

## LOCAL SUPPORT SERVICES FRAMEWORK

### PROJECT PLAN

#### Introduction

**Aims:** The aims of the support services framework are to provide a holistic and integrated localised support service for people who need extra help to make payments of Council Tax and rent as a result of welfare reforms, a life changing event or through vulnerability and to increase the level of employment or self employment within the Borough.

**Objectives:** Through the implementation of a Local Support Services Framework, the Council and its partner organisations will enhance the customer journey towards self-sufficiency and independence.

**Outcomes:** The provision of better coordinated support to residents and an assurance that the collection of Council Tax and Council housing rents are maintained, whilst maximising local employment opportunities.

#### Phase 1 – To be completed by September 2014

No.	Detail	Aims	Objectives	Outcomes	Responsible officer/organisation	Target date	Resource requirement	Status
1	Steering Group	To support the partnership agreement with the implementation of the Local Support Services Framework	To steer the partnership agreement, identify barriers and/or opportunities such as external funding to support the project	Provide a robust planning and support group to ensure the implementation of the project	All agencies	Apr 2014		Regular and on going meetings

2	Analyse and identify best practice from other models in particular the support service framework in Basildon & the provision of joined up services from a single location in Central Bedfordshire Council offices.	Early Identification of the challenges faced with implementation - appropriate staff levels, support services such as IT, building infrastructure, data sharing protocols, requirements of each agency	Learn from other areas the issues and challenges that they incurred with the co-location of services	Seamless support service across all agencies	All agencies	May 2014		Joint visit to Basildon Council Offices Completed 15 Jan 2014 JCP visit to Central Beds Completed 22 Jan 2014
3	Data sharing protocols	Agreed data sharing protocols	Sign up to data sharing protocols and early identification of barriers that could impede sign up.	Information shared appropriately between agencies	All agencies	Jul 2014 onwards	All agencies to agree to the Data Sharing Protocols	Third party sharing agreement to be drafted. CAB, Brentwood Mind and Synergy to produce jointly.
4	Identify barriers that could delay implementation to include: Staff, ICT, shared resources, data sharing protocols	Development of support processes and procedures and realistic timescales that will reduce barriers to implementation	Early identification of barriers to allow smooth transition and implementation of support framework	Smooth transition of implementation	All agencies to identify potential barriers to implementation	Jul 2014 onwards	All Agencies – staff resources	Transformation and ICT teams at BBC are involved as members of steering group with particular emphasis on Town Hall Development Project. Confirmed that WiFi will be available to all operating from Town Hall. Issue

								regarding the set up and sufficient budget provision of the reception area to be resolved.
5	Development of Partnership Agreement between Brentwood Borough Council, Job Centre Plus, Citizens Advice Bureau, Synergy and other appropriate support providers	Agree and sign up of the relevant organisations that will provide the support framework for residents	Agree a 'Partnership Agreement' between each agency to deliver the outcomes of the Local Support Services Framework	Agree the roles and responsibilities of each organisation to deliver the objectives of the partnership	Jobcentre Plus	Jul 2014		Partnership Agreement has been signed and distributed.
6	Publicise and communicate the framework	Increase public awareness of support available	Increased confidence to ask for and get support	Increased awareness and early support to include report to Local Authority Members and press release.	BBC	Jul 2014 onwards	Development of joint communication schedule and templates	BBC will lead on communication for the framework. Committee report and minutes published on line. Press release to be prepared and update to website will be shared with all partners.
7	Staff awareness	Breakdown barriers between each	Staff have increased confidence and	Improved collaborative working between	All agencies	Aug 2014 onwards	All agencies to support and encourage staff	Staff communications to be identified

