

WELSH GOVERNMENT FUNDING OPPORTUNITY - SINGLE ADVICE FUND

1	Can the Welsh Government confirm that all clarifications raised, and answers provided, as part of the Single Advice Fund grant application process will be shared with all bidders, to assist all bidders in developing their responses and ensuring transparency in the process?	Welsh Government can confirm that all clarifications raised, and answers provided, as part of the Single Advice Fund grant application process will be accessible to all bidders, to assist bidders in developing their responses and to ensure a fair process. This will be achieved through the publishing of an updated questions and answers document on the Welsh Government's website on a regular basis.
2	Can the Welsh Government confirm whether VAT applies to this grant?	No, VAT will not apply to the grant funding.
3	Can the Welsh Government confirm any Welsh Language standards which will apply to the delivery of this grant, and provide them to all bidders as soon as possible, to support effective service planning?	Please see section 6, question 4 within the guidance notes for further detail.
4	If a number of organisations merge together to work collaboratively, there may potentially be TUPE implications. Please can you advise?	As set out in the guidance a bidder is responsible for obtaining at their own expense advice regarding the possible application of any contingencies; or other circumstances; or matters which might in any way affect their application for grant funding.
5	Can you please advise which sector eligible applicants should be in to apply for this scheme? It is open just to public bodies, like local authorities and education institutions? Or is it open to businesses and/or charities, etc?	Information about who can apply can be found in point 44 – 43 in the grant guidance document.

6	<p>Para 53 of the guidance says:</p> <p>“Welsh Government intends this grant to be focussed upon frontline advice delivery. Within a collaborative funding proposal, a non-advice delivering partner, whose role is to co-ordinate and/or manage the delivery of the funded services on a local, regional or pan-Wales basis must be a Not for Profit organisation who is able to provide evidence of their:</p> <p>I. established and successful track record of co-ordinating the delivery of information and advice services and;</p> <p>II. comprehensive understanding of the Welsh Social Welfare Advice Sector.”</p> <p>We have established a consortium which, as an entity, does not yet have the experience outlined in 53.I. However, all of the member organisations are Wales-based not for profit advice providers and do have the required track record. Given this, would the consortium be eligible to bid or would we still need to bid via a lead agency?</p>	<p>Please refer to paragraph 47 in the guidance that confirms a collaborative application for funding must identify a lead provider with the relevant experience and understanding.</p>
	<p>Updated on 09/08/2024</p>	
7	<p>We are looking forward to submitting an application under the single Fund 2025-2028, we would like clarification of the level of quality standard (IAQF) Wales Type 1 -5 to be achieved by October 2025,if we are successful, please clarify?</p>	<p>If you are seeking funding to deliver generalist and/or specialist advice you will have to hold a quality standard at the appropriate level for the services you are proposing to deliver by 1/10/2025. Please see para 49 to 53 in the guidance.</p>

8	In terms of the above funding opportunity please could you outline what the six regions are by reference to either local authorities of local health boards	Please see Local Authorities covered in each region on page 1 in the application form
	Updated on 16/08/2024	
9	Are you aware of any organisation that wants to collaborate with a small organisation, and do you offer any support to complete the application form?	To identify providers in your region who you can contact to discuss if they wish to collaborate please search on dewis.wales or contact our local Community Voluntary Council. Welsh Government is unable to offer support to a Bidder to complete their application form. You may be able to receive support and guidance from your local Community Voluntary Council or the Third Sector Support Service - Home - Knowledge Hub
10	As we are interested in potentially supporting a number of opportunities within this fund- is there any way you can share the previous grant winners, so that we get a feel for who we should be contacting?	Citizens Advice Cymru is the lead organisation of six regional consortiums and a national consortium that are currently delivering Single Advice Fund services.
	Updated on 19/08/2024	
11	We wondered if we would be able to submit a proposal for this service pan-Wales, or do we need to collaborate with others to provide an advice line with a broader scope?	Applications for the funding can be submitted by a single quality assured provider or by a collaboration of providers. The application will need to demonstrate how they will meet the full range of social welfare advice needs of the diverse communities of Wales. Please see further information on page 2 and page 7 – 8 in the guidance document.
	Updated on 22/08/2024	
12	At present, we would not realistically be looking to expand our face-to-face service delivery	Bidders are requested to explain how their proposed service delivery model will effectively coordinate the delivery of services within all the individual Local

