

Lewisham Main Grants 2015-18 Assessment Form

Section 1 – Applicant details

Name of organisation: 170 Community Project	
Current Main Grants recipient:	YES
Themes applied to:	ATA and CTC (Also separate application for employment and training)
Documents supplied:	YES

Section 2 - Partner Profile Assessment

Criteria	Score	Comments
Local Intelligence	Excellent	Long established organisation in Lewisham that provides evidence of a thorough understanding of the borough and its service users.
Transformation	Good/Excellent	Good examples of the way the organisation has progressed and improved given. The application would have been stronger if it had included some more details regarding plans for the future.
Collaboration	Excellent	They have worked with various organisations in different areas such as health and employment, and have identified areas they would like to continue building upon.
Resources	Excellent	They have a good amount of financial and human resources, and aim to be sufficient for 12 months in the event of funding ceasing. Various source of income in addition to Lewisham.
Shared Values	Excellent	They have expressed a commitment to all three areas with examples. Pay their staff the LLW.
Quality and effectiveness	Excellent	There are processes in place to measure quality and effectiveness, and to gather feedback from staff and service users.

Partner Profile Summary:

Overall this is an excellent partner profile. The organisation has demonstrated a thorough understanding of the borough and its service users. It had also shown a commitment to become as financially viable as possible, and has a diverse range of income streams.

Section 3 - Theme Assessment

Theme:	Access to Advice Communities that Care 2d Provision for Vulnerable People
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Score: Good

Comments:

The Access to Advice and Communities that Care elements of the application have been considered as one in this assessment.

Service description:

170 Community Project's application is for staff and associated activity costs to deliver a range of advice services under a revised structure incorporating delivery from their 170 Hub premises. The budget incorporates funding for the recruitment of two additional staff, described in the application as a Gateway Assessor, to deliver a triage and signposting service, and a Team Leader, overseeing delivery of advice services by a range of case workers. Further staff posts are listed for funding in the budget but these appear to be existing roles.

Delivery takes place at a range of levels:

Gateway delivery by the new Gateway Assessor incorporates two 3-hour drop-in sessions per week, working with 15 clients per drop-in of which eight will access an immediate one hour advice appointment (total of 576 one hour casework advice sessions in the first nine months of delivery) and one 1-hour telephone advice session per week, during which it is anticipated that 12 client contacts per session will be made (total of 432 telephone information and advice contacts during the first nine months of the contract);

Of the 576 individuals who receive an advice session during a drop-in, 540 are anticipated to be followed up by further casework appointments.

A further 324 cases will be referred on to other services.

Alongside the general advice and signposting offered through the gateway, specialist welfare benefits, housing and debt advice will be offered by in-house and partner specialists.

The application also refers to the recruitment and training of volunteers to support the service and to a range of proposed partnership working at a strategic level, including development of a "language bank" and increased social policy work.

Outputs and outcomes relate to the types of advice to be offered and the likely numbers of individuals accessing them, totalling nearly 3350 different advice/signposting interactions in the first nine months of the funding.

Comments on application form:

- Application does not provide clarity on the service's ability to be fully customer-focused (although this is implicit in the form of service to be provided) and does not identify its value-for-money aspects, although it does make reference to its intention of offering a more efficient, streamlined service – possibly suggesting increased value-for-money through efficiencies created by streamlining
- Application does make reference to a flexible response, although it relies on the existing skills and experience of workers in responding to complex and multiple needs rather than introducing new concepts to support a flexible response. Response also refers briefly to outreach

- Flexibility of access to services is offered through different opening times, outreach, staff who speak Spanish and Portuguese and increased support in accessing advice digitally. Again, the application is not explicit in listing its flexibilities of access, but rather flexibilities are implied throughout the response
- Support in accessing advice through digital technologies is referred to explicitly in Q21
- Borough-wide delivery is indicated, with main focus in New Cross, Telegraph Hill, Evelyn and Brockley, so encompassing two priority wards. There appear to be no significant plans for increased outreach delivery, with only one long-standing weekly outreach session referred to alongside an already-introduced new arrangement for outreach at Pinnacle Housing Association. No new plans for further outreach development are provided.

Omissions in relation to the specification include:

- Limited information relating to full empowerment of customers in using digital technologies
- No clear plans for home visits or specific plans for addressing the needs of vulnerable customers in the main service – separate funding is requested for this
- No identification of specific groups who are not currently accessing services and no associated plans for improving access by specific groups
- No needs assessment to support any plans for outreach provision
- No clear breakdown of staff qualifications, although some qualifications, eg OISC 1 for immigration advice, are referred to in the body of the application

Application strengths include:

- Clear plans for customer referral tracking through AIMS
- Innovative plan for “language bank” across agencies, so that all agencies have knowledge of languages spoken across agencies in the borough

Amount Applied For: £129,815 (£109,198 AtA & £20,717 CtC)
Recommended Funding: £98,000
Reasons for Recommendation:
<p>This funding is awarded under the Access to Advice theme where the majority of funding is approved. No additional funding is allocated under Communities that Care as it is expected that the service be open and accessible for all.</p> <p>The allocation is lower than requested as it is expected that programme costs can be reduced slightly through close partnership working with other advice providers also being recommended for funding.</p>
Special Conditions:
<p>Applicant must work with other advice providers in the borough to provide an effective network of provision. This element of the funding is initially for 1 year during which LB Lewisham will work with Advice providers to review the borough-wide offer to ensure that all communities are fully served.</p> <p>Agree level of service delivery with Development Officer given the reduced allocation.</p>

Equalities Impact Assessment:

Please list the protected characteristic groups that the application intended to benefit.

PROTECTED CHARACTERISTIC	PLEASE TICK ✓	FURTHER DETAIL
Age	✓	No age restrictions: limited home visits for elderly
Disability	✓	DDA compliant: limited home visits for housebound
Gender	✓	Service is available to all regardless of gender
Gender reassignment	✓	Service is available to all
Marriage & civil partnership	✓	Service is accessible to all
Pregnancy & maternity	✓	Service is accessible to all
Race	✓	Service is accessible to all
Religion & belief	✓	Service is accessible to all
Sexual orientation	✓	Service is accessible to all

Does the application aim to benefit one specific community? If so please give details.

The above equalities table is taken directly from the submitted application form.

The application does not aim to benefit one specific community.

Overall Equality Impact of Funding Recommendation: LOW/MEDIUM/HIGH

Comments and mitigation:

Low – significant level of funding recommended.