



Mrs Karen Mitchell
Town Clerk
Ledbury Town Council
Church Street
Ledbury
Herefordshire
HR8 1DH

Dear Karen

Funding Request

Herefordshire Information and Advice Partnership.

At a meeting of Town Clerks and Market Town Forum members on 20th July 2016, that included Martin Samuels, Director of Adults and Well Being, Herefordshire Council and Dawne Shepherd, CEO, Herefordshire Citizens Advice Service as well as a number of Town Clerks, I shared some brief details of work that had been taking place to develop an information and advice partnership for Herefordshire.

To develop the partnership further will require funding and I am therefore writing to you to ask Ledbury Town Council for a modest contribution, in this financial year, to support getting the partnership up and running.

I enclose a breakdown of the project costs and a draft project plan to show what the funding will deliver by way of activity. You will see that Herefordshire Council has committed £10,000 and two voluntary sector organisations, Herefordshire CAB and Services for Independent Living are providing in kind contributions.

I'm asking each Town Council to fund part of the balance required that totals £6,438.

My proposal is that each Town Council contributes a small amount that reflects the population served by each town.

| Town Council Area | % of Population / % Contribution to Funding Requirements |
|-------------------|--|
| Hereford City | 32.00% |
| Leominster | 6.40% |
| Ross | 5.8% |
| Ledbury | 5.2% |
| Bromyard | 2.5% |
| Kington | 1.8% |



LOTTERY FUNDED



This calculation for Ledbury would mean a one off contribution of **£335**, (5.2% of £6,438) although any additional funding up to a maximum of **£450** would be appreciated.

Why help?

You will be very aware that Herefordshire CAB is a risk of closing later this year or early in 2017. The partnership approach being worked on could lead to funding opportunities that would help Herefordshire CAB survive. By supporting the partnership project you'd be helping to keep the door open for Herefordshire CAB.

The partnership model already has support from Herefordshire Council, Age UK (Herefordshire), Herefordshire CAB, Herefordshire Carers Support, Services for Independent Living, Herefordshire Housing and On-Side Advocacy.

All of these partners see a partnership as the right way to go forward in future. Shared information and approaches will mean that people needing advice, wherever they live in the county, and whatever help they need will have 'no wrong door'. The aim will be to provide advice efficiently and effectively and this will mean making sure services are delivered in market towns.

Separately from the above Dawne Shepherd will make contact with you to explore the possibility of your Town Council funding specific advice services in the immediate future.

If you need any further information, please get in touch.

Chris Boote,
Independent Consultant,
working for Herefordshire CAB

| Herefordshire Information and Advice Partnership (HIAAP) - Implementation Project Plan | | | | | | | | | | | | | | |
|--|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|---------|---------|---------|
| Task | Sub Task | Week 1 | Week 2 | Week 3 | Week 4 | Week 5 | Week 6 | Week 7 | Week 8 | Week 9 | Week 10 | Week 11 | Week 12 | Week 13 |
| Structure, Organisation and Governance | | | | | | | | | | | | | | |
| | Develop and agree HIAAP governance arrangements | | ■ | ■ | ■ | ■ | | | | | | | | |
| | Establish HIAAP Interim Board/Steering Group/Project Development fundholder | ■ | | | | | | | | | | | | |
| | Develop HIAAP partnership agreement. | | | ■ | ■ | ■ | ■ | | | | | | | |
| | Develop information / data sharing protocol(s) | | | ■ | ■ | ■ | ■ | | | | | | | |
| | Confirm HIAAP membership and specific roles of partner organisations | | | | | | | ■ | ■ | ■ | ■ | | | |
| | Confirm roles of Herefordshire Council WFAT and Housing Solutions team within HIAAP | | | | | | | ■ | ■ | ■ | ■ | | | |
| | Determine HIAAP member requirements regarding access to MOSAIC 'front page'. | | | | | ■ | ■ | ■ | ■ | | | | | |
| | Negotiate and formalise MOSAIC access if required. | | | | | | | ■ | ■ | ■ | ■ | ■ | | |
| Referral Systems, Processes, Branding and Network Quality Assurance | | | | | | | | | | | | | | |
| | Design referral process to include referral protocol, online form, tracking and monitoring processes | ■ | ■ | ■ | ■ | | | | | | | | | |
| | Consult Steering Group members on process design. | | | | ■ | ■ | | | | | | | | |
| | Document IT system requirements | | | ■ | ■ | ■ | | | | | | | | |
| | Research 'off the shelf' IT solutions required to handle /track referrals. Match to requirements. | | ■ | ■ | ■ | | | | | | | | | |
| | Select preferred IT solution partner. | | | | | ■ | ■ | | | | | | | |
| | IT system development/installation | | | | | | | ■ | ■ | ■ | ■ | ■ | ■ | ■ |
| | Implement IT, system testing, user assurance | | | | | | | ■ | ■ | ■ | ■ | ■ | ■ | ■ |
| | Develop and document branding/website requirements | | | | | | | ■ | ■ | ■ | | | | |
| | Commission website design (optional) | | | | | | | | | ■ | ■ | ■ | ■ | ■ |
| | Collate and document quality assurance review processes, monitoring and reporting requirements. | | | ■ | ■ | ■ | ■ | | | | | | | |
| Commissioning / Outcome Monitoring | | | | | | | | | | | | | | |
| | Develop and document the specific financial and well being outcomes in support of 'invest to save' future funding opportunities. | | | | | ■ | ■ | ■ | ■ | | | | | |
| | Develop and design 'invest to save' outcome monitoring data collection processes | | | | | | | | | ■ | ■ | ■ | ■ | |

