



The voice of independent advice

Our work in London

Our aims

Our work in London aims to enable independent advice centres to develop sustainable quality advice services for clients. We are committed to maintaining and encouraging diversity in the sector.

What we do

To fulfil our aims we offer a wide range of services including one-to-one capacity building support for an advice service, including workforce development and training, advice on management or organisational issues, information on the latest developments in the sector, policy voice and campaign support and research. Our funding enables us to work with a wide range of independent advice organisations across Greater London.

These are some of the main areas in which we can offer advice and support:

- Managing an advice service
- Managing an organisation
- Developing effective governance
- Planning an advice service
- Quality assurance standards for advice services
- Developing key policies for advice services
- Immigration regulation and the Office of the Immigration Services Commissioner (OISC)
- Fundraising for advice work.

How we work

One-to-one support

We provide tailored one-to-one support to meet the capacity building needs of your advice service. This can cover a one-off area such as developing a business plan or it can be part of an in depth programme of support. This may involve a review of key policies or support to implement an action plan following an organisational health check.

The Health Check

A comprehensive organisational assessment, the health check involves an initial meeting and detailed questionnaire, a written report and action plan and involves staff and management committee of the advice centre. A health check is often the first stage of our programme of one-to-one support.

Training workshops

AdviceUK runs half day workshops covering a range of topics; including Planning Advice Services, Case Recording and File Management, Outcomes and Supervision and File Review.

Advice Forums

AdviceUK has set up and facilitated advice forums in a number of London boroughs. We aim to assist the local advice sector to work together more effectively; including sharing good practice and working on relevant policy issues. We provide forum members with a range of resources including training and guest speakers.

Other London work

Franchise Forum

AdviceUK runs a forum in London open to any organisation that has a contract with the Legal Services Commission. The forum provides participants with an opportunity to discuss current issues, updates on LSC contract issues, undertakes policy work and provides other resources and support.

Our policy work

We undertake policy work in support of our members' interests and the cause of independent advice. This has included lobbying major policy makers and funders to promote funding policies that recognise our members' needs and circumstances. We also engage with statutory bodies such as the Legal Services Commission to ensure that the priorities of the Community Legal Service coincide with those of our members. We consult our members directly so that what we say is supported by evidence and represents the diversity of the sector. For more information about current policy work please contact us.

AdviceUK members can access the following services:

Telephone and email consultancy

One-off and detailed advice provided in response to individual enquiries.

Information materials

- A monthly '*Funding Update*' outlining key sources of funding to sustain your advice service on a borough and pan-London basis.
- A copy of AdviceUK's '*Independent Adviser*' magazine.
- An extensive range of good practice briefings, a second tier support directory and an advice services library. Copies of briefings and other information can be sent on request. A full list of briefings can be found on the AdviceUK website www.adviceuk.org.uk

Advice and Funding Surgeries

One-to-one meetings with a Development Consultant on a specific organisational problem or funding application.

Access to other services and support

Members will have access to services offered through the advice networks e.g. the CLS Support consultancy line and briefings

Other AdviceUK services

For information on other services offered by AdviceUK including how to become a member and our range of training courses please contact us or see our website for further details at: www.adviceuk.org.uk

Our staff in London

London Manager

- Wesley Harcourt

Development Consultants

- Natalia Perez Shepherd
- Anjila Sinha
- Katy Bobin

Development Assistant

- Artie Singh

How to contact us

By telephone:

020 7469 5700

You can normally contact us at the following times: Monday – Friday 10am - 12pm and 2pm – 5pm

By email:

developmentlondon@adviceuk.org.uk

By letter:

AdviceUK
6th Floor
63 St. Mary Axe
London, EC3A 8AA

