

ADVICE WORKFORCE DEVELOPMENT FUND DEVELOPING A LONDON-WIDE ADVICE STRATEGY

TERMS OF REFERENCE

1. Purpose

To bring together London stakeholders, funders and advice providers to develop a Pan-London Strategy for advice services in London, drawing on previous and ongoing initiatives including the 'Advising Londoners' (2020) and 'Mind the Gap' (2022) reports, learning generated by the Advice Workforce Development programme, the London Cost of Living advice partnership and other work supported under the Robust Safety net mission; and collaboration with other partners such as health, skills and justice sectors to reduce inequities in London by improving access to social welfare advice.

2. Deliverables

- a) Collectively agree the scope and nature of a pan-London advice strategy/vision along with a roadmap for developing it
- b) Identify and engage the key strategic opportunities, partners, and networks required to develop a meaningful strategy/vision that can achieve multi-partner buy-in
- c) Steer and contribute to activity to produce a pan-London advice strategy/vision that is informed by data, evidence and feedback from across the advice sector and beyond about advice provision in London
- d) Where necessary, commission small research projects such as gap analyses which build the evidence base and support the ongoing development of a pan-London advice strategy/vision
- e) Identify and agree a robust approach for implementing the pan-London advice strategy/vision

3. Membership

Membership of the group is designed to reflect the different components of the advice sector and its stakeholders. Members may come and go over time, but the initial membership consists of representatives from:

Citizens Advice (London) (co-chair)
Greater London Authority (co-chair)
Advice Services Alliance
Advice UK
City Bridge Foundation
City law firm(s), e.g. from Collaborative Plan for Pro-Bono
Day-Mer
Health representative(s)
Inclusion London
Law Centres Network
Local authority representative(s)
London Councils
London Legal Support Trust (secretariat)
London Plus
Money and Pensions Service
National Lottery Community Fund
Trust for London

Members will be expected to participate in meetings of the group, but membership is not intended to be onerous for those involved. Members may, however, wish to become more deeply involved in a topic or work stream in which they have particular knowledge or interest.

The group also welcomes input from individuals and organisations who, while not joining the group as full members, are willing to offer the benefit of their skills, knowledge, expertise or experience to support the group's purpose.

4. Meetings and decision-making

Meetings may be either virtual or in-person, and where they are in-person there will be a hybrid option. Meetings will last between 1-2 hours, and be serviced by London Legal Support Trust (LLST). The frequency of meetings will be determined by the group, but will be flexible according to need.

Occasionally a decision may need to be made by email. Decisions will be made according to a simple majority, whether made at a meeting or by email.

Any conflicts of interest or loyalty will need to be declared at the start of any meeting where decisions are being made, and individuals should remove themselves from that meeting and the decision-making process, if there is a conflict.

5. Review

Learning generated by the activities of the group will be reviewed every six months, while the overall need for, and effectiveness of, the group will be reviewed on an annual basis.

Version history

v1 created: 21 December 2023 (JS)

v1.1 - minor amendments to membership: 9 February 2024 (CS)

v1.2 – Deliverables strengthened in response to feedback from first T&F group meeting held on 22 February 2024: 22 Feb 2024 (NM)