



Department
for Work &
Pensions



Local Support Services Framework Partnership Agreement

14.10.06 Final RS

1. Introduction

- 1.1 This Partnership Agreement outlines the approach that the Department for Work & Pensions (DWP), Brentwood Borough Council and voluntary organisations such as the Citizens Advice Bureau, Synergy Therapy & Addiction and Brentwood Mind will take, through collective working, to support residents with debt or payment problems and to reduce unemployment in the Brentwood local authority area. The aims of this agreement will also support issues that contribute to the priorities of these organisations.**
- 1.2 To enable the development of new ways of delivering our key services in an era of reducing budgets and increased demands, we propose to commit to an overarching framework of support for our residents, businesses and partners which will provide added value and reduce duplication and confusion over delivery of services. This agreement will also ensure that all partners are fully prepared for the rollout of Universal Credit.**
- 1.3 The organisations named above will be unable to deliver on the aspirations contained in this agreement unless we work collaboratively to ensure that there is a transparent and seamless service provision for Brentwood residents, employers and partners. Furthermore it is recognised that without adequate funding, the voluntary organisations named in this framework agreement will be unable to properly fulfil their obligations listed below.**

2. Aims & Objectives

2.1 The main aims of this agreement are to:

- improve the end-to-end customer experience;**
- set out our joint commitment to maintain regular effective communication on operational and performance matters;**
- support the efficient and timely exchange of accurate information;**
- use the partnership agreement as a starting point to further improve relationships between the organisations.**

2.2 The objectives of this Agreement are to:

- Develop strategies to increase employment rates and skill levels in the Borough.**
- Work in partnership to prevent unemployment occurring wherever possible, and to jointly develop responses to labour market announcements.**
- Tackle barriers to employment through flexible and innovative approaches.**
- Identify and promote funding streams and programmes to support the joint commitments and deliver them in a flexible way according to our local needs.**
- Provide early intervention and support to residents who have encountered difficulty in paying their rent, service charges or Council Tax.**

This will allow the local authority to collect timely payments from residents in order to maximise revenue.

- Support the delivery of wider organisational objectives, in particular the growth of new business within the Borough.

2.3 The objectives of this Agreement will be met through the following activities:

- Support for unemployed people, with particular focus on vulnerable residents and those impacted by welfare reform changes or those who have endured a recent life changing event.
- Work experience support for the relatively high number of young people who are not in Education, Employment or Training (NEET).
- Work collaboratively with expert partners, third sector and stakeholders to help achieve our objectives.
- Provision of advice to ensure that people get the benefits and support they are entitled to.
- Support for local people, wherever possible, to fill new job opportunities created through regeneration activities or large developments.
- Development and dissemination of models of best practice in tackling worklessness.
- Maximising use of DWP in helping to fill job vacancies.
- Promoting and supporting entrepreneurship in the local economy.
- Local collaboration to deliver flexible tailored solutions that meet local needs.
- Identifying funding streams to support these objectives.
- Sharing opportunities for adopting flexible approaches to increasing employment rates.
- Working together on the effective use of local labour market intelligence.
- Continuation and expansion of outreach advisory service within Brentwood Borough Council's premises.

3. Liaison & Communications

3.1 Effective liaison and communication between all of the partners to this agreement is fundamental to effective partnership working. To help facilitate this process, each organisation must put the following arrangements in place:

- A nominated contact in each of the organisations who has the knowledge and authority to take responsibility to deal with the relevant operational issues;
- Aside from the regular day-to-day communications, nominated contacts should meet formally at least twice a year to review progress against the agreement, discuss issues and opportunities for improvement;
- Agree logistical arrangements for managing the partnership – arrangements for contact lists and keeping the information up to date;
- Agree arrangements for requests for information between organisations to minimise the impact on operational performance and ensure security guidance is adhered to, particularly when dealing with the exchange of personal and sensitive customer information;

3.2 To help further improve the partnership, each organisation should also consider putting the following in place:

- Exchange visits between the various organisations so that staff can gain a better understanding of each other's business and the impact they have on one another;
- Investigate the potential for local joint projects. For example, joint training courses, publicising each other's benefits, take-up campaigns etc.

4. **Council and voluntary organisation work streams that can benefit from this partnership agreement include:**

- **Regeneration/Economic Development including:**
 - Employer Engagement
 - Events
 - Work Clubs
 - Joint Economic Strategies to encourage labour market and business growth including new enterprises
 - Partnership projects
- Benefits
- Community Development
- Housing
- Family Solutions
- Human Resources
- Health and Wellbeing
- Skills development including:
 - School engagement
 - Careers advice
 - NEET support
 - Skills for the unemployed

5. **Review**

5.1 The Agreement will be reviewed by partners on a quarterly basis. Actions will however be progressed as the need arises throughout the year or as priorities change. Changes to the agreement will be subject to one months notice.

6. **Key contacts**

Brentwood Borough Council: Revenues & Benefits service:

Rick Steels Revenues & Benefits Manager
Tel: 01277 312855 Email: rick.steels@brentwood.gov.uk

Mandy Major Senior Revenues Officer
Tel: 01277 312887 Email: m.major@brentwood.gov.uk

Brentwood Borough Council: Housing Services – Estate Management
John Grisley Principal Housing Officer
Tel: 01277 312969 Email: john.grisley@brentwood.gov.uk

Brentwood Mind
Larry Gutteridge Senior Mental Health Worker
Tel: 01277 234246 Email: larrygutteridge@brentwoodmind.org.uk

Tony Robinson Senior Mental Health Worker
Tel: 01277 234246 Email: tonyrobinson@brentwoodmind.org.uk

Citizens Advice Bureau
Richard McLeod Chief Executive Officer (Brentwood)
Tel: 01277 227019 Email: rm@essexcab.org.uk

Various Session Supervisor
Tel: 01277 220248 (option 1) Email: super@essexcab.org.uk

Department for Work & Pensions
Jane Mitchell DWP Manager (Brentwood Job Centre)
Tel: 01277 306313 Email: jane.mitchell2@dwp.gsi.gov.uk

Biba Hussain DWP Manager (Brentwood Job Centre)
Tel: 01277 306303 Email: biba.hussain@dwp.gsi.gov.uk

Synergy Therapy & Addiction
Kim Greenhalgh Business Manager
Tel: 01277 655662 Email: kimgreenhalgh@hotmail.co.uk
Mob: 07432 623659

Jobcentre Plus

Signed by *Reilly*

Position..... *CLUSTER OPERATIONS MANAGER*

Date..... *6/10/14*

Brentwood Borough Council

Signed by *McLennan*

Position..... *Acting Chief Executive*

Date..... *6/10/2014*

Citizens Advice Bureau

Signed by *RICHARD MCLEOD RSW*

Position..... *CEO*

Date..... *6.10.2014*

Synergy Addiction

Signed by *Kim Greenhall*

Position..... *BUSINESS MANAGER*

Date..... *6 October 2014*

Brentwood Mind

Signed by 

Position... SENIOR MENTAL HEALTH WORKER

Date... 6TH OCTOBER 2014

