

STAKEHOLDER CONFERENCE 2009



WORKING IN PARTNERSHIP
to tackle worklessness

Client Services
Deputy Chief Executive's Department

www.southwark.gov.uk



Welcome

Welcome to our 8th Annual Stakeholder Conference

Working in Partnership to tackle worklessness

This pack contains information that we think will be useful to you and is designed to guide you through the day. Please speak to our receptionist, or any member of the conference team, if you require any further assistance and we will be happy to help.

We encourage you to actively circulate during the breaks, to visit the exhibition stands, speak to exhibitors and other delegates, and to explore ways of how we can work together.

Finally, your feedback is important to us. Please take a few minutes to complete the separate feedback and evaluation form and return it to the reception desk.

Enjoy your day.



Throughout the course of today's conference, photographs will be taken and may be used in future conference publications. If you are not happy for your photograph to be used in this way, or have any queries, then please speak to a member of staff.

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Welcome



Councillor Nicholas Stanton

*Leader of Southwark Council
Liberal Democrat Member for Riverside Ward*

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Dear Delegate,

I would like to welcome you to our 8th annual Stakeholders' Conference.

The conference has become an important event in our annual calendar and provides an invaluable opportunity to discuss topical issues with a wide range of service partners and stakeholders, and to generate ideas on how we can further develop partnership working to better the lives of our residents.

Historically, this conference was routed in the Revenues and Benefits Service, but in recent years the remit has extended to consider a wider theme of partnership working including improving customer services, promoting wellbeing, and this year's theme "tackling worklessness".

The long-term vision of the Council and its partners for improving outcomes for people and places and for delivering quality services is set out in Southwark 2016, our joint sustainable community strategy, and the Corporate Plan, 2009-2011, which describes the council's contribution to achieving the vision.

As part of delivering this vision we will today focus on how we can work together to tackle worklessness. Planning and working in partnership has never been more important than in the current climate to ensure that we are making the most of all available resources.

We recognise that in these difficult times, local people place more importance than ever on value for money. The Council has therefore revisited its financial plans and agreed a budget which highlights our response to the changing set of circumstances people and businesses now face. This includes allocating an additional £2m to tackle unemployment and support local businesses. Our plans for 2009/10 include:

- A freeze in council tax
- Small business support programmes
- Skills training and advice to support residents back to work
- Targeted schemes to support vulnerable and excluded groups into employment
- A dedicated fast-tracking service which will help people access benefits at the times they need then to support them back into work.

I hope you have an enjoyable and productive day, and once again, thank you for taking the time out to join us today to help us shape, for the better, the services we provide.

Councillor Nick Stanton
Leader of Southwark Council

Schedule of the Day

09.30 – 10.00	Registration – Coffee & Networking		
10:00 - 10:05	Introduction	Chris Scoble	Event Host
10.05 – 10:20	Welcome and Vision	Councillor Nick Stanton	Leader of Southwark Council
10:20 - 10.35	Service Update & Feedback	Dominic Cain	Head of Client Services
10:35 - 10.45	Southwark Circles	Daniel Dickens	Managing Director, Participle
10.45 – 11:10	Tackling worklessness : Strategic overview (DWP)	Adam Sharples	Director General, Employment, DWP
11.10 – 11.40	Coffee & Exhibitions		
11.40 - 12.00	Take Up the Challenge	Sir Trevor Chinn	National Chair, Take-Up Task-Force
12:00 - 12.15	Tackling Worklessness in Southwark (Job Centre Plus)	Jashoda Pindoria	External Relations Manager, Job Centre Plus
12.15 - 12:20	Workshop 1 - Case Studies & Instructions	Chris Scoble	Event Host
12:20 - 12:40	Workshop 1 - Session		
12:40 - 13:00	Workshop 1 - Feedback		
13:00 -14:00	Lunch & Exhibitions		
14:00 - 14:05	Event Host	Chris Scoble	Event Host
14:05 - 14:15	Enhanced Housing Options	Carol Smith	Housing Options
14:15 : 14:25	Helping RSL Tenants Back to Work	Sharon Kirby Harris	Family Mosaic
14:25 : 14:35	Capacity Building Programme	Sylvia Wachuku-King	Blackfriars Settlement
14:35 : 14:45	Southwark Council's Apprenticeship Scheme	Chima Amiaka	Human Resources
14:45 - 14:50	Workshop 2 - Introduction and Objectives	Chris Scoble	Event Host
14:50 - 15:10	Workshop 2 - Session		
15:10 - 15:25	Workshop 2 - Feedback		
15:25- 15:30	Final Sum Up	Chris Scoble	Event Host
15:30 - 15:45	Questions and Answers		

