# **LAMBETH ADVICE SERVICES – GRANT APPLICATON FORM**

Complete this grant application form to apply for a Lambeth Advice Service Grant award.

You need to complete and submit this form for each grant category in which you are applying. Refer to the Lambeth Advice Services – Grant Specification before submitting your application. You must include the pricing schedule along with your application.

Submit your completed application form along with pricing schedule in one email to [opportunitylambeth@lambeth.gov.uk](mailto:opportunitylambeth@lambeth.gov.uk) with Advice Service Grant Application in the subject line for each category you are applying for. If you apply for more than one category, you need to submit a separate application for each, including the relevant pricing.

**Submission deadline: Wednesday, 22nd November 2023, 12:00pm.**

**Applicant Details:**

|  |  |
| --- | --- |
| Provider Name |  |
| Officer Name |  |
| Team or Section |  |
| Submission Date |  |
| Address |  |
| Phone number |  |
| eMail address |  |

**Application Details:**

|  |
| --- |
| **Select category you are applying for:**  *Only select one of the following:*  ☐ **Grant Category 1 - Telephone advice service - “Lambeth Adviceline”**  ☐ **Grant Category 2 - Basic advice, information, and guidance services**  ☐ **Grant Category 3 - Generalist and specialist advice services**  ☐ **Grant Category 4 - Specialist advice: Legal only**  You need to complete and submit this form for each grant category including pricing which you are applying. If you are applying for more than one category, you need to submit more than one application including your pricing schedule. |

**Application:**

You need to complete and submit this form for the grant category which you are applying for and include the relevant pricing. If you are applying for more than one category, you need to submit more than one application.

**-----------------------------------------------------------------------------------------------**

**Grant Category 1: Telephone advice service - “Lambeth Adviceline”**

Only complete this section if you are applying for Grant Category 1.

|  |  |  |
| --- | --- | --- |
| **Question 1** | **Experience, capacity, and capability for a Telephone Advice Line in Lambeth** | **Weighting: 20%** |
| Please outline your experience, capacity and capability to deliver a Telephone Advice Line in Lambeth:  As a guide your response should cover as a minimum:   * Appropriate accreditations * Examples of where you have delivered similar advice services and how best practice will be applied for the delivery of this contract * Organisational capacity, and * Readiness to mobilise advice services delivery including timescales for implementation   Please note the word limit for response (excluding attachments such as process maps, flowcharts, diagrams). Word limit: 700 words. | | |
| Response: | | |

|  |  |  |
| --- | --- | --- |
| **Question 2** | **Proposed delivery model** | **Weighting: 20%** |
| Please set out your model for delivering telephone advice services in Lambeth. Your response should cover the following:   * Hours of operation (preferably to include some ‘out of hours’ evening and weekend provision) * Service standards (e.g. response times for online queries, or referral for full assessment/casework support) * Proposed volumes and capacity within Lambeth Adviceline services * Level of resource dedicated to Lambeth Adviceline services * Operational links/referral routeways into own and partner delivered complementary services.   Please note the word limit for response (excluding attachments such as process maps, flowcharts, diagrams). Word limit: 700 words | | |
| Response: | | |
| **Question 3** | **Understanding of financial resilience in Lambeth** | **Weighting: 15%** |
| Please describe the key current financial resilience challenges faced by Lambeth residents, and in particular our multi-cultural communities and key priority groups (e.g. Black, Asian and Multi-ethnic residents, disabled residents and those with long term health conditions, young people, lone parents, older residents aged 50+, residents with low levels of English and/or literacy),and how you will deliver advice services to address these groups.  Please note the word limit for response (excluding attachments such as process maps, flowcharts, diagrams). Word Limit 500 words. | | |
| Response: | | |

|  |  |  |
| --- | --- | --- |
| **Question 4** | **Equity, diversity and inclusion** | **Weighting: 15%** |
| Please identify how you will ensure inclusivity of access for residents from multi-cultural communities and key priority groups (e.g. Black, Asian and Multi-ethnic residents, disabled residents and those with long term health conditions, young people, lone parents, older residents aged 50+, residents with low levels of English and/or literacy); and how residents will be effectively engaged and supported to overcome any barriers to accessing advice services?  Please note the word limit for response (excluding attachments such as process maps, flowcharts, diagrams). Word Limit 700 words. | | |
| Response: | | |

