







National Advice Network Wales 2nd Annual Review of the Information and Advice Action Plan

Introduction

At their meeting on the 26th April 2018, the membership of the National Advice Network reviewed the progress made during the period April 2017 to March 2018 with the various actions within the Information and Advice Action Plan.

Table 1: In their 1st annual review of the IAAP undertaken in April 2017, the National Advice Network identified the following six activities as priority for progressing during 2017-18.

Action	Description	Comment	RAG Rating ¹
Action 1	Related to quality framework	Good progress being made	
Action 8	Related to engaging with PSB's and RPBs	Progress being made (<i>see table 4</i>)	
Action 10	Related to embedding preventative advice into crisis help interventions	Good progress being made	
Action 11	Related to encouraging providers to create and maintain their service entry on the Dewis Cymru website	Progress being made	
Action 16 -	Related to integration of Welsh Government's funding	Good progress being made	
Action 17	Related to working with other funders	Good progress being made	

¹ For information: RAG rating; Green = Good Progress: Amber = Progress: Red = Action required: No RAG = Action Not Scheduled to Commence

Information and Advice Action Plan – Progress Review for 04/2017 to 03/2018









Table 2: Activities not identified as a priority but where progress <u>was</u> expected during 17/18			
Action	Description	Comment	RAG Rating
Action 6	Related to local & regional networks	Limited progress (<i>see table 4</i>)	
Action 13	Related to evidence-based policy	Action required (<i>see table 4</i>)	

Table 3: Activities not identified as a priority and where progress was not expected during 17/18			
Action	Description	Comment	RAG Rating
Action 19	Related to outcomes	Good progress being made	


Information and Advice Action Plan – Progress Review for 04/2017 to 03/2018

Action	Original Timeline	Progress	Update	Current Timeline	RAG Rating
<p>1. Welsh Government to implement and support the phased introduction of the IAQF Wales for Social Welfare law information and advice providers including:</p> <ul style="list-style-type: none"> • Support and training for the information and advice sector • Awareness raising for the public, providers and funders 	Gradual rollout of IAQF between April 2017 – March 2020	<ul style="list-style-type: none"> • MBARC managing the IAQF independent assessment service in 2018. 	<ul style="list-style-type: none"> • Engaging with Quality Standard Owners & with aspiring Standard Owners. • Quality Standard Owners will be able to submit applications to become IAQF accredited in the autumn of 2018. • MBARC will support a range of pathfinder providers to become ready to meet the quality assurance requirements of an IAQF accredited Quality Standard. • Materials/tools/good practice guidance will be freely available to all providers enabling them to become better prepared to secure accreditation to an appropriate Quality Standard. • To support the delivery of the assessment service & build local capacity for its long-term delivery, free-lance IAQF Wales assessors will be appointed. 	31.03.20	
2. Encouraging other funders of advice services to recognise and adopt IAQF Wales as an assessment and award criteria	Commence 2017/2018	<ul style="list-style-type: none"> • MBARC managing the IAQF independent assessment service in 2018 	<ul style="list-style-type: none"> • MBARC implementing & managing a communication & engagement strategy. Initial engagement progressing with LA's & through Wales Funders Forum. • Priority action for 18/19: Continue to develop positive engagement with key funders, including the Money Advice Service, Local Authorities, Big Lottery Cymru, & Registered Social Landlords. 	31.12.18	
3. Welsh Government to explore with partners the establishment of a second tier specialist support service for IAQF accredited providers.	Commence 2019	<ul style="list-style-type: none"> • No Activity scheduled until 2019 	<ul style="list-style-type: none"> • Welsh Government & NAN recognise the value in the proposal but agree it is not an immediate priority . • An options appraisal for a potential service will be undertaken during 2019. 	31.12.19	



