Partner Connect Pack

**Breckland Collaboration Meeting**

**Make a Referral:**

<https://www.breckland.gov.uk/community/collaboration>

**ECINS Case Management:**

<https://ecins.org/login>

**Breckland Council (Partners & Compliance):**

[community@breckland.gov.uk](mailto:communitysupport@breckland.gov.uk)

**E-CINS Support Team:**

[support@empowering-communities.org](mailto:support@empowering-communities.org)

01493 858768

Last Update: August 2024

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1. **Introduction:**

Breckland Collaboration Meeting is a multi-agency partnership between statutory and voluntary organisations, who provide early intervention support when difficulties emerge for families or individuals, which could escalate to a higher level of need.

The Collaboration Meetings are open to professional partners who provide a relevant service accessible to Breckland residents and who can support the group to fulfil its objectives. The Collaboration discuss complex cases that would benefit from a multi-disciplinary approach, or where partners need extra support to provide early intervention services for the individual or family concerned. The group is closed to residents, but they can request a referral into Collaboration from any partner agency that they’re working with, if a multi-agency solution is needed.

The Collaboration welcomes new statutory and voluntary agencies and their representatives to the partnership, to discuss solutions around issues including housing, benefits, family support; debt and finances; anti-social behaviour; physical and mental health; domestic abuse; social isolation & loneliness. Collaborative working reduces delay and duplication; ensuring residents receive appropriate support at the earliest opportunity, to avoid escalating need and to achieve better long-term outcomes for those referred in.

Please familiarise yourself with the contents of the Partner Connect Pack, which outlines the remit of Collaboration, how the meetings function and the expectations and responsibilities of all partners. Compliance with GDPR and processes around confidentiality and consent are explained, to ensure information is shared effectively and securely between agencies.

The Collaboration aims to meet the needs of all its partners and will undergo periodic review to ensure maximum effectiveness and efficiency for both partner agencies and those referred in.

1. **Objectives and Working Methods of Collaboration**

The Collaboration’s objectives are to empower residents to develop capacity and resolve their emerging problems, through the provision of early intervention support services, information, advice and guidance. The consensual sharing of information between partners can address wider needs and ensure appropriate and timely support is provided.

Collaboration Meetings work to:

* Collate and share pertinent information to hold informed case discussions
* Identify the quickest and most effective way to provide relevant support
* Nominate partners to deliver agreed actions, using the methods and processes appropriate for their service
* Enable partners to take referrals directly, preventing escalation into specialist support or acute need
* Capture the progress of cases and further actions from the group, to ensure positive outcomes
* Discuss cases generally where consent has **NOT** been obtained, if the client’s identity has been protected
* Disclose personal information **without prior consent** of the client, **to prevent or detect a crime or to safeguard an individual from harm**
* Provide a formal networking opportunity between partners to share strategic information and development opportunities, which may extend outside the remit of the meeting

1. **Format of the Collaboration Meeting:**

Collaboration Meetings are held virtually via Microsoft Teams on Wednesday at 9:30am weekly. Meetings are a maximum of 2 hours, depending on the number of cases to discuss.

All compliant partners and their representatives can:

* Attend weekly meetings
* Make referrals via the Breckland Council website
* Manage Collaboration cases via the case management system

Make a referral:

* Submit referrals online: <https://www.breckland.gov.uk/community/collaboration>
* Complete all information fields, including consent agreement
* Submit by close of play Friday, to present the case at the next meeting (Wednesday)
* Partners should complete and hold original copies of the Referral & Consent form, if necessary for their organisation (copies included in this pack)
* Referrals are transferred to the case management system by close of play Monday
* Partners should login to the case management system <https://ecins.org/login> to check case details & carry out background checks, ahead of Wednesday’s meeting

Weekly meeting:

* Only compliant partners will be admitted into the meeting
* Meetings start with an introduction from the Chair
* As each case is presented, partners share pertinent background information
* Support options are considered by the group
* Partners agree appropriate actions to progress the case
* Service updates or presentations may also be given during the collaboration meeting
* Meeting minutes are circulated to compliant partners, with actions and outcomes recorded

Partners should ensure that actions are completed ahead of the next meeting and report to the case holder any delays. The referrer retains responsibility for their own case throughout and the meeting itself does not hold any cases.

