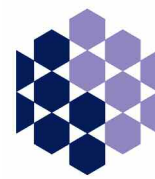


APPENDIX 2

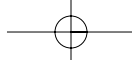


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DEPARTMENT FOR SOCIAL DEVELOPMENT

Consultation document on the number and location of Area Advice Centres

September 2009



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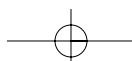
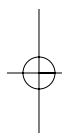
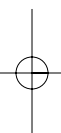
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Ministerial Foreword

Modern advice services must be accessible to those who need them most. In September 2007, I published *Opening Doors, the Strategy for the Delivery of Voluntary Advice Services*. This set out a plan for the future of such services in Northern Ireland based on a model of local commissioning arrangements, led by councils, supported by the Department and operating within an agreed framework of quality standards. The Strategy stopped short of mapping existing provision or commenting on the optimum location of services indicating instead that the Department intended completing further research. This has been taken forward in two phases.



The first phase of research, which was published in April 2008, mapped existing voluntary advice services and government advice and information provision services across Northern Ireland. It provided important new insights into patterns of provision.

I am pleased now to publish for consultation the findings of the Department's second phase of research – the optimum location for voluntary advice centres in Northern Ireland. The findings of this work have interest to those of us who use advice services, those who deliver them and those who commission and support them. If new commissioning arrangements align voluntary advice provision with these research recommendations, then 96% of people living in areas of greatest social need will be within a five mile radius of an Area Advice Centre. That is a powerful and practical contribution to helping target social need.

Adoption of the model will take place on the implementation of the RPA new council areas in 2011 with implementation of the model occurring from 2011 through to 2012. My Department will continue to work across government, with councils and voluntary advice providers to support the development of new commissioning arrangements and I look forward to seeing the results of this consultation.

A handwritten signature in black ink that reads "Margaret Ritchie". The signature is written in a cursive, flowing style.

Margaret Ritchie MLA
Minister for Social Development

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1. Introduction

- 1.1 The Department for Social Development (DSD) has policy responsibility for helping to support voluntary information and advice services in Northern Ireland. Following public consultation in 2006 and a period of extensive consultation with all relevant stakeholders, *'Opening Doors' - The Strategy for the Delivery of Voluntary Advice Services to the Community* was launched by the Minister Ritchie on 10th September 2007¹. 'Opening Doors' aims to put in place an integrated quality advice service across Northern Ireland and a framework to ensure that services are planned and delivered in a way which matches resources to need. The strategy focuses on generalist voluntary advice provision.
- 1.2 This document is about the next stage of the implementation of the Advice Strategy. The document which is designed to help councils with the location of voluntary advice services sets out the Department's research to identify where generalist advice services are best placed. It will provide councils with an evidence based research methodology for the commissioning of these services in the future and we welcome the views of stakeholders on this research.

¹ The 'Opening Doors' document can be accessed at www.dsdni.gov.uk

2. 'Opening Doors' Advice Strategy - work underway

- 2.1 In addition to the Department's research a number of other actions set out in the Advice Strategy are underway. A Government Advice and Information Group has been set up by Minister Ritchie to look at funding, to advise on best practice and to monitor progress on the strategy. The group comprises representatives from Government Departments who fund voluntary advice provision, the Northern Ireland Local Government Association, the Northern Ireland Housing Executive and the Legal Services Commission.
- 2.2 DSD has also been working with the Advice Services Alliance (ASA) which is made up of the CAB, Advice NI and Law Centre NI. ASA working groups have been looking at Quality, Training and Information Technology (IT) provision. Findings from the working groups are being considered by voluntary advice providers and by government.
- 2.3 The ASA has also established a Specialist Advisory Panel to help with a range of issues including access for specific groups such as older people and people with disabilities. The group includes a number of regional organisations such as Royal National Institute for the Blind, Age Concern and Help the Aged NI and Disability Action.
- 2.4 DSD commissioned research into voluntary advice services and government advice and information provision. The findings from this research are contained in the report 'Mapping of Advice, Information and Legal Services in Northern Ireland: Data Paper' and can be found at www.dsdni.gov.uk.

3. Area Advice Centre Model

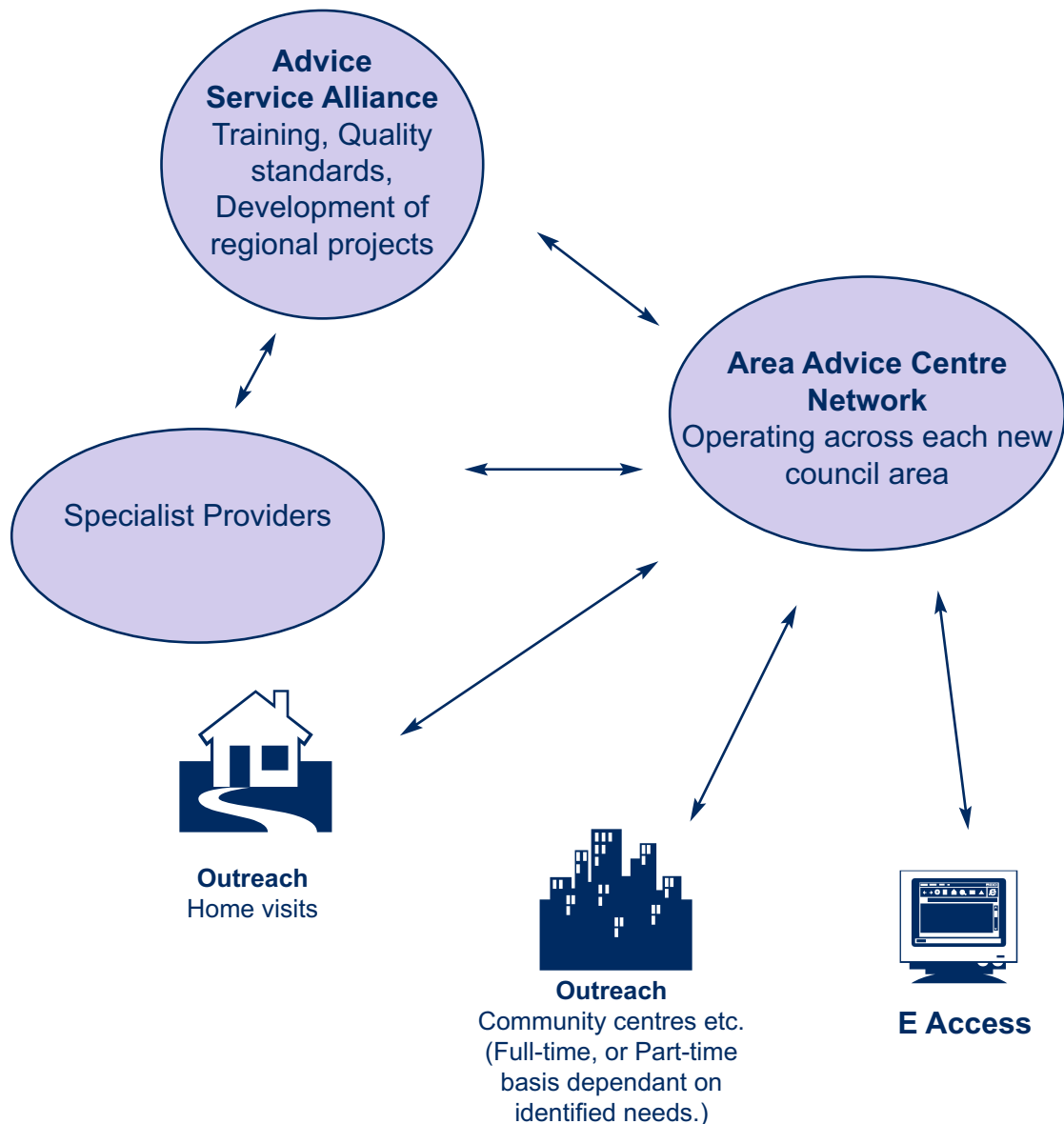
- 3.1 A key principle of 'Opening Doors' is to ensure that there is an integrated network of voluntary advice services throughout Northern Ireland and the proposed framework for delivery of these services envisaged fixed premises (hub and satellite facilities) and flexible outreach services to be put in place. Mindful of the changes in local government proposed by RPA, and seeking to avoid the creation of what might be regarded as a two tier system of advice, the Minister has decided to replace the hub and satellite model with the more flexible concept of Area Advice Centres whilst still retaining all of the elements of commissioning as set out in the Advice Strategy. The Area Advice Centre model is included at **Appendix A** of this document. It is envisaged that each new council will put in place one such contract to cover provision across the council area. This is with the exception of Belfast where 4 such contracts are envisaged, consistent with the model set out in the Advice Strategy.
- 3.2 When a comparison was made between the current pattern of voluntary advice services and the research findings for area advice locations there is a good geographical match. There is no recommendation or suggestion of any reduction in services or investment for voluntary advice provision.
- 3.3 The proposed structure is intended to provide integrated local services with Area Advice Centres located in areas which will best meet community need. In some of the proposed council areas different organisations will be required to co-operate on a consortia basis to ensure that there is adequate coverage across a specified geographical area. This is consistent with arrangements already in place in Belfast set out in **Appendix G**.
- 3.4 An Area Advice Centre will be locally based and will provide a broad range of advice services. It will –
- Provide accessible, generalist advice, advocacy and support on a range of basic and complex general advice issues;
 - Offer first line support to those who have specific needs; and
 - Act as a referral point to specialist agencies where dedicated specialist advice is required.