	<p>beyond these three local authorities as this could compromise the quality of service we already offer. We are able to offer remote advice covering a wider range of local authorities (and regularly do) but we are also mindful that we do not wish to duplicate services offered by other providers. We are however keen to expand our capacity and capability for the remote delivery of services without any set regional boundaries - Based on the information I have provided, would we be precluded from Opportunity 1 funding?</p>	<p>Authority areas in a region and ensure services will be delivered in accordance with the needs of local communities across a region. Please see para 19 – 21 in the guidance document for further information.</p> <p>Applications for the funding can be submitted by an individual provider or by a collaboration of providers, although it is anticipated that collaborations of providers will generally be better able to demonstrate how they will meet the full range of advice needs of the diverse communities of Wales. Please see para 44 to 53 for further information about who can apply.</p> <p>Please also see para 15 in the guidance document, which states Bidders will be able to recommend means of the delivery of the regional services via other channels, such as telephone and web-based, where these will better meet the particular needs of people who will struggle to, or prefer not to, access face-to-face services. This will apply particularly to rural areas within a region, where a greater proportion of remote delivery may be expected, to enable widespread access and to keep the cost of delivery affordable.</p>
13	<p>If we were to submit a tender under Opportunity 3, would be able to submit separate tenders for each of the regions we operate in?</p>	<p>The Welsh Government will make one grant available in each of the six regions. The Welsh Government does not expect an individual organisation will receive more than one grant awarded under Opportunity 3. Please see para 32 to 38 for further information.</p>
14	<p>Is the Single Advice Fund only offering funding to one provider per region under Opportunity 3?</p>	<p>The Welsh Government will make one grant available in each of the six regions. The Welsh Government does not expect an individual organisation will receive more than one grant awarded under Opportunity 3. Please see para 32 to 38 for further information.</p>
15	<p>Section 37 of the guidance notes clearly states that Opportunity 3 funding is not available to those receiving Opportunity 1 or 2 funding; does this mean that you cannot submit an</p>	<p>The Welsh Government would like Bidders to put forward proposals for how they would deliver a Regional Social Welfare Information and Advice service (opportunity 1) and/or a Pan-Wales Remote Advice Service (opportunity 2) or a</p>

	<p>application for Opportunity 3 funding alongside 1 & 2, or; if eligible, could we submit an application for Opportunity 2 & 3 for example, and allow the decision making panel to judge each application on merit and decide which to award if successful?</p>	<p>Standalone Service through opportunity 3. Therefore, a bidder cannot submit applications for opportunity 2 & 3.</p> <p>If there are no applications in respect of any particular opportunity that fully and adequately meet the aims and requirements of the grant then Welsh Government reserves the right to support more than one application where doing so would result in combined services that meet the aims and requirements of the grant.</p>
16	<p>Are there any guidance for the amounts of funding to bid for within the maximum values listed? i.e. is there a separate sliding scale depending on the size of the organisation bidding?</p>	<p>Please see the Guidance document for the maximum grant available per opportunity. Bidders are expected to put forward proposals that largely utilise the full amount of funding available for the funding opportunity that they are bidding for.</p> <p>Minimum amounts that must be spent on debt advice services to meet levy-payer obligations is set out within the guidance document at para 22 and 31.</p>
17	<p>Are we able to account for a projection of reasonable expansion of services that would be achievable with Single Advice Funding over the three years? i.e. would we be able to submit a higher proposal for year three compared with year one under the reasonable assumption that this funding will allow for increased capacity over the period?</p>	<p>Yes, please see question 6 in the grant application form. Bidders will also be expected to complete the financial spreadsheet at Annex B, entering all anticipated financial requirements for the grant period. It is important that you include as much information as possible to clearly detail how you propose to use the funding you are seeking for the provision of the information and advice service over the 3 year grant period</p>
	<p>Updated on 29/08/2024</p>	
18	<p>Does the applying Org/ consortium applying via Opp3 need to be FCA registered if delivering a range of advice services including debt?</p>	<p>A provider who will be involved in the direct delivery of debt advice services will need to be Financial Conduct Authority (FCA) regulated or be exempted from having to be FCA regulated.</p> <p>If any directly delivering organisation does not currently hold either an advice Quality Standard or FCA authorised, please provide robust evidence within the application from that these requirements will be met by the grant start date, or</p>