Partners are asked to Chair the meeting on a rotation basis and may be asked to take minutes (internal partners only), update the case management system or provide meeting space, if necessary to ensure continuity.

1. **Case Management System**:

ECINS Case Management System login: <https://ecins.org/login>

* Only compliant partners will have access to the system
* Partners are responsible for ensuring their case report details are accurate
* Logs, Actions and Tasks are used to track case progress
* Reports from the system will be used to reflect on the success of Collaboration and outcomes for residents

1. **Accountability:**

Partners have a shared responsibility to improve the wellbeing of residents and to promote the value of Collaboration to their respective agencies.

Partners must present their own cases and will retain responsibility for them. The Collaboration Meeting does not hold or transfer cases to other professionals. Partners are accountable to manage and report back progress of their cases and any further action required from the group.

If the referrer is unable to attend the Collaboration Meeting, an alternative agency representative should attend with an appropriate update. New agency representatives must complete a Multi-Agency Co-Location and Information Sharing Agreement (Appendix 2) <https://www.breckland.gov.uk/macisa>

Breckland Council takes responsibility for facilitating the Breckland Collaboration Meeting and the periodic review of its processes and functions.

Partners are responsible for upholding the Collaboration’s objectives and ensuring their compliance to the conditions set out in the Partnership (Appendix 1) and Information Sharing Agreements (Appendix 2).

1. **Correct Support**

Threshold Information:

**Children’s safeguarding –** [Norfolk Guidance to Understanding Continuum of Needs (norfolklscp.org.uk)](https://norfolklscp.org.uk/media/5mnkbmmd/continuum-of-needs-guidance_web_accessible.pdf)

Families with low level needs which can be met by universal services should be directed to Norfolk Community Directory, Family Information Service and Just One Norfolk

Collaboration can accept referrals for families with mid-level support needs (equivalent to the old Tier 2), where families have additional needs and may benefit from preventative support above the standard universal services offer.

Families with needs which are more complex and require specialist input should be discussed with CADS.

**Safeguarding concerns**: Call CADS or MASH on: 0344 800 8021

**Emergency response:** 999

**Adult safeguarding information and guidance -** [**https://www.norfolksafeguardingadultsboard.info/protecting-adults/working-with-adults-at-risk/practice-guidance/**](https://www.norfolksafeguardingadultsboard.info/protecting-adults/working-with-adults-at-risk/practice-guidance/)

**Breckland Council Safeguarding**

If you need advice about safeguarding within Breckland please get in contact via the email below:

Safeguarding Officer – Sarah Illsley: [safeguarding@breckland.gov.uk](mailto:safeguarding@breckland.gov.uk)

1. **Confidentiality and Consent Agreements:**

All partners must comply with the following arrangements to participate in the Collaboration Meetings:

* Consent must be gained from the individual(s) to discuss their case and personal details at the meeting and for onward referrals, if necessary
* Partners should be in a secure room when participating in a virtual meeting, not an open public space
* It is mandatory for all partner agencies to sign the Partnership Agreement (Appendix 1) and re-sign upon request. This states conformity to the Confidentiality and Information Sharing Agreement, which outlines the protocol by which data and information sharing between partners will be governed.
* Individual officers must sign the Multi-Agency Co-Location and Information Sharing Agreement (Appendix 2) annually, to participate in any meeting and to access the case management system
* All compliant partners can participate in and bring cases to the meeting.