Tackling Worklessness

Worklessness is defined by the Department of Work and Pensions as “people of working age who are not in formal employment, but who are looking for a job (the unemployed), together with people of working age who are neither formally employed nor looking for formal employment (the economically inactive)”.

It is widely recognised that the best way out of poverty is through work and that more must be done to provide workless people with the right opportunity, incentive or path to get back into employment.

The Houghton report: Tackling worklessness: A review of the contribution and role of local authorities and partnerships (March 2009) concluded that:

The rise in unemployment means we need to use all the capacity at our disposal to prevent the damage of long-term worklessness. Local authorities and their partners can and should be doing more. This is a challenge to both central and local government – both have to change how they plan and deliver services to workless people. Some of these changes are in hand but progress will need to be faster and planned together. The collective aim for local government and partners should be meeting the immediate needs of workless people but also planning for stronger local economies in the future.

The aim of today is to look at what is already being done within Southwark to tackle worklessness; and to explore further opportunities for partnership working.

Take Up the Challenge:

The role of local services in increasing take up of benefits and tax credits to reduce child poverty.

Many poor families are not capitalising on all the financial support available to them. Statistics show between 100,000 and 180,000 entitled recipients failed to claim housing benefit from 2006 to 2007 – worth between £240 million and £530 million. There are 400,000 children living in poverty as a result of families not claiming all the benefits and tax credits to which they are entitled. Every 10% increase in claimed income-related benefits has the potential to lift 40,000 children out of poverty. It is therefore important that Government, local authorities and partners take action to increase take up of all entitlements by poor families.

There are particularly low rates of take up of benefits by families where at least one parent is working. Lack of awareness of available in-work financial entitlements can be a barrier to parents entering and sustaining work. The National Take-Up Taskforce focuses on increasing parent take-up of benefits and tax credits as part of a wider effort to increase parental employment and improve families' outcomes.

We are delighted to welcome **Sir Trevor Chinn**, Chair of the National Take-Up Taskforce, today, to talk through the report findings.



Adam Sharples: Director General, Employment Group, Department for Works and Pensions

Adam has been a Director General in DWP since September 2004. In April 2009, Adam took the helm of the newly established Employment Group which leads the Government's response to rising unemployment. The Group plays a vital role in addressing some of the biggest challenges facing government:

- maximising employment opportunities and helping more people back into work;
- continuing to close employment gaps for disadvantaged groups;
- commissioning employment programmes that deliver cost effective employment support; and
- reducing child poverty.

Before joining DWP, Adam was the International Director of the Inland Revenue. He had previously worked in the Treasury for 15 years in various positions including Director of Public Spending. Prior to this, Adam headed the Research Department of the National Union of Public Employees, now part of UNISON.



Sir Trevor Chinn CVO: is Senior Adviser, CVC Capital Partners Ltd, Chairman of ITIS Holdings and Chairman of Streetcar Limited

In June 2008 Boris Johnson, Mayor of London, appointed him as Chairman of the Mayor's Fund, an independent charity whose aim is to alleviate poverty and deprivation of children and young people in London. In 2009 he chaired the Benefits Take Up Task Force whose report was published this summer.

He was Chairman of the AA from September 2004 -2007 and of Kwik-Fit from November 2002-August 2005. He retired in April 2003 as Chairman of RAC plc (formerly Lex Service PLC) after 47 years service.

He is Chair of the Motorists' Forum.

He is on the Board of the Jewish Leadership Council and a member of its Executive Committee and Vice President of the Jewish Association for Business Ethics.



Chris Scoble: Conference Host

Chris spent over twenty years working in the international arm of Barclays Bank in a variety of functions in the UK, France, Italy and Spain. More recently he held the role of European Director of Marketing and Communications in two international law firms. Chris now owns his own consultancy, Esprima Consulting, providing training and coaching to professionals in the field of communications skills. Over the course of his career, Chris has acted as a facilitator at a range of events, from departmental workshops and project meetings through to executive away-days and international conferences.



Service Improvements and Updates

Client Services

The Client Services Division delivers a range of Council services including customer services (one stop shops and customer service centre), revenues and benefits, blue badge and freedom passes, complaints, arbitration, registrars and coroners service.

We have key strategic business partnerships with Vangent and Liberata, and have also developed local service partnerships with the Pension Service and Age Concern as part of the Joint Team initiative. The service has continued to work with central government to ensure effective working practices exist and is piloting the National "Tell Us Once" programme with the DWP.

We actively participate in the Council's Apprenticeship scheme and employ eight apprentices directly, or through our service partner, Vangent. All these apprentices are working towards achieving an NVQ level 2 or 3 qualification in either Customer Services or Finance and Administration. In addition, we have provided real work experience opportunities for local graduates and school pupils.

We continue to make progress in improving all our services, but recognise that further improvements can be made. The main purpose of today's event is to come together with our service stakeholders to discuss the types of enhancements that you want to see and to investigate how we can work together to achieve these.

Benefits

The Benefits service continues to improve and our achievements have been independently recognised by:

- the Audit Commission (AC) who confirmed, in February 2009, that we are providing a fair service, and recognised a number of service strengths including our close working with stakeholders such as Registered Social Landlords (RSLs). We were one of the first Councils in the country (the first in London) to be inspected under the new, tougher Audit Commission inspection regime; and

- the IRRV (Institute of Revenues, Rating and Valuation) where we achieved finalist award status this year in two categories:

- Excellence in Technology (One Touch project); and
- Excellence in Anti-Fraud.

Other current service improvements and initiatives include:

- a reduction in claim processing times and improved overpayment debt management processes; and
- the launch of the Revenues & Benefits Transformation Project which aims to accelerate service improvement by:
 - enabling simpler service access through the extension of the e-Benefit / One Touch service;
 - further reducing claim processing times; and
 - enhancing the quality of call centre responses.

Revenues

The Council Tax team has been proactive in contacting residents to make payment arrangements before legal action commences and costs increase. This has included out of hours calling when residents are most accessible.

Our customer service transformation programme continues to deliver improvements and is resolving more queries at the first point of contact. Records are updated faster, bills are more accurate and residents experience fewer delays with benefit payments.

The Council is committed to improving council tax collection rates, and this is being addressed as part of the Revenues and Benefits Transformation project.

Bereavement Support Service

The Bereavement Support Service (BSS) provides a joined-up response to meet the needs of bereaved persons. It is a partnership with the Department for Work and Pensions (DWP), and data is shared between council departments, central government agencies and local hospitals.

Our team has directly assisted more than 750 Southwark residents and has signposted a further 2,000 clients from other boroughs.

The service aims to improve the customer experience at what can be a very distressing and difficult time. Customer feedback is extremely encouraging, and findings from our customer survey shows that:

- 100% of survey respondents found the service either 'helpful' or 'very helpful';
- 100% of survey respondents thought the service met their expectations; and
- 100% of survey respondents rated the service as either 'excellent' or 'good'.

The service has grown since it was first launched at Southwark Register Office and is now also offered at both Lambeth Register Office and the Bereavement Centre at St Thomas' Hospital.