|  |  |  |
| --- | --- | --- |
| **Question 5** | **Grant monitoring** | **Weighting: 20%** |
| The Council has developed and included grant monitoring for advice service grants within the Grant Award Specification, including qualitative and quantitative measures to monitor both the volume, type, and impact of advice services provided. Successful grant applicants will be required to engage with the Council on the development of this new KPI framework and engage with continuous quality assurance and development processes.    Please detail your approach to measuring grant monitoring and quality in advice service delivery, including both qualitative and quantitative measures (e.g. financial outcomes, customer satisfaction surveys), and quality assurance measures undertaken by your organisation. Your response should cover (as a minimum):   * Qualification and experience of staff (in relation to proposed service delivery) * Staff and volunteer training and support * Service feedback and quality assurance measures   Please note the word limit for response (excluding attachments such as process maps, flowcharts, diagrams). Word Limit 500 words. | | |
| Response: | | |

|  |  |  |
| --- | --- | --- |
| **Question 6** | **Additional Social Value** | **Weighting: 10%** |
| Please detail what additional social value you can offer as part of your Advice Service delivery in relation to the themes below:   * Jobs, Earning and Business – Supporting financial inclusion, encouraging good employment, creating a thriving economy and advancing financial equality. * Education & Learning- Supporting educational attainment, increasing lifelong learning and skills development, creating opportunities and aspirations and advancing equality in education. * Environment & Climate Emergency - Lowering carbon emissions, reducing production, consumption and waste, supporting ecosystems, biodiversity and green space, ensuring air and water quality, providing resilience and adaptive capacity. * Health and wellbeing - Increase access to nutritious food, supporting wellbeing, improving mental and physical health, encouraging physical activity, enabling access to support. * Community and Participation - Tackling the digital divide, improving digital literacy, enabling service user involvement in service design and management, * Safety and Justice - Helping people to feel safe at home and in their local area, awareness of their human rights and how to access justice and freedom from abuse and slavery.   Please note the word limit for response (excluding attachments such as process maps, flowcharts, diagrams). Word Limit 500 words. | | |
| Response: | | |

**Grant Category 2 - Basic advice, information, and guidance services**

Only complete this section if you are applying for Grant Category 2.

|  |  |  |
| --- | --- | --- |
| **Question 1** | **Experience, capacity, and capability for delivering basic advice, information and guidance services.** | **Weighting: 20%** |
| Please outline your capacity, and capability to deliver the services you are applying for.  Your response should cover the following:     * Appropriate accreditations * Examples of where you have delivered similar services and how best practice will be applied for the delivery of this contract * Organisational capacity, and readiness to mobilise contract delivery including timescales for implementation   Please note the word limit for response (excluding attachments such as process maps, flowcharts, diagrams). Word limit: 700 words. | | |
| Response: | | |

|  |  |  |
| --- | --- | --- |
| **Question 2** | **Proposed delivery model** | **Weighting: 20%** |
| Please set out your model for delivering the services you are applying for.  Your response should cover the following:   * Type of advice and support provided * Hours of operation (preferably to include some ‘out of hours’ evening and weekend provision) * Service standards (e.g. response times for online queries, or referral for full assessment/casework support) * Proposed volumes and capacity within proposed advice services * Level of resource dedicated to proposed services * Operational links/referral routeways into own and partner delivered complementary services   Please note the word limit for response (excluding attachments such as process maps, flowcharts, diagrams). Word limit: 700 words | | |
| Response: | | |
| **Question 3** | **Understanding of financial resilience in Lambeth** | **Weighting: 15%** |
| Please describe the key current financial resilience challenges faced by Lambeth residents, and in particular our multi-cultural communities and key priority groups (e.g. Black, Asian and Multi-ethnic residents, disabled residents and those with long term health conditions, young people, lone parents, older residents aged 50+, residents with low levels of English and/or literacy); and how you will deliver advice services to address these.  Please note the word limit for response (excluding attachments such as process maps, flowcharts, diagrams). Word Limit 500 words. | | |
| Response: | | |

