

LOIP P1 – LOGIC MODEL

Shared Vision: To work collaboratively with all benefit and advice providers across the city and their funders, and in partnership with other agencies with the aim to increase money in the pockets of Edinburgh’s citizens in order to move towards a poverty free Edinburgh.

ACTIVITIES			OUTPUTS	OUTCOMES		
PHASE 1 (delivery by end of March 2023)	PHASE 2 (delivery from April 2023 to March 2024)	PHASE 3 (delivery from April 2024 to March 2025)		SHORT TERM	MEDIUM TERM	LONG TERM
Co-ordination of cost of living campaign and resources (Money Worries resources, Crisis Guide, CEC website) as well as 1 in 5 training adapted to Money Counts training for all community planning partners’ workforce.	Comms plan continues re Cost of Living and Money Worries etc and links with national campaigns		Number of coordinated comms campaign work (national and locally) undertaken each year	Workforce and our citizens have greater awareness of available resources and support Stigma is reduced around accessing services	Citizens access welfare rights and debt advice more regularly (and not just at times of crisis) Reduced impact of money worries on citizens’ wellbeing	CULTURE Shift of culture around talking about money and debt in that citizens feel more comfortable about talking and managing their finances (present and planning for the future)
	Preventing problem debt actions from AC action plan e.g. illegal money lending, gambling Communications plan to increase visibility of affordable credit options		Increased awareness of illegal money lending (evidenced through number of education sessions with workforce)			
	Continuing to roll out and develop the Money Counts training		Evaluation results from Money Counts training reports that workforce has increased knowledge and confidence around poverty, increased awareness of related sigma and resources of support			
R1 Creation of a strategic group of funders and providers who can learn from current examples of good practice and make decisions about funding R2 Develop an overall strategy, plan and theory of change for coordinated services	R4 Take a flexible and long term approach to commissioning that recognises changing needs and circumstances, and allows services to be adaptable	R3 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	Logic model agreed with measures of success An active Strategy Group who meet regularly to oversee the funding for long term delivery for welfare rights and debt advice services in Edinburgh	Services are designed to target the most vulnerable/ agreed priority groups Greater understanding of the needs of the Edinburgh citizen Greater collaborative working	Services are more: 1) Co-ordinated 2) Targeted 3) Accessible 4) Inclusive and non-stigmatising 5) More holistic	SERVICE There is a common Edinburgh approach to the planning and delivery of welfare rights and debt advice services
	Working in partnership with Credit Unions, CDFIs, SSS, Housing Associations and Financial Sector on AC solutions					
	R5 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		Joined up for Advice launched 4 Forum events per annum Active involvement for all members with a membership across all providers/ settings			

	R23 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		More targeted intervention work e.g. increased uptake of pension credit	results in shared resources, consistency, and effective practice		
	R11 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.	R14 A mix of universal services, targeted outreach in communities and specialist services, with local services delivered within the 20-minute neighbourhood plan.	Citizen-led commissioning specification			
	R8 Setting targets and outcomes at an overall Edinburgh level to incentivise collaboration and referral across services	R12 Greater use of data across the city, drawn from providers, to understand need and demand with centralised analysis to inform design of services	Clearer and more accurate annual reporting (in Annual Poverty Report).			
	R9 Shared targets across services and include other indicators to demonstrate collective impact of services	R10 More coherent monitoring and evaluation would allow the Partnership to assess how priority groups were being supported	More co-ordinated planning of services			
	R17 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.	R16 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	All service providers are accredited to national standards			
	R19 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.	R18 There should be consistent access to translation and interpreters.	Consistent support, resources and training for all service providers evidenced by a number of examples of shared resources, training etc.			
	R20 Build in time and resource to funding for staff terms and conditions, training and support		A consistent and hence fairer contract for all staff	Retention rate of welfare rights and debt advisors is increased		
	R13 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.		Citizens only have to explain their situation once			
	R7 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		An IT telephone system that allows: triaging, copes with the demand, logs info, sets appointments etc. is operational	Easier to navigate the system		
	R6 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.		A sub-umbrella brand developed to signify quality, consistency, etc for advice services			

		R22 Identify opportunities for proactive and early intervention, taking a whole system and life course approach.	Service design is more joined up e.g. midwifery to HV to early years to schools; mental health – acute to community	Citizens will access services easier (known by consumer feedback survey) and due to service design being more proactive, targeted, and citizen led (and less reactive to crisis)	Citizens are empowered, understand the impact of their decisions on their finances (current and long term) e.g., career breaks, employability/ training opportunities, reducing costs, budgeting and hence are more confident in their financial decision-making	CITIZEN The Edinburgh citizens are financially resilient ¹
		R15 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.	Learning from proactive and innovative pilots feeds into service design Annual learning event			
			Consistent use of financial education in schools and a programme of delivery achieved			
		R24 Develop a financial education and capability offer which can be provided as part of ongoing support to people who access services	Financial resilience support is developed by citizens (for all ages) Number of citizens of all age's completed financial education, which increases their financial capability/ resilience			
	R21 Work with employability services to develop a client to welfare rights and debt adviser volunteering/employment pathway, valuing lived experience of accessing welfare rights		Risk of ongoing vacancies and poor retention rates of welfare rights and debt advisors is decreased			

THEME of Activity (from Review Recommendations)
STRATEGY – A shared strategy for funding welfare rights and debt advice services
BRANDING and ACCESS – A unified brand and access point for services
OUTCOMES and DATA – A coherent approach to collecting and sharing data about a shared set of outcomes across services
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
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
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
EARLY INTERVENTION – Explore options for proactive intervention and early identification of financial issues

Measures of success:

- Percentage of people living on incomes below the poverty threshold
- Percentage of children living in families on incomes below the poverty threshold
- Percentage of people living in destitution

¹ Check wording with Lived Experience Group i.e. is 'resilience' the right word here; plus check what support they need to be financially resilient

- Uptake of services
- Outcomes for people supported including mental health and wellbeing
- Measure around persistent poverty (tbc)
- Increases from baseline (to be collected) and 2025 through an agreed service user survey (around citizens' experience: access, a common approach, quality, their confidence of dealing with their finances – TBC)

Poverty Commission Targets

- Fewer than one in ten children and fewer than one in ten adults are living in relative poverty at any given time.
- No one has to go without the basic essentials they need to eat, keep clean and safe, and stay warm and dry.
- No one lives in persistent poverty.
- No one feels stigmatised, abandoned, or treated with less respect by the city as a result of their income.

Priority Groups:

- Families where there is a lone parent; or a disability; or with 3 or more children; or where the youngest child is younger than one year; or the mother is aged less than 25; or from a minority ethnic background.
- People who are older, have disabilities or long-term health conditions, from a black and minority ethnic background, who are homeless, people involved with criminal justice system, veterans, and carers

Risks:

Assumptions: