

Withdrawn

This publication has been withdrawn.

It is no longer current.

DWP Provider Guidance Chapter 2

ESF Support for Families with Multiple Problems (England)

Chapter 2 – Strategic Working Relationships, Working with Partners

Overview of partnership working.....	1
Local Authority (LA) Engagement.....	2
Safeguarding.....	3
Working with Jobcentre Plus	3
Interaction with the Work Programme	4
Other Jobcentre Plus provision	4
Participation in other programmes and initiatives	4
Skills Funding Agency	4
National Offender Management Service	4

Overview of partnership working

1. Effective partnership working is vital to your delivery of ESF Support for Families with Multiple Problems Provision and you will be required to work with a wide range of local partners including Local Authorities. This chapter sets out the high level requirements for developing working relationships between yourself and your partners.

2. Local partners may include, but are not limited to:

- Local Authorities
- Department for Work and Pensions / Jobcentre Plus
- Regional European Social Fund partners
- Employers
- National Offender Management Service
- Probation Services
- Skills Funding Agency
- Local health services
- Housing Providers
- Voluntary and community sector and specialist organisations
- Sure Start Children’s Centres
- Statutory partners named in the Child Poverty Act

- Local strategic partnerships, including Local Enterprise Partnerships where appropriate and
- Other DWP welfare to work providers e.g. Work Programme and Work Choice.

3. You must establish robust and effective long term working relationships with all your Local Authority contacts and local partners. You will need to determine how these relationships are maintained and it will be up to you and Local Authorities/partners to agree joint engagement arrangements including the level and frequency.

4. Your DWP Performance Manager will need to be kept informed of these relationships and the extent to which they are working to support your provision delivery. Where there are any difficulties, please alert your Performance Manager, who will do all they can to help and may arrange specific discussions with the Local Authority to try to resolve any issues. Your Jobcentre Plus ESF Manager may also be able to help in this.

Local Authority Engagement

5. The Local Authority is the primary route for identifying participants for ESF Families Provision. Developing robust working relationships with Local Authorities is key to introducing families with multiple problems to ESF provision, and ensuring that provision meets their needs.

6. Local Authorities will be aware of families with multiple problems and will potentially be already working with them or may have identified them as part of their delivery of the Government's Troubled Families Programme. It is therefore important that you work constructively with Local Authority Troubled Families Co-ordinators to identify suitable families who would benefit from the support available through the DWP ESF Families provision.

7. You may also wish to focus your engagement activities with Local Authorities with appropriate leads who support families experiencing all or some of the 4 core multiple problem areas which form part of the key eligibility conditions to be met by participants in order to be assisted by ESF provision namely:

- family related
- housing related
- health related
- and anti-social / offending behaviour related problems

8. Local Authorities may also have formally designated some of their partner organisations (such as Children's Centres or Probation Services) to identify families and make referrals on their behalf. You may need to maintain a degree of working relationship with those partner organisations. You will also need to make sure that you hold the relevant documentation from the LA, authorising that organisation to identify referrals for the LA. In some areas this is referred to as the Provision Awareness Scheme.

9. If you implement the Secondary Referral Route ([See Chapter 1](#)) for this provision, you must continue to maintain communications and work effectively with your Local Authorities to ensure that they are still able to identify and refer families, and individuals within those families, that they consider to be eligible. However, Local Authority identified referrals **must** take priority over those from the Secondary Referral Route.

10. It is likely that individuals or families who participate in Families with Multiple Problems Provision will already receive support from key workers from the Local Authority or other agencies.

11. You must wherever possible include these key workers in ongoing discussions to ensure that all issues that the individual/family feel should be addressed, are considered and support is provided in a co-ordinated manner.

Safeguarding

12. You should ensure that you understand and adhere to all Local Authority agreements and processes. This includes working with your Local Authorities to agree arrangements and processes to safeguard and promote the welfare of children and safeguard the welfare of vulnerable adults. Your staff and those of your suppliers should be trained in safeguarding to the level required by each Local Authority. This may mean repeating training where Local Authority requirements differ.

13. It is critical to the safety of participants that you adhere to the safeguarding agreements you have in place with Local Authorities. For participants attached through the secondary referral process you will need to be alert to the possibility of safeguarding concerns and to follow your agreed processes locally. You should work with your Local Authority to agree any new or amended approaches to safeguarding which the Local Authority identifies may be needed to manage any risks associated with this new route.

Working with Jobcentre Plus (including interactions with Work Programme and other provision)

14. Each Contract Package Area will have at least one Jobcentre Plus ESF manager who will be able to help you build links to Jobcentre Plus locally.

15. The Jobcentre Plus ESF manager will work with District colleagues to ensure that jobcentre advisers fully understand the process for signposting individuals to you and will take forward any issues with this process.

16. Jobcentre Plus is supporting Local Authorities with secondees to help the Troubled Families Programme by promoting the local employment agenda, including ESF Families Provision. You can develop links with these advisers via your local ESF Manager. Jobcentre Plus Troubled Families advisers have also been seconded to Local Authorities to assist with the Troubled Families Programme and will build relationships with you and your suppliers to assist referrals where appropriate.

17. You will have been given contact details for the ESF Admin Team who will receive the ESF14 referral form(s) from you ([See Chapter 4](#)).

Interaction with the Work Programme

18. It is essential that you work closely with Work Programme partners operating in your Contract Package Area. This will help to ensure smooth transition when participants in your provision wish to volunteer for the Work Programme instead, or when your participants are mandated to start in the Work Programme. Working with Work Programme partners may also help you to identify Work Programme participants whose families may be suitable and interested in participating in your provision or those who are approaching the end of their time on the Work Programme who may wish to volunteer for this provision when they leave the Work Programme.

Other Jobcentre Plus provision

19. Details of other Jobcentre Plus provision are included at [Annex 2](#). The annex details:

- Provision which individuals may participate in simultaneously with ESF Families Provision
- Provision which is incompatible with ESF Families Provision

Participation in other programmes and initiatives

20. You are expected to help individuals within the family to access other relevant services for which they are eligible so that ESF provision is experienced as part of a coherent package of employment and skills support. When individuals/families are referred to other services, you must ensure an effective exchange of information to help deliver a seamless service to the individual. Any exchange must be in accordance with the Data Protection Act.

Skills Funding Agency

21. The SFA is responsible for the funding and procurement of all skills provision. You should be clear on the provision supported by the SFA to avoid duplication and identify and link with organisations offering such skills provision locally, where individuals are eligible, in order to complement the ESF Families Provision

National Offender Management Service

22. You must work closely with the [National Offender Management Service](#) (NOMS), who are responsible for commissioning and delivering adult offender management services, in custody and in the community.

23. Your contact will be with an Offender Manager or NOMS caseworker, who will discuss the needs of the individuals/families and deliver provision in order to increase their employability and to reduce the risk of them re-offending

24. NOMS has ESF funded contracted provision available in England to support offenders leaving prison or on probation and help them to access the

learning and employment support. Individuals taking part in NOMS ESF provision can also access the DWP ESF Families Provision, but you must show the added value of ESF Families Provision in the individual's Action Plan.