|  |  |  |  |
| --- | --- | --- | --- |
| **Question 4** | **Equity, diversity and inclusion** | **Weighting: 15%** | |
| Please identify how you will ensure inclusivity of access for residents from multi-cultural communities and key priority groups (e.g. Black, Asian and Multi-ethnic residents, disabled residents and those with long term health conditions, young people, lone parents, older residents aged 50+, residents with low levels of English and/or literacy); and how residents will be effectively engaged and supported to overcome any barriers to accessing advice services?  Please note the word limit for response (excluding attachments such as process maps, flowcharts, diagrams). Word Limit 700 words. | | | |
| Response: | | | |
| **Question 5** | **Grant monitoring** | **Weighting: 20%** | |
| The Council has developed and included grant monitoring for advice service grants within the Grant Award Specification, including qualitative and quantitative measures to monitor both the volume, type, and impact of advice services provided. Successful grant applicants will be required to engage with the Council on the development of this new KPI framework and engage with continuous quality assurance and development processes.    Please detail your approach to measuring grant monitoring and quality in advice service delivery, including both qualitative and quantitative measures (e.g. financial outcomes, customer satisfaction surveys), and quality assurance measures undertaken by your organisation. Your response should cover (as a minimum):   * Qualification and experience of staff (in relation to proposed service delivery) * Staff and volunteer training and support * Service feedback and quality assurance measures   Please note the word limit for response (excluding attachments such as process maps, flowcharts, diagrams). Word Limit 500 words. | | | |
| Response: | | | |
| **Question 6** | **Additional Social Value** | **Weighting: 10%** |
| Please detail what additional social value you can offer as part of your Advice Service delivery in relation to the themes below:   * Jobs, Earning and Business – Supporting financial inclusion, encouraging good employment, creating a thriving economy and advancing financial equality. * Education & Learning- Supporting educational attainment, increasing lifelong learning and skills development, creating opportunities and aspirations and advancing equality in education. * Environment & Climate Emergency - Lowering carbon emissions, reducing production, consumption and waste, supporting ecosystems, biodiversity and green space, ensuring air and water quality, providing resilience and adaptive capacity. * Health and wellbeing - Increase access to nutritious food, supporting wellbeing, improving mental and physical health, encouraging physical activity, enabling access to support. * Community and Participation - Tackling the digital divide, improving digital literacy, enabling service user involvement in service design and management, * Safety and Justice - Helping people to feel safe at home and in their local area, awareness of their human rights and how to access justice and freedom from abuse and slavery.   Please note the word limit for response (excluding attachments such as process maps, flowcharts, diagrams). Word Limit 500 words. | | |
| Response: | | |

**Grant Category 3 - Generalist and Specialist Advice**

Only complete this section if you are applying for Grant Category 3.

|  |  |  |
| --- | --- | --- |
| **Question 1** | **Experience, capacity, and capability for** **delivering generalist and specialist Service** | **Weighting: 20%** |
| Please outline your capacity, and capability to deliver the services you are applying for.  Your response should cover the following:   * Appropriate accreditations * Examples of where you have delivered similar services and how best practice will be applied for the delivery of this contract * Organisational capacity, and readiness to mobilise contract delivery including timescales for implementation   Please note the word limit for response (excluding attachments such as process maps, flowcharts, diagrams). Word limit: 700 words. | | |
| Response: | | |

|  |  |  |
| --- | --- | --- |
| **Question 2** | **Proposed delivery model** | **Weighting: 20%** |
| Please set out your model for delivering the services you are applying for in Lambeth.  Your response should cover the following:   * Type of advice and support provided: generalist and/or specialist advice (e.g. legal, financial, immigration) * Hours of operation (preferably to include some ‘out of hours’ evening and weekend provision) * Service standards (e.g. response times for online queries, or referral for full assessment/casework support) * Proposed volumes and capacity within proposed advice services * Level of resource dedicated to proposed services * Operational links/referral routeways into own and partner delivered complementary services   Please note the word limit for response (excluding attachments such as process maps, flowcharts, diagrams). Word limit: 700 words | | |
| Response: | | |
| **Question 3** | **Understanding of financial resilience in Lambeth** | **Weighting: 15%** |
| Please describe the key current financial resilience challenges faced by Lambeth residents, and in particular our multi-cultural communities and key priority groups (e.g. Black, Asian and Multi-ethnic residents, disabled residents and those with long term health conditions, young people, lone parents, older residents aged 50+, residents with low levels of English and/or literacy); and how you will deliver advice services to address these.  Please note the word limit for response (excluding attachments such as process maps, flowcharts, diagrams). Word Limit 500 words. | | |
| Response: | | |