- 3.5 Outreach, coupled with the use of technology (telephone and on-line access), will be needed to make sure that people who do not live near the Area Advice Centres will still be able to get quality advice easily. This provision will work as part of the advice network and all outreach, telephone and on-line services will be directly linked to the Area Advice Centre in the local area. There will be various forms of outreach service such as half-day sessions in community centres, doctors' surgeries, etc or outreach home visits to those who are unable to physically access advice services. A more detailed description of these services can be found in **Appendix D**.
- 3.6 It is envisaged that there will be a fully integrated service across each of the new council areas with local providers sharing resources and working together. Adoption of the model will take place on the implementation of the RPA new council areas which is currently expected to occur in 2011 with implementation of the model occurring from 2011 through to 2012.
- 3.7 'Opening Doors' states that advice will be provided via a range of outlets e.g. Area Advice Centres, specialist provision and appropriate outreach including telephone and on-line services. This consultation deals only with Area Advice Centre provision it does not include outreach which can be determined by councils at a later stage.

4 Approach for identifying possible Area Advice Centre locations

- 4.1 The identification of possible Area Advice Centre locations has been part of an independent research project undertaken on behalf of the DSD and the Northern Ireland Legal Services Commission (NILSC). The element of the research looking at current provision of information and advice by the public and voluntary sectors has been completed and the findings are contained in the report 'Mapping of Advice and Information Services in Northern Ireland: Data Paper' which can be accessed at www.dsdni.gov.uk.
- 4.2 This consultation exercise concentrates on the elements of research taken forward specifically on the possible number and location of Area Advice Centres. Figure 4.1 shows the Area Advice Centre component within the model for the delivery of voluntary advice services.
- 4.3 The research has taken account of issues of accessibility, deprivation and population size. The consultation seeks views on the findings of DSD research to identify the location of these services. It is intended to provide councils with a methodology for determining locations in the commissioning of these services in the future.

Figure 4.1



- 4.4 The Advice Strategy highlights that population, deprivation and accessibility are the criteria for locating advice services. A key principle of 'Opening Doors' is to ensure that there is an integrated network of voluntary advice services throughout Northern Ireland and the proposed framework for delivery of these services offered fixed premises (hub and satellite facilities) and flexible outreach services to be put in place. In this context we are proposing that a network of generalist advice services is put in place at each new council level.
- 4.5 We believe that councils will be best placed to determine the precise levels of service required at each location, therefore we are proposing that instead of a 'hub and satellite' approach envisaged before our research began, that 'Area Advice Centres' should form the foundation of this network of services at each new council level. This will provide councils with the opportunity to commission services in the most responsive and locally appropriate way. It is anticipated that the new councils will have suitable arrangements for public engagement and both equality and rural proofing arrangements at the time of commissioning these services in their local area.

The method used to identify possible Area Advice Centre locations was based on 2 Northern Ireland Statistics and Research Agency (NISRA) classifications

- Classification of Settlements based on population² and

²Classification of settlements- Settlements are classified in relation to population alone under this classification. There are 7 categories in total, together with a category for small villages, hamlets & open country. This framework was devised by the Inter-Departmental Urban-Rural Definition Group: Statistical Classification of Settlements. For the purposes of this consultation Bands A-D of the Settlement Classifications are referred to.

Band A - Belfast Metropolitan Urban Area

Band B - Derry Urban Area

Band C - Large Town (8 identified - Craigavon Urban Area, Ballymena, Newry, Coleraine, Newtownards, Omagh, Antrim and Larne)

Band D - Medium Town (8 Identified - Enniskillen, Armagh City, Banbridge, Cookstown, Dungannon, Downpatrick, Limavady and Strabane)

Band E - Small Town (15 Identified - Ballycastle, Ballyclare, Ballymoney, Ballynahinch, Coalisland, Comber, Donaghadee, Dromore (Banbridge LGD), Kilkeel, Magherafelt, Newcastle, Portrush, Portstewart, Randalstown and Warrenpoint)

Band F - Intermediate Settlement

Band G - Large Village

Band H - Small Village, Hamlet and Open Country

- **Settlement Services Classification.** This is based on services in a settlement such as shops, health services and education services. The settlement also serves a catchment area providing a range of shops and services for the people living there.³

This was taken as a proxy for accessibility as it identifies service centres with a natural catchment area.

We identified all settlements with a classification of Band D or above (settlement population of 10,000 or above). We also identified 4 settlements, which although their settlement classification was Band E, they had a services classification of level 4 indicating that they were a sub regional service centre.

We then applied 2 further tests to all of these locations.

- a. **Population** - What percentage of the population lives within five miles of the Area Advice Centres? (The distance of five miles has been chosen to facilitate the assessment. The distance is not significant in itself it has simply been used as a test in this circumstance).
- b. **Deprivation** - As set out in section 2.5.3 of the Advice Strategy, DSD has a particular responsibility to work for disadvantaged communities and will work to put in place appropriate arrangements to deliver high quality advice and information through the new advice framework that ensures effective provision to the most disadvantaged communities. DSD is particularly concerned to ensure the effective delivery of advice services in Neighbourhood Renewal Areas. Therefore the following tests have also been applied:
 - What proportion of the top 10 per cent and top 20 per cent of deprived census output areas⁴, are within five miles of the proposed Area Advice Centres. The five miles reference is a tool for assessment and is not significant in itself;

³**Settlement Services Classification – Settlements are classified according to the services they have such as shops, health services, education services and so on. Regional Centres (Belfast and Derry) have a classification of 5. Sub-Regional Centres such as Coleraine, Armagh for example, have a classification of 4. These classifications are as identified in the report on Settlement Service Classification in December 2006 by the NISRA Settlement Information and Classification Analysis Group (SICAG) http://www.dsdni.gov.uk/index/stats_and_research/statistics_and_research-sicag.htm. The locations of advice services proposed in this document means that area advice centre services are provided at all settlements classified Level 4 and above.**

⁴**Census Output Area – a small area used for statistical and administrative purposes by the Census. It is smaller than a ward and smaller than a Super Output Area (also a unit of geography used for small area statistical analysis).**

- A second test is whether or not a Neighbourhood Renewal Area can be readily linked to an Area Advice Centre.

- c. Outreach - It is intended that all outreach provision will be determined at a local level as part of the new commissioning arrangements for voluntary advice services envisaged in the Advice Strategy. Outreach, coupled with the use of technology (telephone and on-line access), will be needed to make sure that people who do not live near the Area Advice Centres will still be able to get quality advice easily. This provision will work as part of the advice network and all outreach, telephone and on-line services will be directly linked to the Area Advice Centre in the local area. There will be various forms of outreach service such as half-day sessions in community centres, doctors' surgeries, etc or outreach home visits to those who are unable to physically access advice services.

4.6 Note on Limitations of Analysis

This analysis is a tool to be used in developing possible locations for consultation. Some factors are not accounted for; in particular this analysis is based primarily on spatial geography. It does not take account of advice and information available by telephone, e-mail or internet. Nor does it take account of outreach which brings the service to various populations including individual households, this will be determined at a later stage by local councils.

Work on voluntary advice and internet access is ongoing through a separate strand of the Advice Strategy implementation plan.

5 Research findings for possible Area Advise Centre Locations

5.1 The table below shows the application of the NISRA Classification of Settlements and Settlement Services Classification alongside town population and current council area population.

Table 5.1

Table identifies locations under population and accessibility criteria.

| Cities and towns grouped as per new Super Councils | Classification of Settlements | Settlement Services Classification | Population (Towns) | Current District Council Populations |
|--|-------------------------------|------------------------------------|--------------------|--------------------------------------|
| Derry | Band B | Level 5 | 90,736 | 106,470 |
| Strabane | Band D | Level 3 | 13,456 | 38,555 |
| Limavady | Band D | Level 4 | 12,135 | 33,280 |
| Coleraine | Band C | Level 4 | 24,089 | 56,035 |
| Ballycastle | Band E | Level 4 | 5,089 | 16,300 |
| Ballymoney | Band E | Level 4 | 9,021 | 27,815 |
| Ballymena | Band C | Level 4 | 28,717 | 59,530 |
| Larne | Band C | Level 4 | 18,228 | 30,950 |
| Carrickfergus | Band A (part) | Treated as part of BMUA | 27,201 | 38,445 |
| Magherafelt | Band E | Level 4 | 8,372 | 40,845 |
| Cookstown | Band D | Level 3 | 10,646 | 33,395 |
| Dungannon | Band D | Level 4 | 11,139 | 48,710 |
| Omagh | Band C | Level 4 | 19,910 | 38,555 |
| Enniskillen | Band D | Level 4 | 13,599 | 58,695 |
| Antrim | Band C | Level 4 | 20,001 | 49,240 |
| Newtownabbey | Band A (part) | Treated as part of BMUA | 62,056 | 80,285 |
| Belfast | Band A | Level 5 | 276,459 | 271,555 |
| Craigavon | Band C | Level 4 | 57,685 | 82,125 |
| Armagh | Band D | Level 4 | 14,590 | 55,445 |
| Banbridge | Band D | Level 4 | 14,744 | 43,100 |
| Lisburn | Band A (part) | Treated as part of BMUA | 71,465 | 109,315 |
| Castlereagh | Band A (part) | Treated as part of BMUA | 54,636 | 66,060 |
| Newry | Band C | Level 4 | 27,433 | 89,635 |
| Newcastle | Band E | Level 4 | 7,444 | 65,200 |
| Downpatrick | Band D | Level 4 | 10,316 | |
| Newtownards | Band C | Level 4 | 27,821 | 74,360 |
| Bangor | Band A (part) | Treated as part of BMUA | 58,388 | 77,130 |