Information and Advice Action Plan – Progress Review for 04/2017 to 03/2018

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4. Welsh Government to explore opportunities to adapt and extend IAQF Wales to cover the broad range of information and advice services.	2019/2020	<ul style="list-style-type: none"> No Activity scheduled until 18/19 	<ul style="list-style-type: none"> During 2018 MBARC will support a range of providers to become ready to meet the quality assurance requirements of an IAQF accredited Quality Standard. Interest from LA's in having in-house info/advice services linked to their statutory duties to provide information & advice services. 	31.12.19	
5. Welsh Government to maintain strategic oversight of IAQF Wales	Annual	<ul style="list-style-type: none"> Ongoing 	<ul style="list-style-type: none"> IAQF a standing topic in the Welsh Government quarterly reporting to NAN meetings. MBARC are contracted for 12 months until end of December 2018, there are resource implications beyond this. 	31.03.19	
6. Work with/ encourage the development of local/regional networks. Aims: <ul style="list-style-type: none"> build a better client journey by improving referral processes Single front door Potentially virtual quality support / buddying local/regional planning 	2018 onwards	<ul style="list-style-type: none"> Limited engagement with Advice & Information Networks, Financial Inclusion Forums & Supporting People Forums, etc. 	<ul style="list-style-type: none"> The National Advice Network to learn from the established Networks to prepare and issue guidance on the role of, and standards for local/regional networks. Priority action for 18/19: NAN recognises resource implications have been a barrier to progressing this activity. However, it is agreed NAN resources need to be prioritised for action in the coming year. (See table 4 on page 10.) 	31.03.19	
7. National Advice Network to produce and share a key messages paper	31/3/17	<ul style="list-style-type: none"> Completed 	<ul style="list-style-type: none"> Key messages document published. 	08.11.17	




Information and Advice Action Plan – Progress Review for 04/2017 to 03/2018

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<p>8. Advice sector seek to work with:</p> <ul style="list-style-type: none"> Public Service Boards (PSB) where advice and support has been identified as a priority within Well-being assessments. Regional Partnership Boards (RPB) (i.e. guidance in relation to joint area plans produced by RPB, states plans must include action being taken in relation to the provision of IAA). <p>Aim: ensure social welfare advice/information is integral within local planning mechanisms</p>	31/03/18	<ul style="list-style-type: none"> NAN & WG developing positive engagement with LA PSB coordinators across Wales. 	<ul style="list-style-type: none"> National Advice Network to produce guidance for the Advice Sector on how to positively engage with PSB and RPB's. <p>Priority action for 18/19: Recognised that whilst discussion & engagement with some PSB's has started, further action to be prioritised by NAN in 2018. (See table 4 on page 10)</p>	31.03.19	
<p>9. Improving service user experience by removing barriers and ensuring inclusive engagement of all groups, including minority groups.</p>	2019/20	<ul style="list-style-type: none"> Ongoing 	<ul style="list-style-type: none"> Widened membership of Extended National Advice Network includes people with relevant experience and knowledge. 	31.03.20	




Information and Advice Action Plan – Progress Review for 04/2017 to 03/2018

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<p>10. Work to shift demand over time from crisis help towards prevention</p> <p>Aim: Better informed citizens</p>	2020/21	<ul style="list-style-type: none"> Better progress made than predicted following Ministerial approval for 12 month test & learn project around preventative services. Ongoing work with the Education Department. 	<ul style="list-style-type: none"> Working Group proposed testing a resolution & resilience delivery model with households experiencing fuel debt/poverty making Emergency Assistance Applications to the Discretionary Assistance Fund within two local authority areas. Project will run in RCT and Carmarthenshire - May 2018 May 2019 (dates tbc). Training provided to all DAF advisors (April 2018) to help identify those clients in need of this wider support. Education Department considering how best to include Public Legal Education in the new 3 – 16 school curriculum 	31.03.21	
<p>11. Welsh Government to encourage information and advice providers to create and maintain their entries on the Dewis portal so that</p> <ul style="list-style-type: none"> Individuals can find the help they need Providers and other stakeholders can make effective referrals. Funders and commissioners can see clearly what services are available both locally and nationally. 	Map published 2016	<ul style="list-style-type: none"> DEWIS Cymru website operational in Oct 2017. 	<ul style="list-style-type: none"> Welsh Government hold editor status - entry from a provider will not be published until the accuracy of the information provided is checked. Encouragement to providers to register managed centrally - proving to be a slow process. To increase the number of providers registered there needs to be more localised & personal engagement with providers operating within local communities. NAN & WG to consider options for promoting the localised engagement, etc. 	31.12.18	