**Review date: August 2025**

Become a Partner Agency

**Breckland Collaboration Meeting**

Make a Referral

**Breckland Collaboration Meeting**

**Appendix 1:**

Partnership Agreement

**Breckland Collaboration Meeting**

1. **Parties to the Agreement:**

Breckland Council, Elizabeth House, Walpole Loke, Dereham, Norfolk, NR19 1EE

And

[*Agency name and address*]

1. **Background:**
2. The Partnership Agreement (“the Agreement”) formalises the arrangements of the Breckland Collaboration Meeting (“the Collaboration”) to work in a multi-agency partnership, to provide better outcomes for those referred in.
3. The Collaboration’s objectives are to empower families and individuals to develop capacity and resolve their emerging problems, by providing early intervention support, information, advice and guidance. The consensual sharing of information between partners can address wider needs and ensure appropriate and timely support is provided.
4. Partners will provide ongoing support to the Collaboration, which will include sharing knowledge, skills and expertise. Commitment will be made to attend meetings consistently and officers will take a proactive approach to case progression.
5. All partners will be advocates of Collaboration and actively promote its work and objectives.
6. **The Commitments of the Council:**
7. To facilitate the Breckland Collaboration Meeting and periodically review its processes and functionality.
8. To accept that support provided by partners may be subject to slight change once the term commences.
9. To adhere to the same guidelines as outlined in ‘The Commitments of Partners’ when internal services refer into the Collaboration.
10. **The Commitments of Partners:**
11. Service Provider Organisations agree to adhere to the ‘Confidentiality and Information Sharing Agreement’ as outlined below (5).
12. To enter into a multi-agency partnership to fulfil the objectives of the Collaboration. All parties shall remain for the entirety of this Partnership Agreement, independent agencies and will have the rights and abilities as such. Partners remain responsible and accountable for decisions on their own services and the use of their own resources.
13. Facilitate timely and positive outcomes for cases, proactively removing barriers to support.
14. To be present to share new cases and retain responsibility for their outcomes, reporting case progress to the partnership and further action required.
15. In the event that the referrer is unable to attend the Collaboration Meeting, an alternative agency representative should attend with an appropriate update.
16. To maintain responsibility for accurate and up to date information on each case and its outcomes.
17. To deliver agreed actions, using the methods and processes appropriate for the service.
18. To research cases and carry out background checks ahead of the meeting, where relevant.
19. To comply with all GDPR, Consent and Information Sharing Agreements, as required by the Collaboration.
20. To carry out any relevant business to facilitate the meetings, which could include but is not limited to, chairing the meetings, updating case notes and providing meeting space.
21. **Confidentiality and Information Sharing Agreement:**
22. All parties acknowledge that during the term of this agreement they may become aware of information that is confidential or private in nature. By acknowledging the above, the parties also agree to keep all information obtained during this Partnership Agreement private as deemed so.
23. This Agreement facilitates the exchange of information between the parties for the purposes of implementing the Breckland Collaboration Meetings.
24. Partners and Service Provider Organisations confirm that their staff and practitioners have a working knowledge of this Agreement and the documents contained in the Partner Connect Pack, in particular the Multi-Agency Co-Location and Information Sharing Agreement (Appendix 2).
25. Any personal information collected by partners will only be used for the purposes stated on the relevant consent or referral form.
26. Partners and Service Provider Organisations are fully GDPR (General Data Protection Regulation) compliant in their handling and processing of information.
27. **Management & Representation:**
28. All parties shall appoint a minimum of 1 designated individual to represent the agency and manage their commitment to the partnership, as outlined above.
29. Partner representatives are responsible for ensuring the commitments they make to the Collaboration on behalf of their own organisation can be fulfilled and provide feedback to their organisation on the business of Collaboration.
30. **Entire Agreement:**
31. This Partnership Agreement along with any appendices shall for all considerations be the entire agreement.
32. Upon entering into this Agreement, any and all previous Agreements between the parties in either written or oral form shall be considered void.
33. **Duration of Agreement:**
34. This agreement commences 28th August 2024 and is subject to periodic review.

Prior to the end of this agreement, an opportunity for extension will be reviewed and agreed as necessary.

1. **Severability:**
2. If any condition within this Partnership Agreement is found to be invalid or unenforceable, the parties shall obtain the right to replace said condition with a similar enforceable provision, as deemed necessary.
3. Upon substitution of any conditions in this agreement, all other conditions will remain in full effect and not be altered.
4. **Agreement:**
5. This Partnership Agreement is hereby acknowledged and approved by both parties.

