Potential commissioning options for Information, Advice and Advocacy Services

The diagram below shows the to-be structure of the information, advice and advocacy services provision and its commissioning within the borough. The council could commission a provider for a number of different services, or potentially a group of providers to support specialist services. Where a provider is able to deliver a tier 2 and a tier 3 service, the Council should look to commission these together. This will help with establishing a clear pathway for service users, improving contract management, reducing service delivery risk and simplifying performance management. It will help divert users away from more acute levels of care and support them to resolve their problem at the highest tier possible. The possibility of the market delivering this integrated approach will be assessed during market testing events.

Tier 1a
Customer contact centre and website
- General Advice/Advocacy provision across all services provided by one provider

Tier 1b
- General advice provider

Tier 2
- Money & Debt advice provider
- Health & Wellbeing advice provider
- Employment & Skills advice provider

Tier 3
- Housing advice provider
- Potential Consortium led by lead Tier 2 provider, with additional providers providing detailed advice.
- Provider(s) for more generic health and well-being advice. Consortium or Framework for group of providers for specific and focused advice.
- Commissioned by the Council and delivered internally. Skills delivered at zero net cost but some business and employment advice is Council funded.