

Progress Update – Advice & Information

No.	Recommendation	Lead Responsibility	Finance Manager	Anticipated Completion Date/ Completion Date	Evidence of progress -	Savings/Costs to Date (please state whether actual or estimated)	Assessment of progress (Categories 1-4)
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.	D Hurwood Input from Procurement team as required.	D New & A Bryson	01.04.11 onwards	Specification and contract documentation complete. Open tendering procedure to be used. Contract advertised 01.10.10 with a closing date for receipt of tenders of 05.11.10.		2 – On track
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	Kath Hornsey	N/A	By 30.07.10	Staff briefings complete and posters and leaflets on display in libraries and reception areas.	N/A	1 – Achieved fully

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	awareness of the service so that more signposting takes place.						
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 Smith / A Connor	D New	30.07.10 31.03.11	The ILFO post has now transferred to the temporary Specialist Transformation Team (STT). A review of this role and long-term / optimum place within the organisation is now required and will be incorporated into the STT review to be conducted before 31.3.11	N/A	1 – Achieved fully 2 – On track
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): 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	T Beckwith / S McEneaney	D New	29.10.10	Progressing. Job descriptions and person specifications have been developed and shared with managers. Consultation with teams scheduled for w/c 04.10.10.		2 – On track

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	<p>Council)</p> <p>ii. 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</p> <p>iii. acting as a reference point for advice and referrals from Social Care staff</p> <p>iv. co-ordinating Advice and Information provision across the borough</p> <p>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	<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</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>	<p>Dependent on outcome of (4) above</p>		<p>2 – On track</p>

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	practices, similar to models adopted by other local authorities.						
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.	D Hurwood C Cooke	N/A	First version of the directory "live" by July 2010.	This project is now a sub-project within a CESC project to produce an on-line Adult Social Care Service Directory, which forms part of the Personalisation programme. This will avoid duplication and make better use of existing staffing and software resources. As a result it has been necessary to amend timescales to fit with the Adults Directory project plan. Prototype Adults Services Directory anticipated end Oct 2010 ready for consultation. Currently testing and developing database. Anticipated launch of substantially complete directory, including advice and information section, is March 2011		3 - Slipped
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.	K Hornsey / L Feather-stone	N/A	By 29.10.10	Dependent on (6) above. As the live date for the new Adult Social Care directory is March 2011, this task will now be complete by 31.05.11.		3 – Slipped (as linked with no.6 above)

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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.	Manager of the new team set up as part of recommendation (4) above	N/A	Apr-11	Dependent on (4) above		2 – On track
9	The newly formed advice providers' network explore options of bidding for Big Lottery grant to support the activities of the network.	Manager of the new team set up as part of recommendation (4) above	N/A	Oct-11	Dependent on (8) above		2 – On track