5.2 Our research identified the following 34 locations as suitable for Area Advice Centres. This is an indicative framework for the number and location of Area Advice Centres throughout NI.

| | |
|---|-------------------|
| Antrim | Cookstown |
| Armagh | Craigavon |
| Banbridge | Derry (Cityside) |
| Ballycastle | Derry (Waterside) |
| Ballymena | Downpatrick |
| Ballymoney | Dungannon |
| Bangor | Enniskillen |
| Belfast City Centre | Larne |
| Belfast East (Newtownards Road) | Limavady |
| Belfast North (Antrim Road/Carlisle Circus) | Lisburn |
| Belfast South (Lisburn Road) | Magherafelt |
| Belfast West (Falls Road) | Newcastle |
| Belfast (Poleglass/Twinbrook) | Newry |
| Belfast (Shankill) | Newtownabbey |
| Belfast (Suffolk/Andersonstown) | Newtownards |
| Carrickfergus | Omagh |
| Coleraine | Strabane |

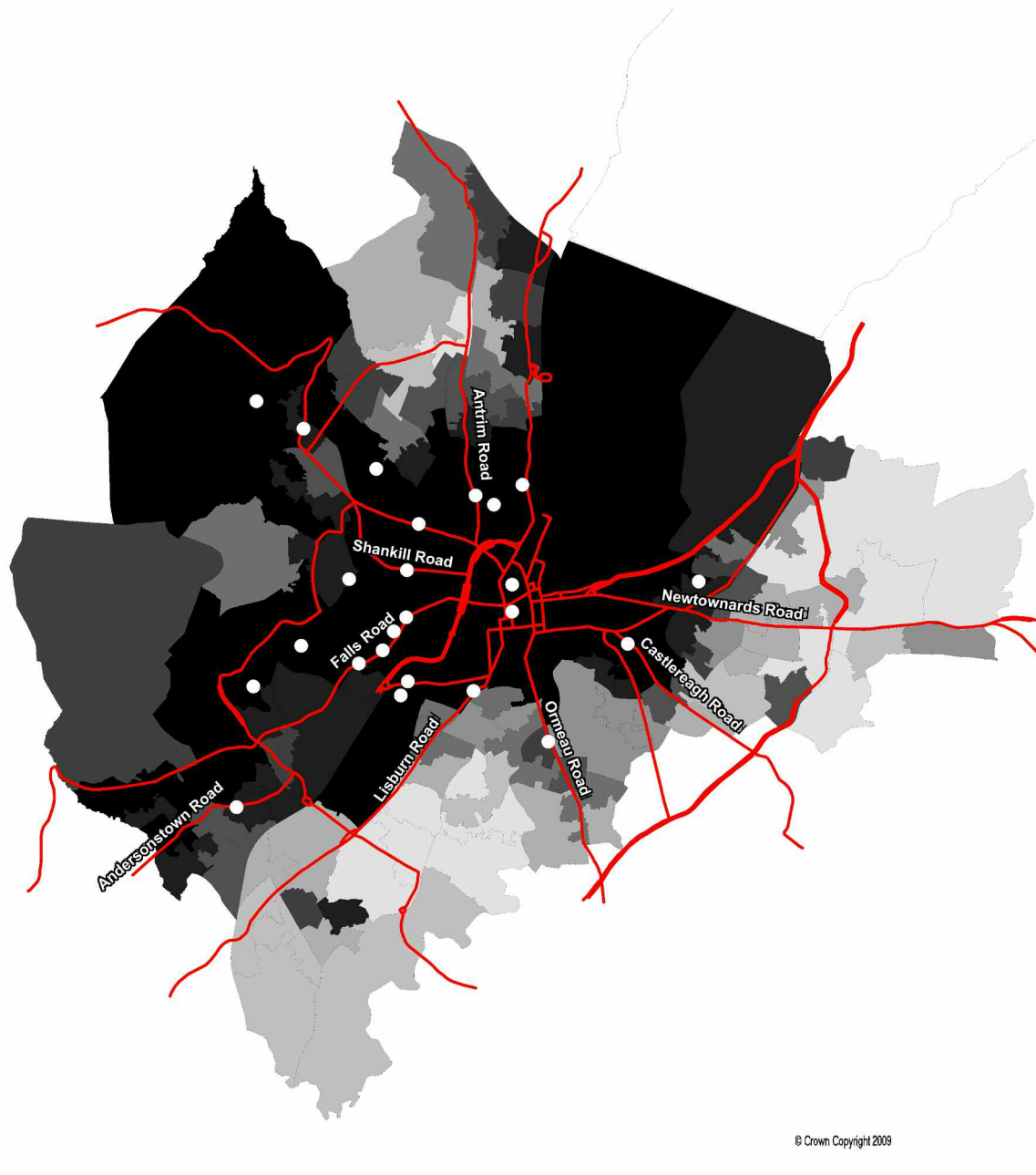
5.3 Possible Area Advice Centre locations - Belfast

Figure 5.1 illustrates the current situation regarding voluntary advice provision in Belfast. It highlights relative deprivation levels across the city (based on 2005 Northern Ireland Multiple Deprivation Measure). The Super Output Areas (SOA)⁵ with the darkest shading are most deprived relative to other super output areas. The map also illustrates key routes and locations of current generalist advice providers in the city. These are the locations of advice providers currently funded by Belfast City Council to provide generalist advice services. As can be seen on the map they are well aligned to areas of deprivation and to main roads. Belfast City Council have provided this map and have in so far as is possible classified current provision against the new Area Advice Centres and outreach framework to provide that view on current provision.

⁵ **Super Output area (SOA)** - a unit of geography used for small area statistical analysis. It is a small area unit, designed to have a smaller range of populations than wards, used for Census and other statistical outputs.

Figure 5.1 Deprivation and Current Generalist Advice Provision in Belfast

Generalist advice provision shown includes all generalist advice provision funded by Belfast City Council and also includes provision that would be classified as outreach under the new framework.



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Belfast Super Output Area's by Rank

| | |
|---------|------|
| 800-899 | (12) |
| 700-799 | (8) |
| 600-699 | (13) |
| 500-599 | (8) |
| 400-499 | (12) |
| 300-399 | (10) |
| 200-299 | (12) |

Our research suggests that the Area Advice Centres in Belfast should be networked on a North, South, East and West basis. This is consistent with the current consortia approach operated by Belfast City Council in funding generalist advice services. It is expected that advice services will be commissioned using a procurement process open to competition and leading to contractual arrangements. It is envisaged that in Belfast 4 contracts will be issued, consistent with the model set out in the Advice Strategy. Due to the population of Belfast and the high concentration of deprivation within it, the Area Advice Centre locations proposed which form the foundation of the network are aligned to deprivation and key routes for accessibility.

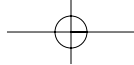
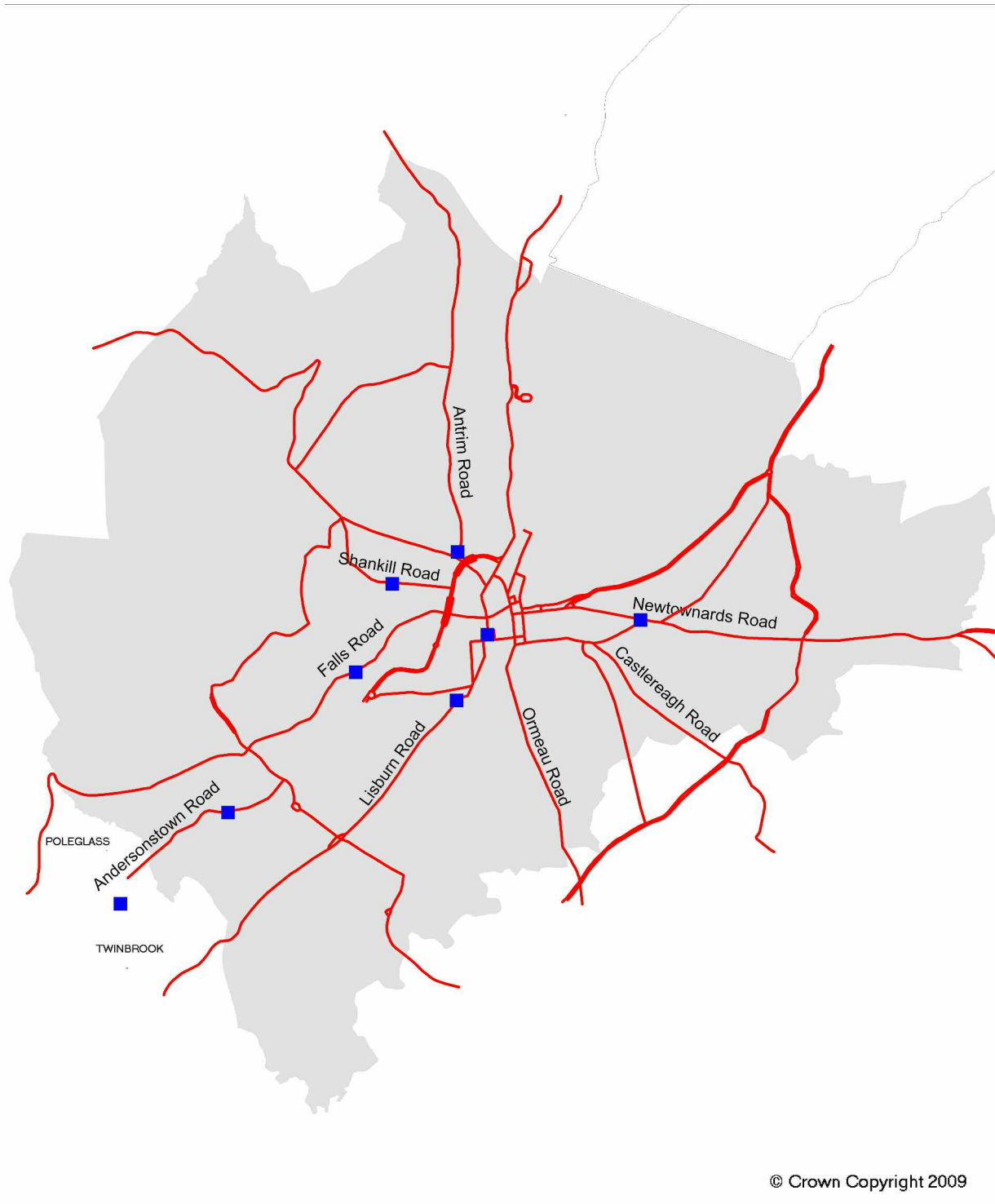
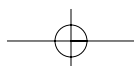
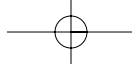


