise, support or opportunities that can help with the implementation.

3. Review of welfare rights and debt advice services in Edinburgh

- 3.1 This report provides an update on progress on the review of the welfare rights and debt advice services in Edinburgh following the recommendations agreed by the Board at its meeting in September 2022.
- 3.2 The engagement continues with dissemination events of Rocket Science's Review report organised: members of the Income Maximisation & Poverty Group, Advice Forum and the Network of Networks invited to a workshop on 14

November, plus a specific meeting with Edinburgh's Third Sector Interface (Edinburgh Voluntary Organisations' Council (EVOC), Volunteer Edinburgh, Edinburgh Social Enterprise) on 1 December 2022.

3.3 The recommendations interlink and build on one another to support the development of a coherent system for welfare rights and debt advice provision in Edinburgh.

3.4 Implementation will require a phased approach, and in some cases more work is required to assess the options, whilst some has already started.

Phase 1 – this year so up until March 2023

Phase 2 – April 2023 to March 2024

Phase 3 April 2024 to March 2025.

Proposed phasing of all recommendations outlined in Appendix and to be discussed and agreed with Strategy Group and Income Maximisation & Poverty Group.

3.5 Update on Recommendations

3.5.1 STRATEGY

Terms of Reference for the Strategy Group drafted with proposed representatives from City of Edinburgh Council, NHS Lothian, Edinburgh Health & Social Care Partnership, Capital City Partnership, the Income Maximisation & Poverty Group/ service provider, housing and national funders such as Scottish Government. First meeting will focus on agreeing: Terms of Reference, the proposed phasing of recommendations along with the priorities of an action plan.

3.5.2 BRANDING and ACCESS

Capital City Partnerships (as a short term measure) has offered to support the development of the network by resourcing and recruiting an Advice Coordinator.

A current example of shared resources is the Money Counts Training, which has been developed and delivered by a multi-agency subgroup of the Income Maximisation & Poverty Group (City of Edinburgh Council, Social Security Scotland, Edinburgh Community Food, Lothian Association of Youth Clubs, Citizen Advice Edinburgh, Granton Information Centre, NHS Lothian, Edinburgh Health & Social Care Partnership (EHSCP). It is based on national resources – [Independent Food Aid Network](#) '[Worrying about Money](#)' and Highland Money Counts Partnership.

The aim is to increase skills and confidence to identify those affected by poverty and low income and offer relevant support. The outcomes from attending any of the courses are:

- i. Increased awareness of scale, cause and impact of poverty
- ii. Develop skills and confidence to ask about money worries
- iii. Increased knowledge of support services for money matters.

Sessions are available in different tiers and formats to recognise the different opportunities for engagement of different roles and partners.

Course initially delivered to council staff and now being extended and adapted for Edinburgh College, EHSCP, NHS Lothian and Police Scotland.

3.5.3 UNDERSTANDING NEED and DEMAND

A mix of universal services, targeted outreach in communities and specialist services, continues to be delivered. The Citizens Place pilot is currently being scoped out by the council and sits within the 20-minute neighbourhood plan.

3.5.4 WORKFORCE

The Income Maximisation & Poverty Group continue to take a collaborative approach to workforce development. Examples to date are members agreeing a staff wellbeing survey for third sector providers, which is being lead by EVOC. An extension to the timescales to complete the survey have delayed recommendations and required action.

A delay to the work on developing a vocational training framework for welfare rights adviser recruitment with Capital City Partnerships is due to awaiting the confirmation of UK Shared Prosperity funding, for the increased capacity for welfare rights and debt advice services.

3.5.5 EARLY INTERVENTION

Discussions started within the council on examples highlighted in the review report on the use of data for prevention work.

4. Contact

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APPENDIX

Recommendation	Proposed Phasing
STRATEGY - A shared strategy for funding welfare rights and debt advice services	
1. Creation of a strategic group of funders and providers who can learn from current examples of good practice and make decisions about funding.	Phase 1
2. Develop an overall strategy, plan and theory of change for coordinated services.	Phase 1
3. Pool funding across the available streams to create an overall funding pot and commit to funding over the longer term, which can allow strategic planning of services to take place.	Phase 2/3
4. Take a flexible and long term approach to commissioning that recognises changing needs and circumstances, and allows services to be adaptable.	Phase 3
BRANDING and ACCESS - A unified brand and access point for services	
5. A network of services should be formalised which could share resources and training, and provide benefits for non-publicly funded services to sign up to the network.	Phase 1
6. Advice services should be commissioned under a unified “advice for Edinburgh” brand. The details of the services and providers should be included on a portal accessible by both the general public seeking advice and professionals who are supporting people.	Phase 2/3
7. Explore option to provide a single number and access point for advice services in Edinburgh, through which clients could have a triage call with a generalised service before being connected into specialist advice.	Phase 2/3

OUTCOMES and DATA - A coherent approach to collecting and sharing data about a shared set of outcomes across services	
8. Setting targets and outcomes at an overall Edinburgh level to incentivise collaboration and referral across services.	Phase 2/3
9. Shared targets across services and include other indicators to demonstrate collective impact of services.	Phase 2/3
10. More coherent monitoring and evaluation would allow the Partnership to assess how priority groups were being supported	Phase 2/3
Understanding Need & Demand - Design services which meet the needs of people and are accessible to them where and when they need them through co-design with communities and use of data	
11. Co-production and co-design of services with those who access them, and those who currently do not access them, to understand local need and barriers to access.	Phase 2/3
12. Greater use of data across the city, drawn from providers, to understand need and demand with centralised analysis to inform design of services	Phase 2/3
13. Design person-centred services which are holistic where possible, reduce the need for clients to re-tell their story and ensure seamless handovers between services.	Phase 2/3
14. A mix of universal services, targeted outreach in communities and specialist services, with local services delivered within the 20-minute neighbourhood plan.	Phase 1 onwards
15. Commit to a test and learn approach of funding pilots (for example, provision in schools, financial capability workshops in communities, targeted support around transitions) with options for targeted roll-out if pilots are successful.	Phase 2/3

QUALITY - Develop a consistent set of standards for commissioned services so that people who access services experience the same high standard of advice across Edinburgh	
16. Clients accessing any funded service should have the same standard of experience and access to high quality advice delivered through compassionate interactions which build trust and feelings of safety	Phase 2/3
17. A client-centred charter of quality standards should be co-designed with clients. The SNSIAP standards should form part of a wider set of standards and support smaller organisations to achieve these.	Phase 1/2
18. There should be consistent access to translation and interpreters.	Phase 1/2
WORKFORCE - A workforce plan for welfare rights and debt advisors with shared training and wellbeing resources, and a new route into welfare rights volunteering/employment opportunities for those with lived experiences	
19. Set up centralised resources for welfare rights advisors and debt advisors in Edinburgh including shared training, information, and peer support and introduce a dedicated wellbeing initiative for welfare rights advisors and those who supervise them.	Phase 1 onwards
20. Build in time and resource to funding for staff terms and conditions, training and support.	Phase 1 onwards
21. Work with employability services to develop a client to welfare rights and debt adviser volunteering/employment pathway, valuing lived experience of accessing welfare rights.	Phase 2
EARLY INTERVENTION - Explore options for proactive intervention and early identification of financial issues	
22. Identify opportunities for proactive and early intervention, taking a whole system and life course approach.	Phase 1 onwards
23. Identify data held in public systems which can act as an early warning system to allow people to be diverted into debt and welfare rights advice.	Phase 1 onwards
24. Develop a financial education and capability offer which can be provided as part of ongoing support to people who access services.	Phase 2