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12. Welsh Government to publish independent advice needs analysis	April 2017	<ul style="list-style-type: none"> Modelling the need for Social Welfare advice published & desktop library literature research on delivery channel preference completed. 	<ul style="list-style-type: none"> Welsh Government and the National Advice Network to appraise and agree options for commissioning additional research into: <ol style="list-style-type: none"> needs of people going before tribunals in Wales. To establish if people need representation or whether preparation of a written case is enough, etc. The Tribunal research work is not viewed as a priority in 2018-19. 	31.12.18	
13. National Advice Network to reflect collective evidence based policy concerns to policy makers.	2017/18 – working group to be established	<ul style="list-style-type: none"> Citizen Advice, Shelter Cymru, Step Change, Local Authorities, have established systems. 	<ul style="list-style-type: none"> National Advice Network will establish a working group to examine the potential to develop, from the established policy streams, a means to report collective evidence based policy concerns within Wales. Priority action for 18/19: NAN recognise they need to prioritise resources to progress this action in the coming year. (See table 4 on page 10.) 	31.03.18	
14. National Advice Network to monitor delivery against the action plan and report to the Cabinet Secretary for Communities and Children.	Annually (April)	<ul style="list-style-type: none"> Ongoing 	<ul style="list-style-type: none"> NAN Chair to present annual review of progress made in 2017/18 & future priorities to the Minister for Housing & Regeneration on the 10th July 2018. 	31.07.18	

Information and Advice Action Plan – Progress Review for 04/2017 to 03/2018

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15. Welsh Government to explore a funding advisory hub to encourage a consistent strategic approach to information and advice funding based on agreed principles which support national and local funders and delivery bodies.	2017/18 – (proposal for hub developed)	<ul style="list-style-type: none"> Ongoing 	<ul style="list-style-type: none"> WG addressed Wales Funders Forum on IAQF, future funding & agreed to participate in a group exploring streamlining funding processes. Ongoing discussion on joint commissioning with the Money Advice Service / Single Financial Guidance Body. Hub proposal to be developed during 2018-19 	31.03.19	
16. Welsh Government to integrate their funded advice service provision	Phase 1 from April 2018	<ul style="list-style-type: none"> Ministerial decision - WG Financial Inclusion Unit's advice service funding streams merging into a single fund to be commissioned during 2018/19. 	<ul style="list-style-type: none"> Ongoing work will consider other Welsh Government funding streams, which will be taken into account in future work. Financial Claims and Guidance Bill legislates for funding for debt advice services to be devolved to the Welsh Government. 	31.012.19	
17. Welsh Government and the National Advice Network to encourage other funders and commissioners to adopt the same approach.	2017 - 2021	<ul style="list-style-type: none"> Ongoing 	<ul style="list-style-type: none"> Welsh Government officials engaging with local authorities on their strategies for advice services funding. Welsh Government will engage closely with SFGB on financial capability/education services within Wales. Welsh Government are currently working with Money Advice Service 	31.03.19	

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18. Funders and commissioners of information and advice to support a mix of preventative measures and crisis help based on need.	2017-2021	<ul style="list-style-type: none"> Ongoing (See Activity 10) 	<ul style="list-style-type: none"> The Welsh Government and the National Advice Network are committed to developing a preventative approach to ensure households receiving advice are helped to attain a sustained outcome by mitigating the probability of problems occurring in the future. 	31.12.21	
19. National Advice Network to scope further work on potential shared outcome measures.	2017 - 2021	<ul style="list-style-type: none"> Ongoing 	<ul style="list-style-type: none"> WG Working Group exploring outcomes from social welfare advice interventions that are linked to the well-being goals and ways of working set out in the Wellbeing for Future Generations (Wales) Act 2015. WG Stakeholder Research Group to consider logic modelling on the links between outputs and outcomes with internal/stakeholders. 	31.03.19	

Information and Advice Action Plan – Progress Review for 04/2017 to 03/2018

Table 4: Action identified as a priority for 2018/19		
Action	Description	Activity to be progressed in 2018
Action 2	Related to the IAQF	Continue to develop positive engagement with key funders, including the Money Advice Service, Local Authorities, Big Lottery Cymru, & Registered Social Landlords.
Action 6	Related to local & regional networks	NAN to map national, regional & local networks across Wales. E.g., financial capability groups; HMCTS user groups; LA welfare reform mitigation/UC implementation partnerships, etc.
Action 8	Related to Public Service Boards	NAN to consider fresh approaches of better engaging with PSB's/RPB's, e.g., through PSB themed working groups, etc, & produce best practice guidance.
Action 13	Related to evidence based policy.	NAN working group to examine the potential to develop, from the established policy streams, a means to report collective evidence based policy concerns within Wales.