

APPENDIX 1a

Information, advice and advocacy service

This service will provide a free, impartial, independent and confidential information, advice and advocacy for all local people in Dacorum. It will support local people to resolve issues affecting their lives including:

- Benefits entitlement
- Employment
- Debt and Money
- Consumer rights
- Relationships
- Housing
- Law and rights
- Discrimination
- Tax
- Health care
- Education.

The service should be shaped using the following four principles:

1. Independence – All information and advice given is independent meaning the needs of the service user are central to service provision.
2. Empowerment – The information, advice and advocacy provided means that service users are in control of their situation and have a voice.
3. Inclusion – The service is accessible to all and service users are supported to be involved in local decision making.
4. Citizenship – Service users are able to exercise their rights by being informed, advised or represented.

The service will operate using the following three tier system:

Tier 1 – Self-help and assisted information

Local people are able to access a wide range of information remotely to resolve issues. This information is available at any given time through multiple channels e.g. online or leaflets. Assisted information is available to service users who need support to identify actions they can take themselves.

Tier 2 – General help (with and without casework)

Local people access support to resolve issues through more interactive channels. This information, advice and advocacy is provided on a 1:1 basis and can still be offered through multiple channels such as telephone calls, email and face-to-face support / drop in's. The service provider will take action on behalf of the client, including follow up work where the service provider retains responsibility.

Tier 3 – Specialist help/ legal representation

Local people have access to legal representation or advocacy support to resolve complex issues e.g. in court or work tribunal.

Service Outcomes	Suggested Indicators
People access information, advice and advocacy to resolve issues	Number and (%) people that feel satisfied their issue has been resolved
The information, advice and advocacy offered, has a positive impact on people's health and wellbeing	<p>Evidence of people's health and wellbeing improving as a result of accessing the service, this includes:</p> <ul style="list-style-type: none"> • Levels of stress • Sleep • Appetite • Mental health • Physical health
The information, advice and advocacy offered, improves people's financial circumstances	<p>Number and (%) of people that experience a positive change from before and after advice in areas such as:</p> <ul style="list-style-type: none"> • Money Management • Debt Management • Sustaining tenancies
People are able to resolve issues in future	<p>Number and (%) of people that feel better equipped to deal with problems in the future</p> <p>Evidence that advisors support people to understand how immediate actions can lead to positive outcomes in life</p> <p>Number and (%) of people that return to the service within a year</p> <p>Evidence of targeted self-help education with people that return to the service</p>
Information, advice and advocacy can be accessed by all local people	<p>Evidence that the demographic profile of people accessing the service is representative of the Dacorum population</p> <p>Breakdown of vulnerable people accessing the service using the following headings:</p> <ul style="list-style-type: none"> • Communication (language or literacy) • Physical and or learning disability • Mental health <p>And their topic of enquiry</p> <p>Evidence of outreach work to improve access to the service</p> <p>Evidence of flexible provision and multiple advice channels/ referral systems</p>
People have access to additional support services following the information, advice and advocacy support	Number and (%) of people signposted onto other services and breakdown of these services

<p>People are satisfied with the service they receive</p>	<p>Satisfaction levels of people that have accessed the service - categorised by demographic and vulnerability if relevant using the following heading; Communication (language or literacy), physical or learning disabilities, mental health problems</p>
---	---

Housing specific outcomes	
Dacorum Borough Council Housing tenants are supported to maintain their tenancy.	<p>Number of Dacorum Borough Council tenants referred to the service and breakdown of circumstances of clients</p> <p>Evidence that Dacorum Borough Council tenants are at risk of losing their home and are given priority when accessing the service e.g. appointments</p> <p>Evidence of mapping debts of clients i.e. payday lenders</p> <p>Number and (%) of debt relief orders, bankruptcy, benefits issues</p> <p>Evidence of plans being put in place for repayment of housing related debt</p> <p>Evidence of Dacorum Borough Council's Housing Team being supported to access information on DBC tenants</p>