		organisation and gain a better understanding of how each agency interacts with the client/resident. Produce joint process map.	skills to deliver the aims of the framework	agencies, adoption of processes and procedures. Staff engaged to promote and support the delivery of the framework			commitment	with clear messages re the aims and objectives of the framework. A staff mingle was held on 11 <sup>th</sup> November 2014.
8	Residents	Ensure that the services are accessed especially for particularly vulnerable and disabled residents	There is assurance that consideration has been given to the impact of the framework on all residents.	Ensure residents are aware of the support available and the take up for support is increased. Reduced waiting times	All agencies	Aug 2014 onwards	Production of an Equality Impact Assessment.	KA to draft and issue an Equality Impact Assessment (EIA) on new service to identify barriers to access especially for the more vulnerable groups.
9	Out reach	Ensure that the services are accessed especially for particularly vulnerable and disabled residents	Early identification of barriers to access particularly for vulnerable and disabled residents	Reduced risk of failing a legal challenge.	All agencies	Apr 2015 onwards	Liaise with other agencies that could provide specialist support	Consider options for providing outreach services. Involve Social Services?

	<b>Strand 1 of support – early intervention</b>							
10	Early identification of those residents that are likely to be in arrears	Identification of those at risk of going into arrears	Early signposting to support services for residents	Early intervention and support for residents	Brentwood Borough Council Housing and Revenues and Benefits , CAB	Sep 2014 onwards	Joint interviews or visits where necessary to get all the information at the same time.	Process map produced.
	<b>Strand 2 of support – Debt / budgetary advice</b>							
11	Provision of debt and household budget advice	Support for those in arrears or likely to get into arrears of their rent or local tax	Early signposting to support services that will reduce the number of residents going into arrears	Debt/household budgetary advice provided to support those in arrears	Citizens Advice Bureau	Sep 2014 onwards		
	<b>Strand 3 of support – Training towards employment</b>							
12	Provision of back to work support	Improved support for residents to get back into work	Improved CV & interview skills,	Increased confidence to support those back into work	Synergy/JCP	Sep 2014 onwards		

	<b>Strand 4 of support – Finding work/starting a business</b>							
13	Identification of job opportunities, apprenticeships and entrepreneurial support in setting up a new business	Job opportunities, apprenticeship schemes and entrepreneurial support identified and communicated to residents	Better supported residents to be able to get back into work. Reduced requirement for benefits	Reduced unemployment and increased take up of job opportunities, apprenticeship schemes and those setting up their own businesses	Job Centre Plus, Chamber of Commerce, Federation of Small Businesses	Sep 2014 onwards		

**Phase 2 – To be completed by September 2015**

1	Co location of support services within the Town Hall	Supports the development of a Community Hub	Provision of a one stop shop of support for residents	Residents are holistically supported		Sep 2015		
2	ICT	ICT infrastructure is in place to support the framework in respect of all agencies signed up to the partnership agreement	Identification of ICT needs to support the framework objectives and identification of any financial resource required	ICT support in place so that implementation is not delayed. Ease of use from the customer/user perspective	ICT leads for each agency with BBC leading on development of shared website.	Sep 2015 onwards	ICT staff resources, Financial resource	ICT leads to meet to identify needs of each agency. ICT big issue at Basildon Victoria Forms – suite of forms on line

3	Office infrastructure requirements	Office infrastructure is in place to support the framework	Identification of office requirements such as number of secure interview rooms (expected to be between 8 and 9) signage etc, walkways (flooring)	Office infrastructure in place to support the delivery of the support framework	BBC – Town Hall Development Project lead	April 2014 onwards	Provision of a joint rest area for staff, Glass booths/interview rooms used by all services-recording equipment, CCTV, panic alarms, signage	Identify whether other services such as health, Family Mosaic utilise the shared space.
4	Generic working	Breakdown barriers between each organisation and to get a better understanding of how each agency interacts with the client/resident	Improved collaborative working between agencies development of 'support ambassadors'	Better informed and skilled joint workforce to support residents	All agencies	April 2014 onwards	All agencies – staff resources	Introduce generic email address

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