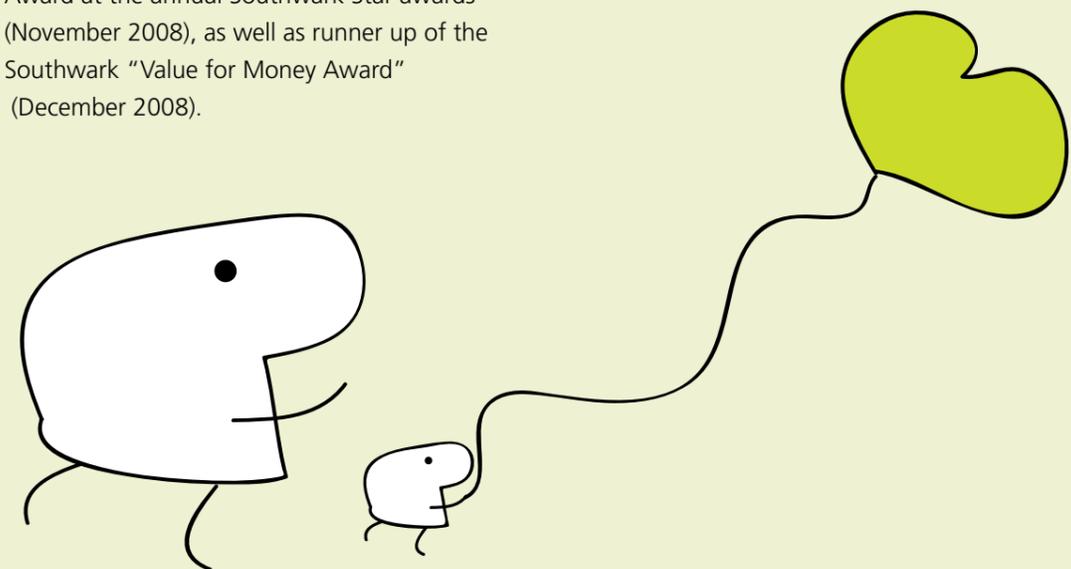
The Bereavement Support Team won the Leader's Award at the annual Southwark Star awards (November 2008), as well as runner up of the Southwark "Value for Money Award" (December 2008).

Southwark's Birth Service

From November 2008, Southwark began to offer a new service to assist parents of new born children to notify the relevant Southwark Council and central government departments about the birth through a telephone notification service.

Once the parent(s) have registered the birth at the Register office, the Birth Support Officer will record information from the birth certificate and send it by secure email to Her Majesty's Revenue and Customs (HMRC) call centre. After 24 hours the parent(s) can contact the call centre where they are assisted in making claims for Child Benefit and Tax Credit, whilst also notifying Southwark Council's Housing and Council Tax Benefit department where appropriate. This saves the customer time, money and inconvenience as well as avoiding the necessity of having to send the birth certificate by post. An information pack is also given to the parent(s) detailing important information such as what health checks are important over the coming months, services offered in Southwark, how to apply for a baby passport and other relevant information.

Southwark have referred over 1,000 new parents to this service since its launch.



Service Improvements and Updates

Customer Service Centre and One Stop Shops

The Customer Service Centre (CSC) and One Stop Shops (OSS) are an integral part of the way we deliver services here in Southwark.

Our CSC partner, Vangent Ltd, runs a dedicated telephone contact centre in London Bridge and three One Stop Shops located in Bermondsey, Peckham and Walworth to deal with customers at their first point of contact freeing up Council officers to concentrate on delivering end services to our customers.