| Task | Sub Task | Week 1 | Week 2 | Week 3 | Week 4 | Week 5 | Week 6 | Week 7 | Week 8 | Week 9 | Week 10 | Week 11 | Week 12 | Week 13 |
|-----------------------------------|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|---------|---------|---------|
| Funding/Finance | | | | | | | | | | | | | | |
| | Develop and agree protocol for HIAAP to pursue collaborative funding applications | | █ | █ | █ | █ | █ | █ | | | | | | |
| | Develop protocol to distribute funds received by HIAAP following collaborative funding bids. | | █ | █ | █ | █ | █ | | | | | | | |
| | Prepare annual budget for HIAAP coordination activity. | | | | | | | | █ | █ | | | | |
| | Secure funding for HIAAP coordination activity. | | | | | | | | | | █ | █ | █ | █ |
| Training/Capacity Building | | | | | | | | | | | | | | |
| | Provide training/guidance on network protocols to network partners and non network service providers | | | | | | | | | | | | █ | |
| | Enable access to 'AdviserNet' for network members. | | | | | | | | | | | | █ | |
| | Investigate potential for 'expert advice' chat support | | | █ | | | █ | █ | █ | █ | █ | █ | █ | |
| | Training packages - identify partner training needs | | | | | | █ | █ | █ | █ | | | | |
| | Develop training/capacity building 'offer' | | | | | | | | | | █ | █ | █ | |
| | Launch HIAAP | | | | | | | | | | | | | █ |

Herefordshire Advice Network

| Cost Area | Cost Estimate £ | Comments / Assumptions |
|--|-----------------|---|
| Consultancy Days (31.5 based on {Project Tasks Analysis +10% contingency. 31.5 + 3 - 34.5. | 34.5 | 12075 Assumed consultancy rate of £350 per day |
| Online Referral Software | 4500 | Based on costs incurred by the Norfolk Community Advice Network and a solution offered by Turnkey IT Solutions. Other software providers may be considered. |
| Hosting Fees (Year 1) | 400 | |
| Website | 1000 | |
| Hosting Fees (Year 1) | 150 | |
| | 18125 | |
| Overall project Contingency | 1813 | 10% |
| Project Cost | <u>19938</u> | |

Contribution Breakdown

| | | |
|--|--------------|---|
| Herefordshire CAB | 1750 | 5 consultancy days |
| Services for Independent Living (WISH) | 1750 | 5 consultancy days to be provided by SiL as per e-mail from Euan McPherson 07/06/2016 |
| Herefordshire Council | 10000 | |
| | <u>13500</u> | |

Additional Funding Required 6438