

Appendix 1

Extract from responses to the pre-pilot survey, 2008

The problem	What needs to change?	What resources needed?	What help from national networks?	What is beyond the agency's control?
Long waiting times & limited opening hours	Gateway triage system & extend opening hours	More staff time invested in reception	Single national advice telephone line	External demand for services
Clients can't get through on the phone	Increase telephone advice capacity and system for call handling	Planning & staff training and skills development	Training provision	Commissioning strategies (e.g. CLACs) and national policies
Demand exceeds capacity	More advisers; continuity within advice teams	Funding for expansion	Co-ordinated support on funding applications	Funding cuts and policies/availability of funds
Unsuitable premises	Funds for suitable premises	Time to make funding bids	Demonstrate value of advice	
Clients don't understand what the agency does/make inappropriate demands	Clear statement of the purpose of the agency and services provided	Free or low-cost interpreters	Self-help info. sheets for clients	Behaviour and life-style of clients
Clients don't attend appointments	More appointments	Remote access for advisers – ability to work from home	Lobbying for funds for advice services	Clients attending for their appointments
Advisers lack essential skills and knowledge	Training and supervision for advisers	Technical support and training	Good practice models	Advisers hostile to change
Lack of specialist advice in some categories	More specialist advisers esp. to deal with emergencies	Better IT support	IT support and software programmes	Money for IT solutions
Difficulties in referring	Better referral arrangements and collaboration between agencies	Time to develop referral networks	Lobby for appropriate commissioning models	Other services