

Pan-London Compact: Vision and Commitments

Together the London Citizens Advice network can be more than the sum of our parts as we seek to offer practical solutions and interventions for Londoners living in hardship or experiencing crisis, engage with communities, and help our clients find a way forward. There is a huge opportunity for pan-London working and development, addressing the challenges around funding and demand whilst respecting the differences between LCAs, and the value of local services. Any pan-London offer would be in addition to, or complementing existing LCA contracts and services.

Making this happen will require a short term commitment of financial resource, and a collegiate approach working in a joined up way as one service. We commit to sharing information early and often whenever we can, and to a culture that is supportive, open, honest and generous.

The ask from partner LCAs to achieve effective pan London working are as follows.

Access

We will commit to providing a single point of access for Londoners*

For the benefit of clients, funders and partners we will provide a single-entry point into our services through a central online referral portal and a seamless journey between them.

Collaboration

We will commit to formalising ourselves as a new legal entity by signing-up to becoming a London Citizens Advice consortium.

We also commit to working with other advice sector partners on a pan-London level; developing our strategic partnerships in London.

Funding

We commit to becoming more 'commission ready' for pan-London funding opportunities, and building relationships with London funders.

This will require that we adapt to regional and sub-regional service boundaries.

Influencing

We commit to pooling our data and insights to have an influential/ impactful policy voice for Londoners and for advice services.

*Note this single point of access

- Will be a central online referral portal [which routes clients to their local LCA]
- Will be in addition to local entry points, and
- Will enable London wide organisations, e.g. the prison service, to quickly and easily refer Londoners to their appropriate Local Citizens Advice

Thus making our service-offer attractive to London funders, and accessible to London-wide partners.