Figure 5.2 illustrates only Belfast Area Advice Centres no outreach provision is included.



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5.4 Possible Area Advice Centre locations – Derry

Derry has the second largest population in Northern Ireland. It also has four Neighbourhood Renewal Areas indicating significant concentrations of deprivation. Three of these areas are on the Cityside. The scale with regard to geography and population suggests that the city would require two Area Advice Centres. The first is likely to be located in the city centre offering maximum accessibility to the city's population. The majority of areas in need are close to the city centre and current provision operates out of the centre. There is also need for one other Area Advice Centre and research suggests that this is located in the Waterside area.

5.5 Test of locations against criteria

Figure 5.3 illustrates a five mile radius around each of the possible Area Advice Centre locations. Population and deprivation tests will use this five mile radius.

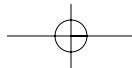
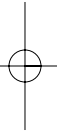
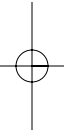


Figure 5.3

34 Potential Area Advice Centre Locations to be Tested Against Key Criteria

Northern Ireland Area Advice Centres
with 5 mile boundaries



5.6 Test One - Population

The first test is what percentage of the population lives within 5 miles of possible advice centre locations⁶

1. Based on 1,702,035, the 2003 mid-year population estimate⁷

Findings

Based on the population analysis the following findings are noted:

- When the five mile test is applied to the proposed network of Area Advice Centre 75% of the population of Northern Ireland lives within the five mile radius applied.

5.7 Test Two – Deprivation

The second test is what proportion of the top 10 and top 20 per cent of deprived Super Output Areas (SOAs) are within five miles of the proposed Area Advice Centres.

Areas of Deprivation within Five Mile Radius of Possible Area Advice Centre Locations

- 96% of top 10% deprived SOAs are within a 5 mile radius boundary.
- 90% of top 20% deprived SOAs are within a 5 mile radius boundary

Findings

Based on the deprivation analysis the following findings are observed:

- The large proportion of highly deprived Super Output Areas is aligned with proposed Area Advice Centres. This is not surprising as the largest concentration of deprivation are known to be associated with the major urban settlements in Northern Ireland

This is an analysis of Area Advice Centre services. Outreach services delivered alongside these will be able to target other areas of deprivation that are outside these zones or indeed target significant areas of deprivation within certain five mile zones.

⁶Method - The populations of Census Output Areas whose centre lines within a five mile radius of the various location are added together for this analysis

⁷The reasoning for using the 2003 dataset was because it could be disaggregated to Census Output Areas for localised analysis.

The Advice Strategy states that DSD will be particularly concerned to ensure the delivery of advice services in Neighbourhood Renewal Areas. Therefore another test is whether or not a Neighbourhood Renewal Area can be readily linked to an Area Advice Centre. Table 5.2 shows that 35 of the 36 Neighbourhood Renewal Areas in Northern Ireland are located within the settlements proposed as Area Advice Centre locations.

Table 5.2 Neighbourhood Renewal Areas within Five Mile Radius of Potential Area Advice Centre Locations

| BELFAST REGENERATION OFFICE NEIGHBOURHOOD RENEWAL AREAS | | PROPOSED AREA ADVICE CENTRE |
|---|---|---------------------------------------|
| Andersonstown | | Belfast(Suffolk / Andersonstown) |
| Colin | Poleglass, Twinbrook | Belfast (Poleglass/Twinbrook) |
| Crumlin / Ardoyne | Ardoyne, Lower Oldpark, Cliftonville | Belfast (Antrim Rd Carlisle Circus) |
| Falls / Clonard | Divis / Hamill / John Streets, Roden St Estate, Clonard/ Falls, Cavendish, Fort / Forest Streets, Beechmount, Donegal Road (North), Iveagh , Broadway | Belfast (Falls Rd) |
| Greater Shankill | Lower Shankill, Mid Shankill / Woodvale, Upper Shankill, Ainsworth, Glencairn, Ballygomartin Road. | Belfast (Shankill) |
| Inner East Belfast | Short Strand, Lower Newtownards Rd, Albertbridge Road, Albertbridge / Beersbridge, The Mount, Woodstock Road , Lower Ravenhill Road | Belfast (Newtownards Rd) |
| Inner North Belfast | Duncairn, Limestone Road, Mountcollyer, New Lodge, Unity/Carrick Hill | Belfast (Antrim Rd/Carlisle Circus) |
| Inner South Belfast | Markets, Donegall Pass, Lower Ormeau. | Belfast (City Centre) |
| Ligoniel | Ligoniel | Belfast (Antrim Rd / Carlisle Circus) |
| Outer West Belfast | Lenadoon, Glencolin Estate | Belfast (Suffolk / Andersonstown) |
| Rathcoole | Part of Rathcoole Estate, Carmeen Drive / Rathmore Drive | Newtownabbey |
| South West Belfast | Sandy Row, Lower Donegall Road, The Village, Roden St. | Belfast (City Centre) |
| Tullycarnet | Kinross, Melfort, Vionville | Belfast (Newtownards Rd) |
| Upper Ardoyne / Ballysillan | Silverstream, Wheatfield, Glenbryn | Belfast (Shankill) |
| Upper Springfield / Whiterock | Ballymurphy, Springhill, Whiterock 'Rock' Streets, Turf Lodge, New Barnsley, Dermot Hill, Moyard, Springfield Park | Belfast (Suffolk / Andersonstown) |

| NORTH WEST DEVELOPMENT OFFICE NEIGHBOURHOOD RENEWAL AREAS | | PROPOSED AREA ADVICE CENTRE |
|--|---|------------------------------------|
| Triax | | Derry (Cityside) |
| Outer North | | Derry (Cityside) |
| Outer West | | Derry (Cityside) |
| Waterside | | Derry (Waterside) |
| Limavady | The Neighbourhood Renewal Area is on the western side of Limavady and includes the Hospital Lane, Grey-stone Park and Roeview Park areas. | Limavady |
| Strabane | The main part of this Neighbourhood Renewal Area takes in the Fountain, Springhill Park and Ballycolman estates. | Strabane |

| REGIONAL DEVELOPMENT OFFICE NEIGHBOURHOOD RENEWAL AREAS | | PROPOSED AREA ADVICE CENTRE |
|--|---|------------------------------------|
| Armagh | The Neighbourhood Renewal Area is on the western side of Armagh City and includes the Callanbridge Park, Mullacreevie and Drumarg estates. | Armagh |
| Ballyclare | The Neighbourhood Renewal Area covers the Grange and Thornhill estates in the northern part of Ballyclare. | Outreach |
| Ballymena | The Neighbourhood Renewal Area is based around the Ballykeel and Ballee estates. | Ballymena |
| Bangor | The Neighbourhood Renewal Area is on the south western outskirts of the town, centred on the Kilcooley estate. | Bangor |
| Brownlow | The Neighbourhood Renewal Area covers a number of estates that are part of the Brownlow development. | Craigavon |
| Churchlands | This Neighbourhood Renewal Area is based on Churchland ward on the western side of Coleraine, which includes the Heights and Killowen housing estates. | Coleraine |
| Coalisland | The Square South of Mourne Avenue Newtownkelly Part of Gortgonis Road Part of Annagher Road; Inishmore Park. | Dungannon |
| Coleraine (East) | This Neighbourhood Renewal Area is based around the Ballysally and Millburn estates on the eastern side of Coleraine. | Coleraine |
| Downpatrick | The Neighbourhood Renewal Area is based around the Flying Horse ward and will take in the Model Farm, New Model Farm and Flying Horse estates and some other parts of the town. | Downpatrick |
| Dungannon | The Neighbourhood Renewal Area is to the south and west of Dungannon town centre and will include the Ballygawley Road estate. | Dungannon |
| Enniskillen | The Island and Derrychara Link; Windmill Heights / Windmill Drive; Rossory Church Road; Willoughby Place / The Brook; Cornagrade and Kilmacormick 1. | Enniskillen |
| Lurgan | The Neighbourhood Renewal Area is on the western side of Lurgan and will include areas such as Edward Street, Hill Street and Russell Drive. | Craigavon |
| Newry | The Neighbourhood Renewal Area takes in a large part of the central and western areas of Newry. It includes the Derrybeg, Carnagat, Daisy Hill and Mourneview Park estates and a number of other areas. | Newry |
| North West Portadown | The Neighbourhood Renewal Area is on the north western side of Portadown and takes in the Obins Street, King Street, Churchill Park and Woodside areas. | Craigavon |
| Omagh | The Neighbourhood Renewal Area is in the centre of Omagh and takes in the Gallows Hill and Campsie Road areas. | Omagh |

Findings

Our research findings illustrate all settlements that have Neighbourhood Renewal Areas within them are possible Area Advice Centre locations, with the exception of Ballyclare. It is proposed that the needs of this area may be factored into outreach plans of the relevant local delivery models. This reflects current practice for the area.