**Organisation & Service: …………………………………………………………………………………………….**

**Print name: ……………………………………………………………………………………………………………**

**Role within organisation: …………………………………………………………………………………………...**

**Signature\*: ………………………………………… Date: …………………………………….**

**\*If unable to sign, by completing the above information you confirm that you are the person stated and have the appropriate authority to sign this agreement.**

**Organisation & Service:** Breckland Council, Communities

**Print name:** Joshua Fulcher

**Role within organisation:** Communities & Health Integration Manager

**Signature\*: ………………………………………… Date:** 28/08/24

**\*If unable to sign, by completing the above information you confirm that you are the person stated and have the appropriate authority to sign this agreement.**

**Appendix 2:**

Multi-Agency Co-location & Information Sharing Agreement

**Breckland Collaboration Meeting**

*Breckland Collaboration Meeting involves partner services, including but not limited to Norfolk County Council, District Councils, Department for Work and Pensions, Norfolk Police, health services, schools, registered social landlords, voluntary sector agencies.*

This memorandum of understanding relates to the operational sharing of information within the Collaboration Meetings, to promote positive multi-agency working, in the best interests of families and individuals.

The Multi-Agency Co-location & Information Sharing Agreement sets out the legal and operational framework for information exchange. **All staff should be aware of and understand the content of these documents and how they relate to operational practice.**

Individual agency representatives are required to sign below to confirm acceptance of this memorandum of understanding **annually.**

1. It is recognised that each agency will need to rely on the legal basis for information sharing, depending on the legal status of that agency. It is recognised that it is the responsibility of each agency to decide whether and what information can be shared. However, each agency agrees to the overriding principle that information will be shared where it is **necessary, lawful and proportionate** to do so.
2. Each organisation with whom information is shared will comply with the General Data Protection Regulation (GDPR).
3. The discussions and decisions that take place, take account of Article 8.2 of the European Convention on Human Rights, with particular reference to:
4. Public safety
5. The prevention of crime and disorder
6. The protection of health
7. The protection of the rights and freedom of others
8. Safeguarding
9. Any discussions or meetings undertaken are called in circumstances where it is felt to be necessary to share information pertaining to a named individual or family, to address specific issues related to the aims and objectives of Collaboration.

This includes:

* Provision of services to residents
* Establishing whether a resident is eligible for a service
* Evaluating and assessing how these services have or could benefit residents
* Information, advice and guidance on low level, emerging issues

1. The records of any meetings undertaken are closed under the Freedom of Information Act 2000, due to one or more of the following reasons:
2. Investigations and proceedings by Public Authorities (s.30(1)(B))
3. Health and Safety (s.38)
4. Personal information (s.40)
5. Information provided in confidence (s.41)
6. Any meeting records taken must not be photocopied or contents shared outside of the meetings. Records should be kept in the **RESTRICTED** or **CONFIDENTIAL** section of agency files
7. Case related discussions will sometimes be overheard as a result of co-location arrangements. These remain strictly confidential. Where an individual feels this compromises their integrity, they must speak to their line manager immediately.
8. Practitioners must appropriately record their rationale and response to direct requests for information. If you are unsure where this recording should be made, seek advice from your line manager.

Organisation & Service: …………………………………………………………………………………………….

Print name: ……………………………………………………………………………………………………………

Role within organisation: …………………………………………………………………………………………...

Signature\*: ………………………………………… Date: …………………………………….