|  |  |  |
| --- | --- | --- |
| **Question 4** | **Equity, diversity and inclusion** | **Weighting: 15%** |
| Please identify how you will ensure inclusivity of access for residents from multi-cultural communities and key priority groups (e.g. Black, Asian and Multi-ethnic residents, disabled residents and those with long term health conditions, young people, lone parents, older residents aged 50+, residents with low levels of English and/or literacy); and how residents will be effectively engaged and supported to overcome any barriers to accessing advice services?  Please note the word limit for response (excluding attachments such as process maps, flowcharts, diagrams). Word Limit 700 words. | | |
| Response: | | |

|  |  |  |
| --- | --- | --- |
| **Question 5** | **Grant monitoring** | **Weighting: 20%** |
| The Council has developed and included grant monitoring for advice service grants within the Grant Award Specification, including qualitative and quantitative measures to monitor both the volume, type, and impact of advice services provided. Successful grant applicants will be required to engage with the Council on the development of this new KPI framework and engage with continuous quality assurance and development processes.    Please detail your approach to measuring grant monitoring and quality in advice service delivery, including both qualitative and quantitative measures (e.g. financial outcomes, customer satisfaction surveys), and quality assurance measures undertaken by your organisation. Your response should cover (as a minimum):   * Qualification and experience of staff (in relation to proposed service delivery) * Staff and volunteer training and support * Service feedback and quality assurance measures   Please note the word limit for response (excluding attachments such as process maps, flowcharts, diagrams). Word Limit 500 words. | | |
| Response: | | |

|  |  |  |
| --- | --- | --- |
| **Question 6** | **Additional Social Value** | **Weighting: 10%** |
| Please detail what additional social value you can offer as part of your Advice Service delivery lin relation to the themes below:   * Jobs, Earning and Business – Supporting financial inclusion, encouraging good employment, creating a thriving economy and advancing financial equality. * Education & Learning- Supporting educational attainment, increasing lifelong learning and skills development, creating opportunities and aspirations and advancing equality in education. * Environment & Climate Emergency - Lowering carbon emissions, reducing production, consumption and waste, supporting ecosystems, biodiversity and green space, ensuring air and water quality, providing resilience and adaptive capacity. * Health and wellbeing - Increase access to nutritious food, supporting wellbeing, improving mental and physical health, encouraging physical activity, enabling access to support. * Community and Participation - Tackling the digital divide, improving digital literacy, enabling service user involvement in service design and management, * Safety and Justice - Helping people to feel safe at home and in their local area, awareness of their human rights and how to access justice and freedom from abuse and slavery.   Please note the word limit for response (excluding attachments such as process maps, flowcharts, diagrams). Word Limit 500 words. | | |
| Response: | | |

**Grant Category 4 - Specialist Advice: Legal Only**

Only complete this section if you are applying for Grant Category 4.

|  |  |  |
| --- | --- | --- |
| **Question 1** | **Experience, capacity, and capability for delivering a Specialist Advice Service, legal only.** | **Weighting: 20%** |
| Please outline your capacity, and capability to deliver the service you are applying for. Your response should cover the following:   * Appropriate accreditations * Examples of where you have delivered similar services and how best practice will be applied for the delivery of this contract * Organisational capacity, and readiness to mobilise contract delivery including timescales for implementation   Please note the word limit for response (excluding attachments such as process maps, flowcharts, diagrams). Word limit: 700 words. | | |
| Response: | | |

|  |  |  |
| --- | --- | --- |
| **Question 2** | **Proposed delivery model** | **Weighting: 20%** |
| Please set out your model for delivering specialist advice services in Lambeth. Your response should cover the following:   * Type of advice and support provided: specialist advice, ie. Legal advice.. * Hours of operation (preferably to include some ‘out of hours’ evening and weekend provision) * Service standards (e.g. response times for online queries, or referral for full assessment/casework support) * Proposed volumes and capacity within proposed advice services * Level of resource dedicated to proposed services * Operational links/referral routeways into own and partner delivered complementary services   Please note the word limit for response (excluding attachments such as process maps, flowcharts, diagrams). Word limit: 700 words | | |
| Response: | | |
| **Question 3** | **Understanding of financial resilience in Lambeth** | **Weighting: 15%** |
| Please describe the key current financial resilience challenges faced by Lambeth residents, and in particular our multi-cultural communities and key priority groups (e.g. Black, Asian and Multi-ethnic residents, disabled residents and those with long term health conditions, young people, lone parents, older residents aged 50+, residents with low levels of English and/or literacy); and how you will deliver advice services to address these.  Please note the word limit for response (excluding attachments such as process maps, flowcharts, diagrams). Word Limit 500 words. | | |
| Response: | | |

