

Action Plan - EIT Review of Advice & Information

Recommendation	Proposed Actions/Progress	Success Measures	Savings/Cost	Responsibility	Finance Manager	Date
<p>1. That the five separate contracts described in paragraph (66) of the report at Appendix 1 and their associated budgets be pooled, and the Council develop a new specification for advice and information services that meet residents' needs and the Council's strategic priorities, particularly around financial inclusion and also takes account of the current economic climate. That the Council embark on a tendering exercise for a three-year contract, with option to extend for a further two years, with a contract start date of 1st April 2011.</p>	<ol style="list-style-type: none"> 1. Prepare specification and other contract docs inc'l consultation with current commissioners/ providers. 2. Advertise for expressions of interest. 3. Shortlist from returned PQQs. 4. Dispatch ITT docs 5. Evaluate returned tenders. 6. Award contract. 7. New service commences. 8. Develop & implement contract monitoring procedures 9. Manage contract 	<p>New service commences 01.04.11</p> <p>Positive customer feedback</p> <p>Delivery of greater range of services for same spend as current.</p>	<p>Review estimated iro £20k per annum initially to be reinvested in the service to meet increased demand</p>	<p>D Hurwood</p> <p>Input from Procurement team as required.</p>	<p>D New & A Bryson</p>	<p>By 30.07.10</p> <p>02.08.10</p> <p>During Sept 2010</p> <p>01.10.10</p> <p>Nov/Dec 2010</p> <p>31.12.10</p> <p>01.04.11</p> <p>01.06.10 – 31.03.11</p> <p>01.04.11 onwards</p>

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<p>2. That the availability of free, independent legal advice and information via the Community Legal Advice telephone helpline and website for people who are entitled to Legal Aid be promoted more widely across the Council by displaying posters and leaflets and raising staff awareness of the service so that more signposting takes place.</p>	<ol style="list-style-type: none"> 1. Order additional posters and leaflets and arrange for these to be displayed at key reception points and within Libraries. 2. Awareness training for reception/library staff to be delivered at the same time leaflets go on display. 3. Ongoing monitoring through corporate mystery shopping programme. 	<p>Increase in number of SBC front line points of contact that are promoting the Community Legal Advice Service.</p> <p>A4e report increased take-up for Stockton area (although this will not be solely attributable to SBC actions).</p>	None	Kath Hornsey	N/A	By 30.07.10
<p>3. That the temporary post of ILFO (Independent Living Fund Officer) transfer from the in-house Welfare Rights team to the temporary Specialist Transformation Team, followed by a further review to consider the optimum place within the organisation for this role, when the work of the Personalisation Support Team concludes.</p>	<p>This action is linked to the creation of the temporary Specialist Transformation Team, which is being set up as part of the Council's Personalisation project - a project plan has been drawn up and is being managed by the Personalisation Manager and monitored by the Personalisation Project Board. The appropriate staff and union consultation has taken place in relation to the transfer of staff to the new team.</p>	<p>Increased take-up of ILF in the borough, target a 15% increase in take-up during the life of the project (from 3.8 to 4.4 per 10,000 population)</p>	<p>Not quantifiable – successful claims for ILF mean that those recipients of ILF do not require residential care.</p>	P Smith / A Workman	D New	30.07.10

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<p>4. That, subject to consultation with staff and unions, an organisation restructure be undertaken within CESC to merge the rest of the in-house Welfare Rights team with the CESC Client Financial Services team and that the focus of the Welfare Rights team within this new structure be on (but not exclusively):</p> <ul style="list-style-type: none"> <i>i.</i> supporting social care clients to maximise their income and access other services that might enhance their wellbeing (thereby bringing in additional income for the Council) <i>ii.</i> undertaking specific projects linked to other Council services and key Council agendas, particularly how to make use of internal information and customer insight to target campaign work 	<ol style="list-style-type: none"> 1. Review structures and develop proposals. 2. Consultation with HR, staff and unions. 3. Implementation of new arrangements (accommodation, develop new procedures etc) 	<p>New structure in place by 29.10.10</p> <p>Measure and monitor additional income secured for social care clients that will contribute towards the cost of their care services.</p>	<p>Not quantifiable at this stage. The service will be monitoring the additional income generated as a result of integration between Welfare Rights and Client Fin Services.</p>	<p>T Beckwith / S McEneaney</p>	<p>D New</p>	<p>29.10.10</p>

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<ul style="list-style-type: none"> iii. acting as a reference point for advice and referrals from Social Care staff iv. co-ordinating Advice and Information provision across the borough v. developing referral protocols with the external provider selected to deliver the contract for advice and information services described in Recommendation (1) above in an attempt to cut down some of the task duplication and enable a more specialist approach to certain tasks (such as representation at Tribunals). 						
<p>5. That the Welfare Rights service enter into discussions with the PCT to seek to draw in funding by delivering advice sessions at GP practices, similar to models adopted by other local authorities.</p>	<ul style="list-style-type: none"> 1. Engage with PCT to identify any relevant funding opportunities. 2. Consider how the service can position and shape itself to access this PCT funding. 3. Implement changes identified. 	<p>PCT income will offset service costs.</p>	<p>Not quantifiable at this stage</p>	<p>Manager of the new team set up as part of recommendation (4) above</p>	<p>D New</p>	<p>By March 2011</p>

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6. That the Web Development Team, part of the new Communications Team, develop a specification and work with Xentrall ICT to create an on-line directory of Advice and Information providers across the borough.	<p>Links with a project to develop an Adults Services Directory – the two projects will be merged to avoid duplication.</p> <ol style="list-style-type: none"> 1. Catalyst baselining exercise ongoing will identify voluntary sector organisations to feature in the directory 2. Populate the directory 3. Promote the directory 4. Maintain the directory 	<p>First version of the directory “live” by July 2010</p> <p>Use of the directory by both SBC staff and residents. Increased take-up measured by hits on the site.</p> <p>Positive feedback from users.</p>	None	D Hurwood C Cooke	N/A	First version of the directory “live” by July 2010.
7. That Customer Services and the Library Service promote the availability of the new directory and become points of contact for customers seeking sources of advice and information in face-to-face situations and over the telephone.	<ol style="list-style-type: none"> 1. Staff briefing and familiarisation with the directory 	<p>Improved signposting</p> <p>Use of the directory (as above)</p>	None	K Hornsey / L Featherstone	N/A	By 29.10.10
8. That an advice providers’ network be created, with responsibility for setting up and leading this network sitting within the restructured Welfare Rights team recommended at (4) above.	<ol style="list-style-type: none"> 1. Determine structure of the network 2. Liaise with Catalyst and partner organisations to identify potential members of the network 3. Seek expressions of interest. 4. Agree terms of reference. 	<p>First meeting of the network by April 2011</p> <p>Joint working / avoidance of duplication</p>	Set up and admin costs expected to be minimal and met from existing budgets.	Manager of the new team set up as part of recommendation (4) above	N/A	April 2011

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		Improved quality of advice and information services across the borough				
9. The newly formed advice providers' network explore options of bidding for Big Lottery grant to support the activities of the network.	<ol style="list-style-type: none"> 1. Identify suitable project that meets funding criteria. 2. Compile and submit bid by October 2011 	New funding secured	Not quantifiable at this stage	Manager of the new team set up as part of recommendation (4) above	N/A	October 2011