**\*If unable to sign, by completing the above information you confirm that you are the person stated and have the appropriate authority to sign this agreement.**

**Appendix 3:**

Referral Form Template

**To be completed by a professional**

For families with complex or specialist support needs, or safeguarding concerns, contact CADS/ MASH: 0344 800 8021

***I (the referrer) confirm the ‘Consent to Use Information’ form has been completed***

|  |  |
| --- | --- |
| **Referrers Details** | |
| Name: | Agency/ Organisation: |
| Office number: | Address: |
| Mobile number: |
| E-mail: | Post code: |

|  |  |  |  |
| --- | --- | --- | --- |
| **Reason for Referral** | | | |
| What is the concern? |  | Who is currently working with them? | What support are they providing? *Eg. 1:1 support* |
|  |  |  |
| What support are you requesting? *Eg. support with independent living* | Who else has previously worked with them? | When and how long for? |
|  |  |  |
| What is the client’s target outcome? | How successful was this?  *Eg. ASB resolved* | Any barriers to accessing services? *Eg. cultural sensitivities* |
|  |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Area(s) of Concern** | | | | | |
| ***Indicate all that apply to each member of the household*** | | | | | |
| 1. ADHD/ ASD | 2. Anti-social behaviour | 3. Child in need | 4. Child sexual exploitation | 5. Domestic abuse | 6. Eating disorder |
| 7. Educational issues | 8. Emotional neglect/ abuse | 9. Health issues | 10. Homelessness | 11. Housing issues | 12. Honour based abuse |
| 13. Female genital mutilation | 14. Finance issues | 15. Learning difficulties | 16. Legal issues | 17. Loneliness & isolation | 18. Mental health issues |
| 19. Not in Education Employment / Training | 20. Offending/ Crime | 21. Parental separation | 22. Physical neglect/ Abuse | 23. In prison | 24. Radicalisation |
| 25. Self-harming | 26. Sexual abuse | 27. Sex working | 28. Substance misuse/ addiction | 29. Teenage parents | 30. Trafficking |
| 31. Young carer | 32. Workless | 33. Mobility issues | 34. Covid-19 | 35. Other | 36. Carer Support |
| 37. Armed Forces/Veteran | | | | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Personal Details** | | | | |
| **Title (Mr/Mrs etc) and Full Name** | **Household Address & Postcode** | **DOB / EDD** | **Telephone No.** | **E-mail** |
|  |  |  |  |  |
| **School / Nursery** | **GP Surgery** | **Gender** | **Relationship with family** | **Language spoken** |
|  |  |  |  |  |
| **Areas of Concern** *(key above)***:** |  | | | |
| **Additional Notes:** |  | | | |
| **Are there any risks to home visiting or lone working? YES / NO** | | | | |
| *(If yes please detail)* | | | | |
| **Early Intervention Fund** | | | | |
| **How many people in the household?** | **Number of children in the household?** | **Council tax number** | **Is the applicants a Breckland resident?** | **Amount Requested (£)**  ***Max. £300*** |
|  |  |  |  |  |
| **Reason for request**  ***(Domestic abuse / Energy or water / Essentials / Food / Health / Housing / Transport/Other)*** | **Benefits the applicant is currently receiving** | **Details any other funds that have been applied for, how much (£) and the status of this application** | | |
|  |  |  | | |
| **Supporting statement detailing how this fund will prevent escalation of need** | | | | |
|  | | | | |
| **Name of bank account holder** | **Account number** | **Sort Code** | **Name of bank** | |
|  |  |  |  | |

**Appendix 4:**

Consent to Use Information

**Breckland Collaboration Meeting**

To assist in providing services to you, we seek your consent to share information about you with our partners. This will include but is not limited to:

* The information on this form
* Referral information including reasons for requesting support
* Details of any information, advice, guidance, support, assessments and direct services that are or have been provided to you and your family

1. **Why Do We Need Your Personal Information?**

Partners need to collect and share personal information about individuals and families seeking support in order to:

* Provide joined up and comprehensive advice, guidance, assessments, services and support as early as possible
* To prevent an escalation of need and difficult circumstances
* Evaluate and assess how these services have benefited you and your family

1. **How Information is Collected, Stored and Shared?**

A partner will collect your personal information, store it securely in a written/ electronic form on their system and with your consent, share it with relevant partners. All partners comply with data protection legislation.

Personal information will only be used for the purposes as outlined above (1.) and will not be shared for any other reason, or with partners not signed up to our agreements.