5.8 Conclusion and Summary of possible locations for Area Advice Centres

The framework of Area Advice Centres suggested will provide a network of voluntary advice services in every main settlement in Northern Ireland. This will build on the services which already exist in these areas and compliment advice services provided by Government such as the Social Security Agency, Trading Standards and the Housing Executive. DSD fully respects the role of councils and would want to make sure that what we do assists them. Testing in relation to population, deprivation and accessibility provides positive results and the impact of provision in these terms will be monitored at both pilot phase and full roll out of the model using the analysis of postcode data gathered from clients. It is expected that advice services will be commissioned using a procurement process open to competition and leading to contractual arrangements. It is envisaged that each new council area will put in place one such contract to cover provision across the council area. This is with the exception of Belfast where 4 such contracts are envisaged, consistent with the model set out in the Advice Strategy. This model is being implemented in the context of an ever increasing demand and will need to take place within existing available budgets.

6. Implementation - Next steps

- 6.1 Following consideration of the feedback from the consultation process and in partnership with councils, Minister Ritchie will publish guidance on the optimum location of generalist voluntary advice services.
- 6.2 DSD in partnership with local councils intends to pilot the new advice framework. Councils will be approached to express an interest in piloting the new advice structures. A pilot phase will take place during 2010 and will test partnership arrangements between a range of local providers and referral mechanisms to other regional specialist providers.
- 6.3 It is important that delivery of services is measured in both rural and urban areas. User/customer evaluation will also be included in the pilot phase alongside further work on equality impact assessment and further consideration of rural issues. A number of rural issues have been identified in the development of this consultation document. These issues, along with mitigating measures, have been shown on the Rural Proofing Table at Appendix E.
- 6.4 Given the role of councils in funding and commissioning frontline advice services, the implementation of the new framework for advice services should take account of and fit with new council areas emerging from the RPA review. Adoption of the model will take place on the implementation of the RPA new council areas which is currently expected to occur in 2011 with implementation occurring from 2011 through to 2012.

7. Responding to this consultation

- 7.1 A twelve week period for the submission of comments on this consultation document will extend from 7th September 2009 until 27th November 2009. Correspondents are asked to submit their views as early as possible during this period to allow as much time as possible for consideration.
- 7.2 All responses must be made in writing (or by fax or e-mail) and attributable so that there is an objective record of the views expressed. Your name, address and organisation name (if applicable) should be clearly stated. Responses should be submitted before the closing date. Responses should be sent to:-

Martin Drumm

Community Support Team
Voluntary & Community Unit
Department for Social Development
3rd Floor, Lighthouse Building,
1 Cromac Place,
Gasworks Business Park,
Ormeau Road,
Belfast,
BT7 2JB

Tel: (028) 90 829 417

Fax: (028) 90 829 431

Text Phone : (028) 90 829 446

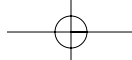
E-Mail: martin.drumm@dsdni.gov.uk

Website: www.dsdni.gov.uk

- 7.2 A summary of all the possible locations for Area Advice Centres resulting from the research is provided in a separate response booklet.

This booklet has been produced to help you to respond to the consultation. The response booklet can be downloaded from the Department's website (www.dsdni.gov.uk). If you are unable to access the response booklet, a printed copy can be requested from the Voluntary and Community Unit (VCU) at the contact details provided in this section.

The response booklet sets out specific questions on equality and rural issues. The Department would welcome your views on the proposals in the consultation document from a Section 75 perspective and a rural perspective.



7.4 Alternatively should you only wish to respond to a particular element of this consultation and do not wish to complete the consultation response booklet then you can submit your comments referring to the relevant section. For example:

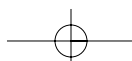
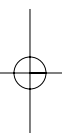
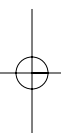
Section x (x) – I/We consider that.....

7.5 While we cannot accept responses by telephone, general enquiry calls may be made to the above number.

In view of the number of responses anticipated, the Department will not acknowledge responses or enter into correspondence about the details of proposals.

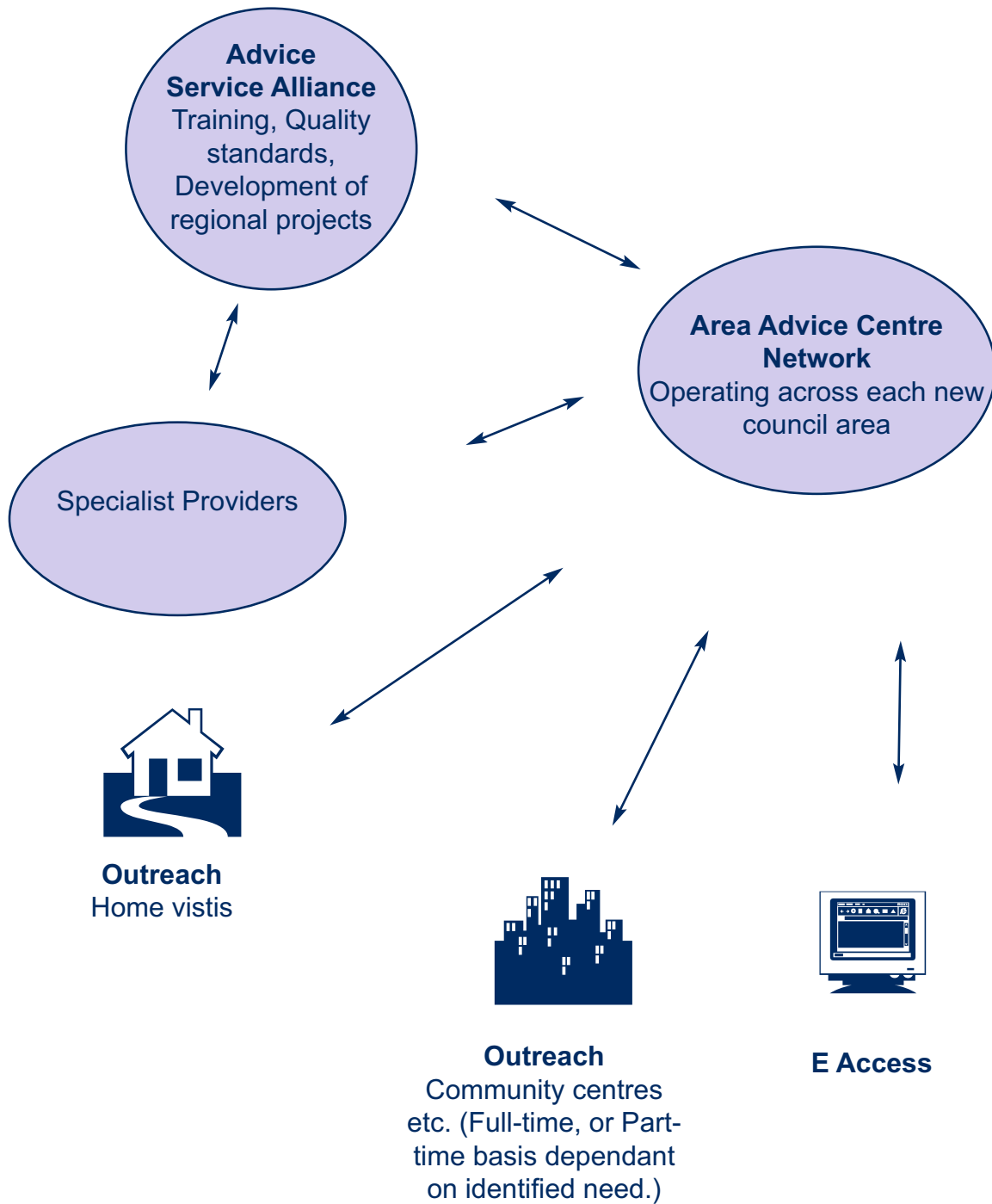
7.6 The information you send us may be passed to colleagues within the Department and published in any summary of responses received. Under the Freedom of Information Act all information contained in your response may be subject to disclosure. More information about the Freedom of Information Act is at **Appendix F**.

7.7 If you require any further information, or wish to discuss your proposed response in general terms, please contact us at the above address or telephone 028 90 829 417.