During the last year, we have worked closely with other service departments to develop new groundbreaking initiatives to increase efficiency and improve the customer experience. Particular projects include:

- The further development of the **One Touch** service where we invite new residents of the borough, or those registering for council tax or housing benefits, to speak to a specialist "One Touch" agent who will handle their applications for a number of services, including registering for the electoral roll, getting a wheelie bin, and applying for a library card. We are currently working to extend this service to new council tenants and changes in circumstances;
- **Adult Social Care** is an area where we are committed to making improvements. We have recently held 3 workshops to look at existing processes in our north & south teams, and officers are working closely together to redesign the way we work and to use the CSC more effectively;
- **NI14** (Avoidable Contact). This is one of 198 mandatory indicators which Local Authorities are assessed on within the new performance management framework. Local authorities need to find ways to reduce unnecessary contact which is frustrating to residents and costly to the Council (for example, where the customer has to contact

us more than once on the same issue). We have responded to this challenge by:

- sampling a cross section of calls within housing repairs, revenues and benefits, and sustainable services to establish the reasons for the calls and to establish if they could have been avoided; and
- working backwards through our complaints to identify the points of service breakdown.

We are now using the information gathered from the pilots to redesign services to improve staff training and to minimise unnecessary contact.

Complaints

The Corporate Complaint Unit has continued to build good working relationships with all service areas of the council as well as other key stakeholders such as elected members, the Local Government Ombudsman and the Audit Commission. It is our aim to continue to improve the Council's image as an organisation that responds positively when things go wrong, to learn from our mistakes and prevent recurrences.

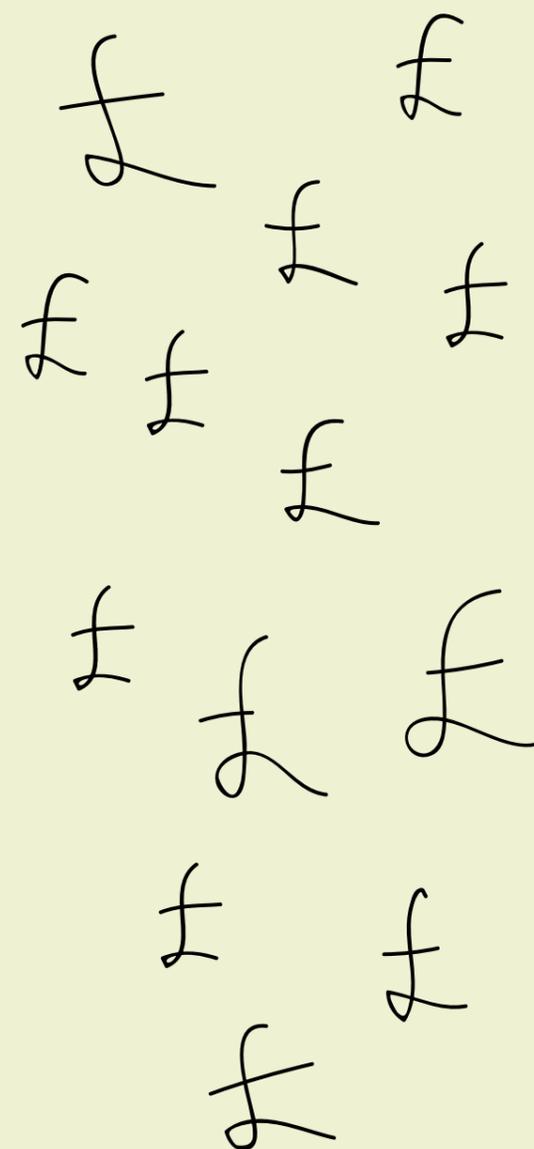
Our key achievements during the last year include:

- the implementation of new corporate complaints management and productivity monitoring systems;
- a significant reduction in Ombudsman investigations;
- zero maladministration Ombudsman reports;
- a positive interim report from the Audit Commission;
- the development of a new complaints investigation section on the Council's website; and
- new training courses for complaints investigation and awareness.

Joint Team

Southwark's Joint Team is a partnership between Southwark Council, our two service contractors Liberata and Vangent, the Pension, Disability and Carers Service and Age Concern to deliver holistic services to our residents aged 60 years and over.

We are delighted to report that the team have secured an additional £22.7m (up to August 2009) in income for our residents. This is an increase of £7.9m since our last conference (October 2008).