1. **Consent Statement:**
2. I/ we agree to a referral to the Breckland Collaboration Meeting for multi-agency support.
3. I/ we agree to the use and sharing of information with all partners of the Collaboration, to provide the best support possible
4. I understand that I do not have to give this agreement and it will not affect other services that I receive.
5. I understand there may be circumstances where personal information may be disclosed to Collaboration without prior consent, in order to prevent or detect a crime or to safeguard an individual from harm.
6. I understand I can withdraw my consent at any time, by contacting the partner who completed this form or the agency they represented.

Partners of the Collaboration include but are not limited to:

Breckland Council, Norfolk County Council (including Children and Adult Social services), Anglia Revenues Partnership, Department for Work and Pensions, Housing Associations, NHS, Norfolk Fire and Rescue Service, Norfolk Police, Schools, South Norfolk and Broadland Council, Action For Children, Benjamin Foundation, Change Grow Live, Christians Against Poverty, Citizens Advice, Community Action Norfolk, Creative Arts East, Daisy Programme, Dereham Cancer Care, Family Action, Fountain of Life Church, Home Start Norfolk, Love Dereham, MAP, Matthew Project, MensCraft, NIDAS, Norfolk and Waveney Mind, Norfolk Libraries, Prospects UK, Seetec/Working Well Norfolk, Shaw Trust, Swaffham and District Mental Health Association, Trussell Trust.

**Please detail any partner agencies that you DO NOT WISH TO SHARE you or your family’s personal information with.**

*Please note that by giving this consent, you are agreeing to the Breckland Collaboration Meeting discussing your family and circumstances with other professionals, to gather information and provide the best support possible.*

**By signing this form, I agree to the sharing of information set out above.**

Name: Signature: Date:

Name: Signature: Date:

Name: Signature: Date:

Name: Signature: Date:

**Referrer: *If you are unable to obtain a signature, please obtain verbal consent\****

Name of adult/ parent/ carer who gave verbal consent\*:

Date of verbal consent\*:

Name (referrer): Signature: Date:

**Appendix 5:**

Early Intervention Fund

**SUMMARY:**

The Early Intervention Fund awards payments of up to £300 to families or individuals who are experiencing exceptionally difficult circumstances of hardship, or who have complex needs that aren’t being addressed elsewhere. Awards will be granted to applicants where there is a clear demonstration of how this funding would prevent an escalation of need or where the applicant is at risk of becoming vulnerable without this intervention. Applications are submitted by a supporting professional who can verify the circumstances of the applicant and who is a partner of the Breckland Collaboration Meeting. These measures will give weight to the value of collaborative working, whilst safeguarding the integrity of the fund against duplication or attempted financial fraud by members of the public.

**APPLICATIONS:**

**Who can apply?**

* Applications must be submitted by a compliant Collaboration partner
* Professionals apply on behalf of families or individuals who meet the eligibility criteria
* A maximum of one application can be submitted per household
* The scheme does not accept self-referrals
* Applicants must be a Breckland resident aged 18 or over
* Priority will be given to low-income applicants, including those claiming:
  + Child related benefits or free school meals
  + Single person benefits such as Universal Credit, Pension Credit, Income Support, Employment Support Allowance
* Priority will be given to households that include a person under the age of 19
* Priority will be given to claims requesting support for food, fuel or household essentials

**Eligibility:**

* Families or individuals in need of a multi-agency solution to address their emerging difficulties
* Consent must be given from the applicant to apply on their behalf
* Applications must include a supporting statement from the referring professional to verify the circumstances outlined
* Additional statements from a professional body, which could include a statutory agency, housing association or charity providing health or social care, will enhance applications
* Awards will be granted in exceptional circumstances, where a specific need has been identified to prevent circumstances from escalating or mitigate risk of the applicant becoming vulnerable
* Applicants are expected to have explored funding from other sources where possible
* Eligible applicants have not received an Early Intervention Fund or Household Support Fund grant from Breckland Council in the past 12 months.
* Priority areas:
  + Families or individuals experiencing domestic abuse
  + Families or individuals affected by poor physical or mental health
  + Vulnerable adults, children or young people
  + Individuals who live alone, with no support network available

