

Q & A: Lambeth Advice Service Grants

Question	Answer
<p>Provider A doesn't provide family, debt or consumer law - can we still apply Is the funding £140,000 per year for 2 years and outputs 75 cases per year.</p>	<p>With the exception of Grant Category 1, providers are not expected to cover all areas of Advice Services.</p>
<p>“Where necessary, successful providers for all categories will be required to support urgent referrals from Council teams, providing expedited access to support for residents identified as being of high vulnerability and requiring urgent assistance.”</p> <p>Is there a sense of roughly the volume/number clients pw for this?</p>	<p>We would only be looking at referrals on an exceptional basis to support residents presenting in crisis and anticipate this figure to be relatively low.</p>
<p>Category 3, “22300 residents accessing advice”.</p> <p>What does accessing mean? Numbers approaching to get advice, who may be then be directed to website, signposted to another external service, booked to other LBL funded or internal service?</p>	<p>Accessing can mean different things depending on the level of advice offered, ranging from signposting to in depth advice on a range of topics. We would expect a greater level of engagement with service users at Level 3 than Level 1, for instance.</p>
<p>Can you be clearer what you mean by “Legal” Advice?</p> <p>Most advice is legal in that use the law and regulations when advising and casework in relation to e.g. challenging benefit decisions and appeals, housing homelessness, disrepair, possession, checking and challenging debts, insolvency options, challenging PCNs, advising on bailiffs (enforcement Agents) rights and challenging.</p>	<p>Legal advice is the giving of a professional or formal opinion regarding the substance or procedure of the law in relation to a particular factual situation.</p> <p>Grant applicants should be professionally qualified, and services delivered through experienced advisors through an accredited organisation as outlined in Category 3, page 9 on the Advice Service Grant Application.</p>

<p>Level 1-3 is not universally used in the advice sector so examples of type matters and stage help expected is helpful.</p>	
<p>In the pricing schedule, under staffing would just include adviser costs? Or also include here the contribution to/actual proportion salary of admin, supervisor, manager or other support/staff costs? Or would you want that under other lines e.g. management, support costs, etc?</p>	<p>The pricing schedule outlines what costs are anticipated in order to deliver the services applied for. We therefore recommend to price all elements that are required to deliver the service.</p>
<p>Would we be expected to take on the existing caseload of existing providers?</p>	<p>No, existing providers will continue to hold their current cases.</p>
<p>Would there be an obligation under TUPE to take on staff working under the existing funding?</p>	<p>Grant applicants should be advised of potential TUPE requirements in relation to incumbent advice service providers, where posts may be partly or wholly funded.</p>
<p>I am struggling to book onto the webinar - I cannot find where to book on the portal - can you help please?</p>	<p>Please register via Eventbrite: https://www.eventbrite.co.uk/e/webinar-lambeth-advice-services-grant-2024-26-tickets-738005734017 and click on "Reserve a spot" to register.</p>
<p>While calculating the expected average unit cost is straightforward for grant categories 1, 2, and 4, it is not the same for category 3. Could you provide additional guidance regarding the unit cost differentiation between advice and casework within grant category 3?</p> <p>The baseline expectation is 22,400 residents accessing advice with 8,000 residents receiving one-to-one casework. This results in a cost of £39 per person for advice and £109 per person for casework. Is this correct? would it vary based on whether the advice provided falls under level 2 or 3?</p>	<p>Pricing for category 3 is intentionally left with more flexibility as we are aware that different types of provision will represent a range of unit costs.</p> <p>If one were to strictly divide the number of residents accessing the service by the overall fund, you would get a unit cost of £39/£109. However, we are aware that the needs of service users vary and some will require more intensive, or less intensive levels of support.</p> <p>To cost your proposed delivery for category 3, consider the level of support</p>

	your client group will need and what this represents in terms of advisor time.
In grant category 3, would it be suited to deliver a combination of generalist and specialist advice by employing group and individual sessions to provide basic advice, information and guidance in community languages, as well as individual appointments to offer advice and casework at levels 2 and 3?	Yes, this would be a suitable provision.
Is the key performance indicator 'Increasing residents' income and/or reducing debt (where applicable)' assessed based on advisor expectations? For example, following the completion of a welfare benefits form, it is anticipated that the resident will receive the benefit, resulting in increased income, even though we may not have definitive confirmation.	Any data about increased income is valuable and advisor expectations can be a helpful measure. It will not always be possible to record the level of increased income; where it is possible, this is a metric we would like to understand.
Does the Council employ a specific system or software to collect data reported by grantees?	Yes, data will be recorded via a Hanlon form.
In question 3 about the understanding of financial resilience in Lambeth, would you evaluate the organisation's understanding of the financial challenges faced by Lambeth residents in general and the key priorities group, or by the specific community or group our organisation serves?	In this question, we would expect to see a strong understanding of the challenges faced by the organisation's target audience, and a general understanding of the wider challenges in the borough.
For the Cat 2 expectations, is the 15000 target across the £240k or is the expectation 15000 residents for a grant of £80k?	Baseline expectations are based on 2 years. Potential applicants are advised to pro-rata output based on amount applied for. This applies to all four categories.