Appendix A: Diagram of 'Opening Doors' Advice Network

The strategy for the Delivery of Voluntary Advice Services to the Community



Appendix B: List of Abbreviations used in the Consultation Document

List of Abbreviations used in this document

| | |
|--------------|---|
| ASA | Advice Services Alliance |
| CAB | Citizens Advice Bureau |
| DSD | Department for Social Development |
| IT | Information Technology |
| NILSC | Northern Ireland Legal Services Commission |
| NISRA | Northern Ireland Statistics and Research Agency |
| RPA | Review of Public Administration |
| SOA | Super Output Area |
| SSA | Social Security Agency |

Appendix C: Glossary of Terms

Advice Services Alliance (ASA) – this is an overarching body for advice provision and is made up of representatives from Citizens' Advice, Advice NI and the Law Centre. Its main function is to act as conduit between Government and the local advice providers (who are members of one or all of the ASA organisations).

Census Output Area – a small area used for statistical and administrative purposes by the Census. It is smaller than a ward and smaller than a Super Output Area (see definition on next page). A Deprived Census Output Area would be amongst the 10% most deprived of census output areas as defined by the Noble Multiple Deprivation Index.

Classification of settlements – Settlements are classified in relation to population alone under this classification. There are 7 categories in total, together with a category for small villages, hamlets & open country. This framework was devised by the Inter-Departmental Urban-Rural Definition Group: Statistical Classification of Settlements. For the purposes of this consultation Bands A – D of the Settlement Classification are referred to.

Band A – Belfast Metropolitan Urban Area

Band B – Derry Urban Area

Band C – Large Town (8 identified – Craigavon Urban Area, Ballymena, Newry, Coleraine, Newtownards, Omagh, Antrim and Larne)

Band D – Medium Town (8 identified – Enniskillen, Armagh City, Banbridge, Cookstown, Dungannon, Downpatrick, Limavady and Strabane)

Band E – Small Town (15 identified - Ballycastle, Ballyclare, Ballymoney, Ballynahinch, Coalisland, Comber, Donaghadee, Dromore (Banbridge LGD), Kilkeel, Magherafelt, Newcastle, Portrush, Portstewart, Randalstow and Warrenpoint)

Band F – Intermediate Settlement

Band G – Large Village

Band H – Small Village, Hamlet and Open Country

Generalist Advice Provider – provides basic information, advice, advocacy and representation on a wide range of issues including welfare, housing, consumer, health, education, money and debt.⁸

Government Advice and Information Group – This group has been established as part of the implementation of ‘Opening Doors’. It is comprised of government departments involved in funding advice and information giving organisations. It provides an opportunity to share information, ensure best use of funding and agree the principles to be applied to advice and information work at both regional and local levels. This group will monitor the implementation of ‘Opening Doors’.

‘Opening Doors’ – this is the strategy for the delivery of voluntary advice services to the community in Northern Ireland. It was launched by DSD on the 10th September 2007.

Review of Public Administration – The Review of Public Administration represents the most comprehensive reform of the public sector in Northern Ireland for more than 30 years. It was launched in 2002 by the Northern Ireland Executive and since then extensive consultation demonstrated that people wanted a more streamlined system of public administration.

The current 26 local government districts will be rationalised to create 11 new local government districts. A range of functions will be transferred to the new councils. These include aspects of planning, rural development, the public realm aspects of local roads functions, urban regeneration and community development, a range of housing related functions and local economic development and tourism.

Settlement Services Classification – Settlements are classified according to the services they have such as shops, health services, education services and so on. Regional Centres (Belfast and Derry) have a classification of 5. Sub – regional centres such as Coleraine, Armagh for example have a classification of 4. These classifications are as identified in the report on Settlement Service Classification in December 2006 by the NISRA Settlement Information and Classification Analysis Group (SICAG)

http://www.dsdni.gov.uk/index/stats_and_research/statistics_and_research-sicag.htm.

⁸ NI Advice and Information Strategy, Williamson Consulting 2005

Specialist Advice Provider (case based) – these organisations have specialist expertise in a particular area and can offer a high level of advice, advocacy and representation on complex issues for example housing, legal issues, children’s law etc.⁹

Specialist Advisory Panel – this panel has been established as part of the implementation of ‘Opening Doors’. It is made up of senior representatives from regional voluntary organisations to advise on quality, training and access issues in relation to their client groups. This Advisory Panel also reports twice a year on the implementation of ‘Opening Doors’, to DSD.

Super Output Area (SOA) – a unit of geography used for small area statistical analysis. It is a small area unit, designed to have a smaller range of populations than wards, used for Census and other statistical outputs.

⁹ NI Advice and Information Strategy, Williamson Consulting 2005

Appendix D: Description of the Network of Area Advice Centres at each new council level

Network of Area Advice Centres

The Advice Strategy sets out an approach for frontline generalist advice providers described as a flexible and responsive model.

It is intended that there will be a fully integrated service across each of the new council areas with local providers sharing resources and working together.

The network of Area Advice Centres at each council level will provide a wide range of services, including advice, advocacy and support on a range of basic and complex general advice issues. It will also offer first line support to those who have very specific needs and will refer them to specialist agencies where dedicated specialist advice is needed.

The network will incorporate the following:-

- Advisors able to offer advice on each core area of general advice provision and provide basic advice on particular specialist needs;
- dedicated money and debt counselling and the ability to carry out tribunal and high level advocacy work;
- one advisor will have a good level of knowledge in relation to disability issues;
- where fixed premises are required to facilitate optimum service delivery these will be sited on main public transport routes, ideally close to where most people live but also open to those in more rural areas. They will be located in main settlements that the population would also visit to access other services;
- similarly they also will meet the highest standards of disabled access;
- within the network there will be access to advisors responsible for one or more specialist area, including disability, housing, the needs of ethnic minorities, older people, lone parents and children. Advisors will not necessarily be experts in these areas but will have sufficient understanding to recognise the particular needs of the client group and to understand how and when to refer clients to regional voluntary bodies;
- links to a range of outreach service provision. It is envisaged that the network of Area Advice Centres will have good links with larger community organisations in the area so that suitable ways to refer clients can be set up. These will enable community based telephone and on-line access points; and

- well established relationships with relevant regional voluntary bodies and support structures at a Northern Ireland level. These will ensure that the network of Area Advice Centres can maintain their quality, through suitable training, access to specialist information, regular updating of general information.

The network of Area Advice Centres will be expected to deliver advice/advocacy on a range of issues including:

- Benefits (including Disability Benefits, Income Support, Housing Benefit, Job Seekers Allowance, Tax Credits, Pension Credits);
- Appeal and Tribunal support and representation;
- Money and Debt;
- Consumer issues;
- Basic Immigration (with more complex cases referred to specialist organisations);
- Administration of Justice;
- Human Rights;
- Employment;
- Housing;
- Education; and
- Health and Disability.

More complex enquiries relating to employment, housing, education, health and disability, immigration and social security will be referred to suitable specialist organisations.

Appendix E: Rural Proofing Table

| Assesment of Impacts | | | Consideration Of: Mitigating Measures; and Alternative Policies |
|--|--|--|---|
| Positive Negative None | Qualitative (Detail Evidence) | Quantitative (Detail Evidence) | |
| 1. Service Provison | | | |
| <p>Centralised service outlets: rural people or businesses generally need to travel to an urban centre to use service outlets. How will the proposed rural beneficiaries of a policy have reasonable access to it? Does policy delivery depend upon outlets, which are sparse in many rural areas?</p> | <p>Proposed Area Advice Centre locations were identified from research criteria based on – population, deprivation and accessibility. Two key recognised statistical classifications were used; Classification of Settlement Services based on population and Settlement Services Classification. This is based on services in a settlement such as shops, health services and education services. Area Advice Centres are proposed for settlements with a classification of Band D or above (settlement with a population of 10,000 or above) and Band E classification only where the Services Classification for that settlement is Level 4 or above, indicating that they are a sub regional service centre.</p> | <p>34 Area Advice Centres are proposed throughout NI. Testing illustrates that 96% of the top 10% deprived SOAs are within a 5 mile radius boundary of an Area Advice Centre. Furthermore 75% of the population lives within the 5 mile radius of an Area Advice Centre. In using deprivation indicators there is a current concern that isolated pockets of deprivation in rural areas are not adequately indentified. It is also acknowledged that travel distances have a different impact in rural areas where public transport links and road networks are different.</p> | <p>Area Advice Centres comprise only one element of the advice model set out in 'Opening Doors', the Advice Strategy. The model also contains outreach services, telephone and internet access. Outreach services will be determined by local councils at local level to best meet community needs. This may include provision in isolated pockets of deprivation in rural areas. Consideration will also be given to the appropriate promotion of the services that are available. A pilot phase is currently scheduled to take place in 2010 and will test implementation of the model in both rural and urban areas. It is envisaged that the evaluation will include geographical records of access by customers and will facilitate analysis of use of services by rural and isolated rural dwellers. In the development of this policy following this consultation, rural issues will continue to be considered. It is anticipated that councils will have suitable arrangements for public engagement and both equality and rural proofing arrangements at the time of commissioning these services in their local area.</p> |