**Funding can be used for costs associated with:**

* Food, fuel and essential household items
* Escaping domestic abuse
* Accessing accommodation
* Preventing eviction
* Ensuring children go to school
* Regaining independence
* Improving the quality of life
* Transport or travel expenses for essential journeys

**Funding cannot be used for:**

* Mortgage payments
* Debt advice
* Non-essential household items
* Non-essential housing costs
* Non-essential transport costs

The Early Intervention Fund is not an emergency fund, all applications must go through the application and verification process.

**GOVERNANCE:**

* A set amount of allocated funding will be available per year
* Applications meeting the criteria will be eligible for a one-off payment of up to £300 per household
* A maximum of 1 payment can be awarded to a household in any 12-month period
* Only applications submitted and presented by a compliant Collaboration partner will be considered
* Applications will be integrated into the existing Collaboration referral form
* Data will be shared externally via a secure case management system
* Partners will carry out background checks on applicants ahead of the meeting
* Funding applications will be approved during the meeting, with any concerns raised and noted
* All payments will be authorised by Breckland Council’s Communities Manager
* Successful allocation of funds will be recorded on the case management system and finance log
* Demand and processes will be monitored regularly
* In the event demand meets or exceeds the allocation, Breckland Council will review the payment amounts or pause the fund without notice
* Grant amount will be reviewed annually, subject to availability

**PROCESS:**

1. **Confirm eligibility & submit application**

* Partners identify families or individuals in need of financial support, based on the eligibility criteria
* Supporting professional submits application via the Collaboration referral form
* Applications are submitted by close of play Friday, for verification and processing the following week

1. **Verification**

* As per the Collaboration process, the application details are transferred to the case management system for partners to carry out background checks
* Funding applications are presented and verified at the Collaboration Meeting each Wednesday
* Concerns regarding the application, including but not limited to its authenticity or duplication, will result in an unsuccessful claim or be deferred to a final decision by Breckland Council’s Communities Manager
* All payments are authorised by the Communities Manager

1. **Finance**

* Export data from the case management system onto a Finance log, for internal use by Breckland Council’s Communities and Finance teams
* Weekly payment submissions are sent to Finance by close of play Thursday, providing

confirmed approval from Communities Manager and the Finance Log including payment amounts, personal and bank details

**Risk Management:**

Individuals cannot self-refer to the fund, however a supporting professional can apply on their behalf. This will ensure grants are awarded to those experiencing exceptionally difficult circumstances or who have complex needs that aren’t being addressed elsewhere. This will help prevent duplication and ensure the resident is proactively taking steps to address their issues.

Partners must be compliant to the Collaboration process to submit a funding application. In line with existing processes, applications will only be considered if the referrer is present at the meeting to present the case. This will ensure partners are committed to the benefits of multi-agency working and understand that the application process includes a multi-agency discussion to address the wider support needs of the applicant. Including the financial aid as part of a wider support package reduces the dependency on direct financial aid and promotes longer-term solutions.

If the allocation is fully utilised, applicants can be referred to existing provision such as:

* **Client Hardship Service**

<https://www.norfolk.gov.uk/care-support-and-health/support-for-living-independently/money-and-benefits/client-hardship-service>

* **Universal Credit Budgeting Advance**

[https://www.gov.uk/universal-credit/contact-universal-credit **or** 0800 3285644](https://www.gov.uk/universal-credit/contact-universal-credit%20or%200800%203285644)

* **Family Action Welfare Grants**

<https://www.family-action.org.uk/what-we-do/grants/welfare-grants/>

* **Glasspool Trust**

[https://www.glasspool.org.uk/grants/grants **or** 020 31413161](https://www.glasspool.org.uk/grants/grants%20or%20020%2031413161)

* **Vicar’s Relief Fund**

<https://www.smitfc.org/the-vrf/> **or** 0203 37955746

**APPLICATION PROCESS:**