29-Aug-24

		within 6 months if applying through Opportunity 3, or provide confirmation that they are exempted from having to be FCA regulated.
19	Does the applying Org/ consortium applying via Opp3 need to be FCA registered if delivering a range of advice services but not including debt? Is this an option to not include debt advice under Opp3?	<p>Please see para 33 (i) which states - a Bidder does not need to be offering service users information and/or advice on all social welfare subjects or at all levels, therefore there is an option to not provide debt advice under Opportunity 3.</p> <p>A provider who will be involved in the direct delivery of debt advice services will need to be Financial Conduct Authority (FCA) regulated, or be exempted from having to be FCA regulated, i.e., a Local Authority.</p>
20	For organisations who deliver advice services to a specific under-represented group in more than 1 region - can they apply for Opp 3 for more than 1 region that they deliver to?	The Welsh Government will make one grant available in each of the six regions. The Welsh Government does not expect an individual organisation will receive more than one grant awarded under Opportunity 3. Please see para 32 to 38 for further information.
21	The information states 'The Single Advice Fund will not offer core funding to information and advice providers'. Can you confirm if project management and admin costs specific to the advice service delivery can be funded - if so is there an accepted % rate admin & management per project costs?	The Welsh Government will approve the reasonableness of any Management charges/Central costs being requested. Please see the important notes section on page 20 & 21 in the guidance for further information.
22	Can an organisation/ consortium claim full recovery costs?	Please see page 21 of the guidance document - Welsh Government expects as much of this grant as possible to be focussed on frontline delivery. Costs relating to the co-ordination of different services and to consortia as a whole should be kept to the absolute minimum level necessary for effective integrated delivery and reporting. The Welsh Government will approve the reasonableness of any Management charges/Central costs being requested.

23	In regard to opportunities 1 and 2, are they only available to services that can offer advice services within all 5 social welfare advice areas – ‘welfare benefits, debt, housing, employment, and discrimination (including education) services’ .	Yes, however, applications for the funding can be submitted by an individual provider who considers they can meet all the objectives of the Single Advice Fund, or by a collaboration of providers. Although it is anticipated that collaborations of providers will generally be better able to demonstrate how they will meet the full range of advice needs of the diverse communities of Wales. Please see para 44 to 53 for further information about who can apply.
24	If an advice service only provides advice in one social welfare area, does this mean only opportunity 3 is available for them?	Opportunity 3 is available to an organisation who provides advice in one social welfare area, however the Single Advice Fund welcomes applications from a collaboration of providers through Opportunity 1 and 2, if they can demonstrate how they will meet the full range of advice needs of the diverse communities of Wales. Please also see the response to question 9 above, to help identify providers to discuss if they wish to collaborate.
25	Will the funding be available to apply for each year between 2025-2028? Or is the October 2024 deadline to apply for a full three years of funding , with no new applications possible within the next three years?	Successful grants will be awarded for a 3 year period from 1 April 2025. Please refer to para 9 – 13.
26	Our focus is primarily on a particular area and working with numerous agencies and partners within the County daily to ensure messaging and advice is consistent and clear. We do have some suggestions how this could be extended across to neighbouring authorities and would welcome a conversation with you	Applications will need to meet all the criteria in the guidance document to be eligible to apply. Welsh Government officials are unable to discuss further with any potential bidders whilst the grant scheme is ‘live’.