<p>Are these total funding amounts for the 2 years or per year?</p>	<p>Funding amounts relate to 2 years from 2024 – 2026.</p>
<p>For Cat 4, is the £140,000 for 75 people in total, or 75 per year?</p>	<p>Funding and targets are based on 2 years for all four categories.</p>
<p>Would there be support for gaining quality standards for an organisation e.g. Advice Quality Service?</p> <p>To determine good quality services, will the council help upskill and offer accreditation opportunities for organisations offering this service already but with little accredited staff?</p>	<p>As part of the Advice Service in Lambeth in 2024 to 2026, we are introducing the Lambeth Advice Network.</p> <p>We work with the advice network to understand how best we could support the capacity of local organisations to deliver high quality advice which may potentially include accreditations and staff training.</p>
<p>The issue is that people with multiple issues will need to come back several times, or by the amount of residents do you mean amount of individuals or number of sessions?</p>	<p>The nature of advice services is defined by its complexity of issues presented and therefore we refer to overall support provided to residents holistically.</p>
<p>Could you share the links to the application pack etc here again?</p>	<p>Please refer to https://opportunity.lambeth.gov.uk/Web%20Forms/WebUser/PortalPage.aspx?Page=lambeth-advice-services.</p>
<p>Is there a minimum limit for applying for the Basic IAG grant?</p> <p>10k for 2 years, so 5k per year?</p>	<p>The minimum is £10k in total over 2 years.</p>
<p>Good that the council will fund however will the council integrate its services to offer direct contacts and criteria information of services most important to residents. I.e. my org has many who come for housing related matters etc. often we struggle to find engaging officials who follow up or make sure a smooth transition of handover and so on.</p>	<p>Where possible we will aim to bridge the gap and liaise in a way to work towards solving issues residents present.</p>
<p>Is there a reason why you are allocating just one lot of specialist funding?</p> <p>For example, there is a very clear need for immigration advice but that may be overshadowed by other applications.</p>	<p>Throughout the consultation period, a specific need in legal advice emerged as a crucial gap which we will be filling as part of Grant Allocation category 4 in Advice Services in the borough,</p>

<p>To what degree can overheads be included in the costs. We all are experiencing increased costs (eg utilities). Is there a % you would consider appropriate?</p>	<p>The price we expect to receive is made up of costs that should include overheads using the pricing schedule. Every provider will have different overhead costs. Costs should be proportionate to the service intended to deliver.</p>
<p>Is the funding for Lambeth residents only?</p>	<p>Yes.</p>
<p>Who should I contact for more information?</p>	<p>Please email us via opportunitylambeth@lambeth.gov.uk.</p>
<p>Is there an implication on how much funding an organisation or charity can apply for based on turnover in the previous year, i.e. does the turnover from the previous year dictate how much funding can be applied for?</p>	<p>We would expect potential applicants to be able to demonstrate their capabilities and delivery model with view to the service / funding amount they are applying for.</p>
<p>Great info, couple of questions 1. Would the service be ran via referrals from yourself or would we be actively seeking such individuals? 2. Would a proposal to offer advice workshops to groups of residents be considered just as much as 1-2-1s?</p>	<p>Currently, advice services are in high demand. We would however expect potential providers to ensure residents are aware services are being delivered.</p> <p>We would be happy to explore alternative delivery of advice, eg group sessions, if this is suitable for the nature of advice and of benefit to the resident.</p>
<p>What level of data will be required to collect from service users.</p>	<p>We would at minimum expect collection of equality- and performance data.</p>
<p>Is there a minimum amount of hours per day or week for the service to be available to residents?</p>	<p>Service delivery should be proportionate to the grant overall applied for and delivered in a way to maximise resident support and -satisfaction. We are open to flexible delivery if overall aligned with service proposal.</p>
<p>If clients are not documented or have NRPF will the how will the engagement be quantified.</p>	<p>We will advise on this query in due course.</p>
<p>How and when will the onboarding for the Advice Network start?</p>	<p>We would hope to start in the first quarter of 2024.</p>
<p>We work with residents that have been disengaged from mainstream services sometimes generationally, usually because of historical experiences. It</p>	<p>Yes.</p>

<p>takes time and is often complex. Can one person attending several sessions count per session to allow us to re-build trust.</p>	
<p>Does the organisation need to be based in Lambeth with a Lambeth Postcode?</p>	<p>No.</p>
<p>To maximize our offering to the community would there be any objections if we were to incorporate the utilisation of our facilities to aid the needs of Lambeth residents during our advice sessions?</p>	<p>We expect organisations would use their premises to provide services, in addition to some community locations which would be decided with the Council.</p>
<p>The grant award amount specified below. Are they per year or over the full 2 years?</p> <p>Finally, the TUPE requirements specified in the guidelines, can you elaborate on that? Which roles would that apply to, and what application areas are likely to mean there would be TUPE requirements?</p>	<p>Grant awards are per annum, but the total amounts specified are for the two-year period in total.</p> <p>TUPE requirements could apply to a small number of roles in Category 3, in the event of the currently funded organisations being unsuccessful in this funding round.</p>