Appendix E: Rural Proofing Table

| Assesment of Impacts | | | Consideration Of: Mitigating Measures; and Alternative Policies |
|---------------------------------------|---|--|--|
| Positive Negative None | Qualitative (Detail Evidence) | Quantitative (Detail Evidence) | |
| | <p>This means that areas regarded as Small Towns (Band E) but not a sub regional service centre (i.e. Level 3 classification or below), Intermediate Settlements (Band F), Large Villages (Band G) or Small Villages (Band H) were not selected as locations for Area Advice Centres as they did not sufficiently meet the assessment criteria of population, deprivation and accessibility.</p> <p>Area Advice Centres are one element of the model for delivery of voluntary advice services set out in 'Opening Doors'. Note that this consultation deals only with the location of Area Advice Centres and does not include other elements of the model for delivery of voluntary advice services.</p> <p>The model also comprises of outreach coupled with the use of technology (telephone and on-line access), which will be needed to make sure that people who do not live near the Area Advice Centres will still be able to access quality advice easily. Outreach provision may include provision such as home visits, service provision in community centres or other accessible community venues, advice information sessions with particular interest groups and so on. Outreach provision will be determined by new local councils to best meet community need in their area.</p> | <p>Research completed by Deloitte on behalf of DSD (Mapping of Advice, Information and Legal Services across NI – Background Data Paper April 2008) concluded that generalist advice organisations are spread across NI with local government contracts/grants ensuring generalist provision in each of the current 26 council areas. Over 70% of those advice organisations responding to the survey stated that they offered services via drop-in, appointment, telephone, home visits and outreach.</p> | |

Appendix E: Rural Proofing Table

| | Assessment of Impacts | | | Consideration Of: Mitigating Measures; and Alternative Policies |
|---|------------------------------|----------------------------------|-----------------------------------|---|
| | Positive Negative None | Qualitative (Detail Evidence) | Quantitative (Detail Evidence) | |
| <p>Few information points: rural areas contain fewer (formal) places to obtain advice and information e.g. libraries, Citizens Advice Bureaux, public Internet points. If the policy's successful delivery requires communication with clients, how will those in rural areas have ready access to information and advice?</p> | None | As above | As above | As above |

Appendix E: Rural Proofing Table

| Assessment of Impacts | | | Consideration Of: - Mitigating Measures; and - Alternative Policies | |
|---|-------------|--|---|--|
| | | | | Positive Negative None |
| 2. Mobility | | | | |
| <p>Greater travel needs: on average rural people and businesses travel further to reach jobs, facilities, clients and other opportunities. What will the policy effects be upon existing requirements to travel, or the time, convenience and costs entailed for rural businesses or people (especially those on low incomes or without easy access to a car or public transport)?</p> | <p>None</p> | <p>When the current pattern of voluntary advice services and the research findings for Area Advice Centre locations are compared there is a good geographical match. There is no recommendation or suggestion of any reduction in services or investment to the voluntary advice sector. Outreach, coupled with the use of technology (telephone and online access), will be needed to make sure that people who do not live near Area Advice Centres will still be able to get quality advice easily. Area Advice Centre locations were chosen on the basis that they were regional or sub-regional service centres where the population may travel to access other services such as health services, education services.</p> <p>The voluntary advice sector is heavily reliant on volunteers delivering advice services. It is recognised that volunteers travelling to and from, or within, rural areas to volunteer and to deliver advice services are likely to incur extra travel costs and that public transport may not be available or practical.</p> | <p>34 Area Advice Centres are proposed throughout NI. Testing illustrates that 96% of the top 10% deprived SOAs are within a 5 mile radius boundary of an Area Advice Centre. Furthermore 75% of the population lives within the 5 mile radius of an Area Advice Centre.</p> <p>It is also acknowledged that travel distances have a different impact in rural areas where public transport links and road networks are different. Research completed by Deloitte on behalf of DSD (Mapping of Advice, Information and Legal Services across NI – Background Data Paper April 2008) concluded that generalist advice organisations are spread across NI with local government contracts /grants ensuring generalist provision in each of the current 26 council areas. Over 70% of those advice organisations responding to the survey stated that they offered services via drop-in,</p> | <p>Area Advice Centres comprise only one element of the advice model proposed. The model also contains outreach services, telephone and internet access. Outreach services will be determined by local councils at local levels.</p> <p>The reimbursement of volunteer expenses and the recognition that volunteering is not without costs are key features of good volunteer management which advice providers should operate. This is in line with proposals in the DSD Volunteering Strategy which will be consulted on in Summer 2009.</p> |

Appendix E: Rural Proofing Table

| Assessment of Impacts | | | Consideration Of: . Mitigating Measures; and . Alternative Policies | |
|---|------|--|---|---|
| | | | | Positive Negative None |
| | | | appointment, telephone, home visits and outreach. | |
| <p>Higher service delivery costs: rural distances plus small and dispersed populations can make it more difficult and costly to provide services to rural clients. Does the unit cost of providing the service to rural clients limit the extent or quality of service provision? Are there alternative ways to reduce costs and increase provision?</p> | None | <p>Area Advice Centres comprise only one element of the advice model proposed. The model also contains outreach services, telephone and internet access. Outreach services will be determined by local councils at local levels.</p> | <p>Research completed by Deloitte on behalf of DSD (Mapping of Advice, Information and Legal Services across NI – Background Data Paper April 2008) showed that over 60% of those advice organisations responding to the survey offered services via telephone advice line.</p> | <p>Councils will commission services to best meet community needs within available budgets. Appropriate access to telephone advice may be a cost effective method of service delivery alongside fixed premises and outreach services.</p> |

Appendix E: Rural Proofing Table

| Assessment of Impacts | | | Consideration Of: Mitigating Measures; and Alternative Policies |
|--|--|---|--|
| Positive Negative None | Qualitative (Detail Evidence) | Quantitative (Detail Evidence) | |
| 3. Economic Vibrancy | | | |
| <p>Employment Opportunities: Will the policy affect the distribution of intended economic activity in different areas, or the level of access to employment or training opportunities, e.g. the distribution of public sector jobs and the relative accessibility of job skills training.</p> | <p>Voluntary advice providers depend heavily on volunteers and provide specialised training and experience which can then be used by the volunteer to enter paid employment.</p> | <p>“It’s all about time” (Volunteer Development Agency 2007) estimates that there are almost 6,800 formal volunteers providing advice and information in NI. In research completed by Deloitte on behalf of DSD (Mapping of Advice, Information and Legal Services across NI – Background Data Paper April 2008) survey respondents indicated that they have 389 full time employees and 128 part time employees.</p> | <p>Training for voluntary advice providers is one of the key areas to be addressed within ‘Opening Doors’ Advice Strategy.</p> |
| <p>Employment Flexibility: many households require part-time employment or employment with flexible hours to allow them to balance work and life needs (for example, in maintaining a small farm or balancing care arrangements).</p> | <p>Location of voluntary advice services should not have any impact on working hours.</p> | <p>Research completed by Deloitte on behalf of DSD (Mapping of Advice, Information and Legal Services across NI – Background Data Paper April 2008) showed that of the 100 survey forms issued to advice providers 92 provided information relating to staff employed.</p> | |

Appendix E: Rural Proofing Table

| Assessment of Impacts | | | Consideration Of: . Mitigating Measures; and . Alternative Policies |
|---|----------------------------------|--|---|
| Positive Negative None | Qualitative (Detail Evidence) | Quantitative (Detail Evidence) | |
| Will the policy help or hinder this sort of employment need or reduce the need for flexibility through, for example, encouraging better childcare provision? | | The survey respondents indicated that 389 people were employed full time and 128 part time. | |
| Small firm economy: more businesses are micro-businesses in rural areas (in particular agricultural) and there are few medium-sized or large firms. Will a policy or initiative target and be of benefit to, small (as well as larger) businesses? | Does not apply | | |
| Weak infrastructure: telecommunications infrastructures are generally less developed in rural areas, especially remoter areas. If a fast or high-capacity infrastructure (e.g. "broadband" telecommunications) will play a significant part in implementing the policy or initiative, how will it be delivered in rural areas? | None | This consultation deals only with the location of Area Advice Centres. The full implementation of the model for the delivery of voluntary advice services offers a number of routes for accessing advice, in addition to services at an Area Advice Centre or those services available on the internet, advice can be accessed via the telephone or outreach services which can include home visits. | Area Advice Centres comprise only one element of the advice model proposed. The model also contains outreach services, telephone and internet access. Outreach services will be determined by local councils at local levels. |

Appendix E: Rural Proofing Table

| Assesment of Impacts | | | Consideration Of: Mitigating Measures; and Alternative Policies |
|--|--|---|--|
| Positive Negative None | Qualitative (Detail Evidence) | Quantitative (Detail Evidence) | |
| <p>Infrastructure innovations: often, new innovations in infrastructure or service provision are introduced into urban areas first. Can innovations also be tested in rural areas? Might rural areas provide a stronger test in the first instance? Are there plans to roll out new services or infrastructure to rural areas to minimise long periods of inequality?</p> | <p>DSD intends to pilot the new advice framework. The pilot phase will take place in 2010 and we consider it important that delivery of services is measured in both rural and urban areas. It is envisaged that councils will adopt the model in 2011 in line with RPA and full implementation will occur from 2011-2012.</p> | | <p>A pilot phase will take place during 2010 in a rural area. This will test partnership arrangements between a range of local providers and referral mechanisms to other regional specialist providers.</p> |
| <p>High Impact Infrastructure: could a fast or high capacity infrastructure requirement represent a significant impact on environmental or social assets in rural areas (e.g. the impact on social cohesion of increased mobility stemming from the upgrading of roads). Could it be modified to reduce these impacts whilst still delivering policy benefits.</p> | <p>Does not apply</p> | | |

