

A future Community Legal Advice Network?

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Overview

- Tower Hamlets Community Advice Network – progress so far
- A model for future CLANs?
- Application in other areas
- Working Together for Advice

Tower Hamlets Community Advice Network Progress so far... What we began with

- A strong advice network (CLSP)
- Significant gaps in service provision and limited sustainability for organisations
- An involved and supportive local authority
- Partner agencies looking for ways to secure their services for the future
- An environment of change – Local Authority moving to commissioning. LSC proposing CLAC/Ns. Funders seeking more partnership working.

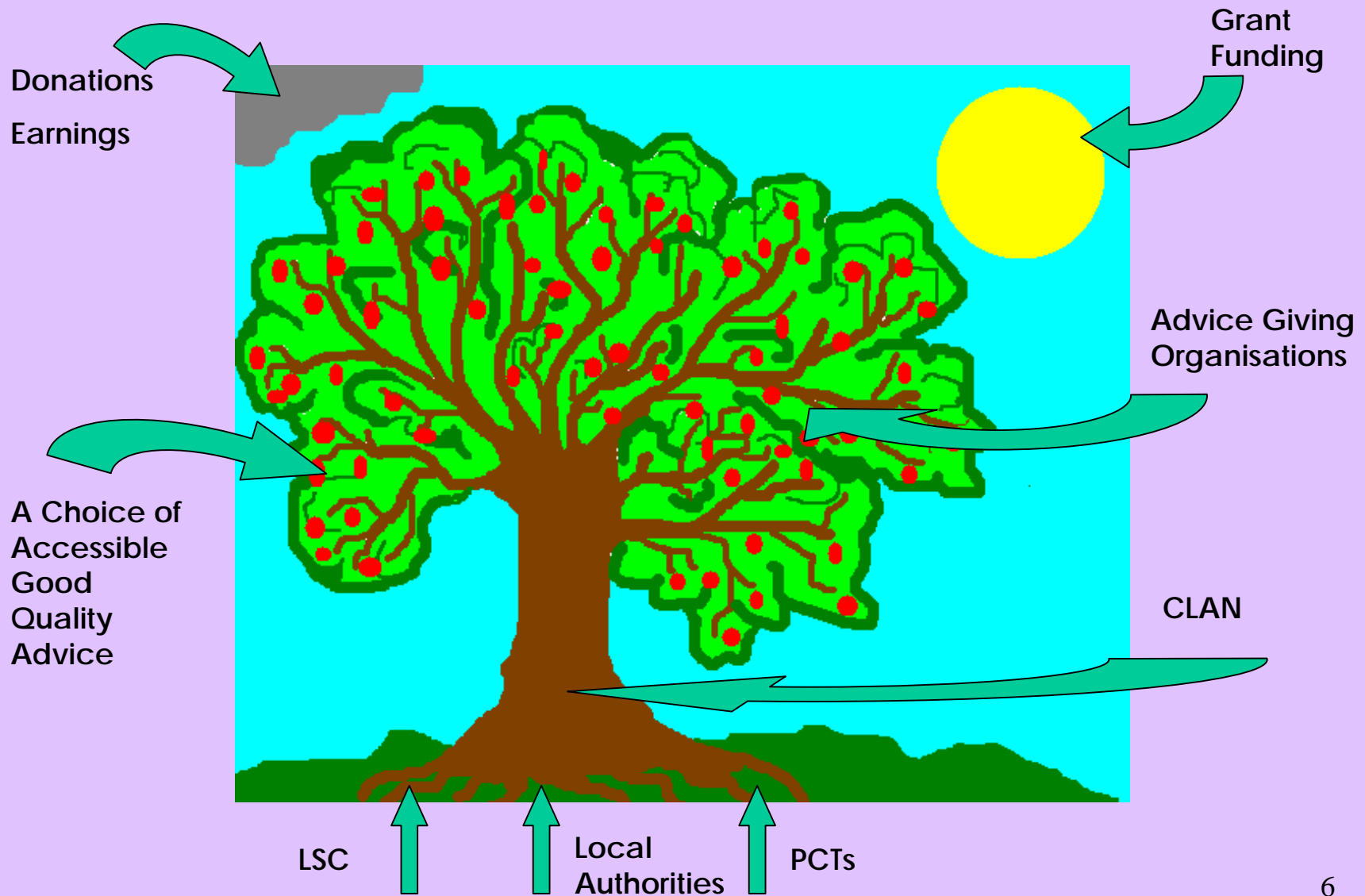
Tower Hamlets Community Advice Network Progress so far... What we hoped to achieve

- To be able to give more advice
- To give quality advice
- To improve referrals
- To minimise admin time
- To maximise funding opportunities
- To increase influence

Tower Hamlets Community Advice Network Progress so far... Where we are now

- Big Lottery Fund Advice Plus funding achieved
- Recruitment in process for a Link Manager and Three Link Advisors
- A business plan in place
- A strong and committed steering group... waiting for things to happen
- Diverse network membership
- Clear and shared goals

A Model for Future CLANs ?



Application in other areas

- Consider advice provision in its widest context, including specific community specific organisations who include advice in wider service delivery.
- Make network membership easy and accessible to smaller groups
- Monitor engagement, attempt to find organisations that cover key minority communities

Working Together for Advice

- Enhancing Frontline Advice



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Workstream Manager – Enhancing Frontline Advice

Overview

- Funded by Big Lottery Fund under its AdvicePlus grants programme
- Overall aims are:
 - Increase access to advice
 - Enhance the quality of advice
 - Demonstrate the value of advice
 - Improve the efficiency of advice services
 - Build the capacity of the advice sector

Consortium members

- Advice Services Alliance
- Advice UK
- Age Concern England
- Citizens Advice
- Law Centres Federation
- Youth Access

Project Workstreams

- Developing Access to Advice
- User and Stakeholder Involvement
- **Enhancing Frontline Advice**
- Developing a Quality Mark
- Advice Outcomes
- Workforce Development and Training
- Developing Discrimination Advice
- Promoting Advice

Outcomes:

1. Significantly increased **capacity** amongst advice agencies to engage and participate in **partnership** and **collaborative** working that enhances their services
2. The existence of new advice **partnerships** and **collaborative forums** throughout England as a result of the resources, support and up-skilling provided as part of this work stream.
3. A significant increase in the **effectiveness** and **performance** of consortium members to provide partnership and collaboration support services to their members
4. **Improved sustainability** of advice agencies and Law Centres as a result of collaborative working and partnerships formed

How will the project support partnership and collaborative working?

- Development of referral networks and partnerships (20)
- Training for advice agency managers
- Targeted consultancy support for agencies(80)
- Establishment of advice forums (20)
- Resources on partnership and collaborative working building on what already exists
- Training on costing advice services
- Promoting successful partnership models
- Establish a National Advice Sector Development Forum

How will the project support partnership and collaborative working? (2)

- Direct support for emerging partnerships
- Brokering access to infrastructure support for advice agencies
- Engage with partners and stakeholders
- Support for the expansion of at least two agencies/Law Centres
- Support for the establishment of new advice agencies/Law Centres

End