|  |  |  |  |
| --- | --- | --- | --- |
| **Question 4** | **Equity, diversity and inclusion** | **Weighting: 15%** | |
| Please identify how you will ensure inclusivity of access for residents from multi-cultural communities and key priority groups (e.g. Black, Asian and Multi-ethnic residents, disabled residents and those with long term health conditions, young people, lone parents, older residents aged 50+, residents with low levels of English and/or literacy); and how residents will be effectively engaged and supported to overcome any barriers to accessing advice services?  Please note the word limit for response (excluding attachments such as process maps, flowcharts, diagrams). Word Limit 700 words. | | | |
| Response: | | | |
| **Question 5** | **Grant monitoring** | **Weighting: 20%** |
| The Council has developed and included grant monitoring for advice service grants within the Grant Award Specification, including qualitative and quantitative measures to monitor both the volume, type, and impact of advice services provided. Successful grant applicants will be required to engage with the Council on the development of this new KPI framework and engage with continuous quality assurance and development processes.    Please detail your approach to measuring grant monitoring and quality in advice service delivery, including both qualitative and quantitative measures (e.g. financial outcomes, customer satisfaction surveys), and quality assurance measures undertaken by your organisation. Your response should cover (as a minimum):   * Qualification and experience of staff (in relation to proposed service delivery) * Staff and volunteer training and support * Service feedback and quality assurance measures   Please note the word limit for response (excluding attachments such as process maps, flowcharts, diagrams). Word Limit 500 words. | | |
| Response: | | |

|  |  |  |
| --- | --- | --- |
| **Question 6** | **Additional Social Value** | **Weighting: 10%** |
| Please detail what additional social value you can offer as part of your Advice Service delivery in relation to the themes below:   * Jobs, Earning and Business – Supporting financial inclusion, encouraging good employment, creating a thriving economy and advancing financial equality. * Education & Learning- Supporting educational attainment, increasing lifelong learning and skills development, creating opportunities and aspirations and advancing equality in education. * Environment & Climate Emergency - Lowering carbon emissions, reducing production, consumption and waste, supporting ecosystems, biodiversity and green space, ensuring air and water quality, providing resilience and adaptive capacity. * Health and wellbeing - Increase access to nutritious food, supporting wellbeing, improving mental and physical health, encouraging physical activity, enabling access to support. * Community and Participation - Tackling the digital divide, improving digital literacy, enabling service user involvement in service design and management, * Safety and Justice - Helping people to feel safe at home and in their local area, awareness of their human rights and how to access justice and freedom from abuse and slavery.   Please note the word limit for response (excluding attachments such as process maps, flowcharts, diagrams). Word Limit 500 words. | | |
| Response: | | |

**Scoring matrix for Questions 1 – 6:**

|  |  |  |
| --- | --- | --- |
| **Scoring Matrix** | | |
| **Score** | **Rating** | **Description** |
| **0** | No response / insufficient information  **(Fail)** | No response received, or insufficient information provided that makes the response incapable of assessment and/or is incomprehensible. |
| **1** | Unacceptable | The response to the Method Statement question is substantially unacceptable which fails in several significant areas in answering the specific requirements of the question. |
| **2** | Poor | The response to the Method Statement question is poor and does not address the requirements of the question. Response is basic/ minimal with insufficient detail with some major reservations as to the deliverability of the service. |
| **3** | Acceptable | The response to the Method Statement question provides acceptable level of information against the requirements of the question with some minor reservations in a few areas as to the deliverability of the service. |
| **4** | Good | The response to the Method Statement question is good and largely addresses the requirements of the question. |
| **5** | Very Good | The response to the Method Statement question is very good with no reservations and provides full confidence as to the deliverability of the service. |