Appendix E: Rural Proofing Table

| | Assessment of Impacts | | | Consideration Of: . Mitigating Measures; and . Alternative Policies |
|---|------------------------------|--|-----------------------------------|---|
| | Positive Negative None | Qualitative (Detail Evidence) | Quantitative (Detail Evidence) | |
| 4. Social Well Being | | | | |
| Countryside amenity and access: the countryside provides important recreational opportunities and a place to get away from it all for people wherever they live. What will be the impact of the policy or initiative for people wishing to reach and use the countryside as a place for recreation and enjoyment? | None | Does not apply | | |
| Needs not concentrated: rural disadvantage and social exclusion does not exist in the types of concentrations found on urban housing estates or in inner city neighbourhoods. It is generally scattered and, in wealthier parts of the countryside, exists side by side with affluence. Will a policy, especially area-based initiatives, have provision for reaching people or households in the open countryside as well as more concentrated locations of disadvantage? | None possibly positive | The consultation deals only with the location of Area Advice Centres. Proposed voluntary advice locations were identified from research criteria based on – population, deprivation and accessibility. The identification of locations for Area Advice Centres is one element of the Advice Strategy. | | Area Advice Centres comprise only one element of the advice model proposed. The model also contains outreach services, telephone and internet access. Outreach services will be determined by local councils at local levels. |

Appendix E: Rural Proofing Table

| Assesment of Impacts | | | Consideration Of: Mitigating Measures; and Alternative Policies |
|--|------|---|--|
| | | | |
| | | <p>The Advice Strategy aims to put in place an integrated, quality advice service across Northern Ireland and a proper framework to ensure that services are planned and delivered in a way which matches resources to need, with a particular focus on meeting the needs of the most disadvantaged in society. Outreach provision is also a feature of the model for the delivery of voluntary advice services and will be one method for targeting particular areas of disadvantage or dispersed client groups.</p> | |
| <p>Different types of need: the mix of deprivation characteristics is somewhat different between rural and urban areas. Poor access to services (including health & social services), low local wages, limited job opportunities and a lack of affordable housing are key rural issues. What needs or deprivation indicators will be used to target an initiative: will they reflect both rural and urban concerns?</p> | None | <p>Proposed voluntary advice locations were identified from research criteria based on – population, deprivation and accessibility. Deprivation levels were taken from the Noble Indices.</p> | <p>DSD believe that councils will be best placed to determine the precise levels of service required at each location and that 'Area Advice Centres' should form the foundation of this network of services at each new council level. This will provide councils with the opportunity to commission services in the most responsive and locally appropriate way. It is anticipated that the new councils will have suitable arrangements for public engagement and both equality and rural proofing arrangements at the time of commissioning these services in their local area.</p> |

Appendix E: Rural Proofing Table

| Assessment of Impacts | | | Considering Of: Mitigating Measures; and Alternative Policies |
|--|---|---|---|
| | | | |
| 5. Social Capital | | | |
| <p>Low institutional capacity: private, public and voluntary sector bodies in rural areas tend to be smaller and often struggle to forge partnerships or submit bids, especially to tight timescales. If a policy or initiative depends upon local institutions, how will it allow for areas with low institutional capacity? How might it avoid a bias in favour of urban representation and influence if partnership formation is a key method for delivery or for subsequent mainstreaming of learning from pilot initiatives?</p> | None possibly positive | <p>It is envisaged that during the testing phase in 2010 piloting of the new framework of services will take place in a rural area. Our research has shown a good spread of voluntary advice providers across NI and the commissioning approach proposed would seek to build on this. DSD supports regional infrastructure in both rural and urban areas to help local voluntary organisations.</p> | <p>Our approach does not preclude collaborative working even for very small organisations.</p> |
| | <p>Social Capital and community cohesion: provision of services or design of village renewal, new or regeneration of housing estates can impact on sense of community and social capital. Will the policy contribute to strengthening or weakening social capital and hence, the health and sustainability of rural communities?</p> | None | <p>This consultation deals only with the location of Area Advice Centres. The model for the delivery of voluntary advice services also proposes delivery of services via telephone, internet and outreach services. Outreach provision may include provision such as home visits, service provision in community centres or other accessible community venues, advice information sessions with particular interest groups and so on.</p> |

Appendix E: Rural Proofing Table

| Assesment of Impacts | | | Consideration Of: Mitigating Measures; and Alternative Policies |
|---------------------------------------|--|---|--|
| Positive Negative None | Qualitative (Detail Evidence) | Quantitative (Detail Evidence) | |
| | <p>Outreach provision will be determined by new local councils to best meet community need in their area.</p> <p>Voluntary advice provision is an important service within a community especially during this time of economic uncertainty and good quality independent voluntary advice provision contributes to community capacity. DSD voluntary advice policy work currently takes place within a broader community development policy framework and is enabled through the DSD Community Support Programme and Regional Infrastructure Programme.</p> | | |

Appendix E: Rural Proofing Table

| | Assessment of Impacts | | | Consideration Of: Mitigating Measures; and Alternative Policies |
|--|------------------------------|----------------------------------|-----------------------------------|---|
| | Positive Negative None | Qualitative (Detail Evidence) | Quantitative (Detail Evidence) | |
| 6.Natural & Cultural Capital | | | | |
| Land-based industries: land-based industries (e.g. agriculture, forestry, fishing and extraction / mining) have an important impact on the rural landscape, environment and biodiversity, and remain significant employers in certain rural areas (despite being a fairly small element of the overall rural economic base). Will a policy have any particular impacts on –land-based industries and, therefore, on rural economies and environments? | None | Does not apply. | | |
| Landscape quality and character: our rural landscapes are highly valued for their beauty and distinctiveness and contribute significantly to our tourism potential. What will be the likely policy impact upon the quality and distinctive character of natural and built rural landscapes, especially (but not only) on protected landscapes and on biodiversity? | None | Does not apply. | | |

Appendix E: Rural Proofing Table

| Assesment of Impacts | | | Consideration Of: • Mitigating Measures; and • Alternative Policies |
|--|--|---|--|
| Positive Negative None | Qualitative (Detail Evidence) | Quantitative (Detail Evidence) | |
| <p>Local Craft and Food production: A key resource for the growth of many micro-businesses in rural areas is the use of traditional crafts, foods and recipes. Will the policy have an impact on the production of any of these, (e.g. regulations affecting food hygiene and production standards) and if so how traditional approaches might be accommodated.</p> | <p>Does not apply.</p> | | |

Appendix F: Freedom of Information

Freedom of Information Act 2000 – Confidentiality of Consultations

The Department will publish a summary of responses following completion of the consultation process. Your response, and all other responses to the consultation, may be disclosed on request. The Department can only refuse to disclose information in exceptional circumstances. Before you submit your response, please read the paragraphs below on the confidentiality of consultations and they will give you guidance on the legal position about any information given by you in response to this consultation.

The Freedom of Information Act gives the public a right of access to any information held by a public authority, namely, the Department in this case. This right of access to information includes information provided in response to a consultation. The Department cannot automatically consider as confidential information supplied to it in response to a consultation. However, it does have the responsibility to decide whether any information provided by you in response to this consultation, including information about your identity, should be made public or be treated as confidential. If you do not wish information about your identity to be made public please include an explanation in your response.

This means that information provided by you in response to the consultation is unlikely to be treated as confidential, except in very particular circumstances. The Lord Chancellor's Code of Practice on the Freedom of Information Act provides that:

- the Department should only accept information from third parties in confidence if it is necessary to obtain that information in connection with the exercise of any of the Department's functions and it would not otherwise be provided
- the Department should not agree to hold information received from third parties "in confidence" which is not confidential in nature
- acceptance by the Department of confidentiality provisions must be for good reasons, capable of being justified to the Information Commissioner.

For further information about confidentiality of responses please contact the Information Commissioner's Office (or see web site at: <http://www.informationcommissioner.gov.uk/>).

Appendix G: Belfast City Council Voluntary Advice Consortia Arrangements

Belfast City Council Consortia Arrangements

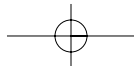
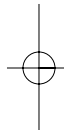
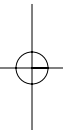
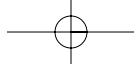
In Belfast the support of and delivery of Advice and Information Services is based on consortia of providers based on geographical areas (North, South, East, West and Central Belfast) and on a mix of CAB and independent advice providers.

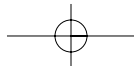
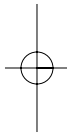
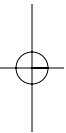
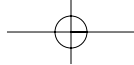
Funding is allocated to the consortia on a pro-rata basis based on a deprivation-weighted population.

The consortia are based on providers who offer generalist advice services to the community at large, rather than on specific topics or section of the community.

All areas provide basic information, advice advocacy or representation on a wide range of issues including, welfare benefits, housing, consumer, health education and money/debt. Outreach into areas/neighbourhoods of low advice provision has also been undertaken and coordinated within each consortium.

The consortia operate a variety of partnership working but all have enabled a move from a previously uncoordinated delivery of advice services, towards a more strategic network of providers.







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