Blue Badge and Freedom Passes

The Freedom Pass and Blue Badge service improvement programme was set up to implement the recommendations agreed by the Council's Scrutiny Sub-Committee (October 2008). These included actions to address delays in completion of the renewal cycle, the provision of information to Freedom Pass holders and the treatment of those clients seeking to renew their passes. Progress to date includes:

- a new process for renewing Freedom Passes agreed with London Councils;
- a new process for the administration of Blue Badges in Southwark including redesigned forms, and a proactive attempt to contact customers prior to Blue Badge expiry;
- a move away from using GP's reports for assessing eligibility to using professional Occupational Therapists (OT's); and
- a dedicated customer service team trained to handle Blue Badge enquiries with only complex enquiries being passed to the back office (and these are now reducing on a daily basis).

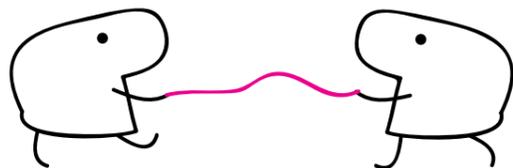
In addition, we plan to improve service access by allowing clients to apply via the telephone and the web.

The programme stakeholder board consists of Council Members, Southwark and Vangent staff, and Disability community group representatives.

Southwark Trading Standards and Environmental Health

Trading Standards focus is a fair and safe trading environment for consumers and businesses. This role extends to the public's rights when dealing with doorstep traders. It is unfortunate that many older people are vulnerable to some of the worst practices of rogue traders and distraction burglars. As a result of this Trading Standards has set up two "No Cold Calling Control Zones" in partnership with the police and associated stakeholders. It is hoped that this Southwark pilot will be extended soon. The service also supports the work of the London wide "Illegal Money Lending Team" which is working to crack-down on illegal doorstep money lenders such as loan sharks and tallymen. The aim is to direct the more vulnerable section of society to seek assistance from credit unions and the like. These actions all impact on both the effects of worklessness and helping create work in the more socially useful parts of the economy.

The Food Safety Team seeks to protect consumers' health by promoting good hygiene practices in all food businesses and ensuring food in Southwark is safe to eat and properly labelled. The team operates a hygiene star-rating scheme for food businesses, which translates the hygiene score of food businesses in stars ranging from zero to five stars for the best premises. Visit <http://www.scoresonthedoors.org.uk>



Work Directions

Work Directions is a government funded organisation that helps unemployed people to find suitable, lasting work. We have already assisted over 700 people on health-related benefits into employment on our Pathways to Work programme in Southwark. We also work with local ex-offenders, single parents, people with English language or basic skills needs, people with disabilities, homeless people and refugees. We are pleased to work in close partnership with Southwark Council to assist local people to move into meaningful employment and tackle worklessness in the borough.

Southwark Citizens Advice Bureau

Southwark CABx Service is a registered charity and a member of the national Citizen Advice network. We help people resolve their legal, money and other problems by providing free, independent and confidential advice. The Service also uses its bank of client evidence to find out where local and national services and policies should change. In addition to our main bureaux in Peckham and Bermondsey we provide a range of specialist and targeted advice services to meet the needs of the diverse communities we serve both in Southwark and across South East London. Two new projects which have started this year are the South East London Migrant Advice Service, which provides advice targeted to BAME, refugee and recently arrived migrants. We are also the lead agency for the Southwark Integrated Legal Advice Network, which brings together a partnership of 9 local advice providers to develop a more integrated advice network across Southwark with the aim of improving access to quality assured advice services and self help information for people in greatest need.

Joint Team

Southwark's Joint Team is a partnership between Southwark Council, our two contractors Liberata and Vangent, The Pension Disability and Carers Service and Age Concern. The team are able to offer access to financial benefits such as Attendance Allowance and Housing Benefit as well as support services which may not have a direct financial value but improve the quality of life - for example, a handyperson service, the taxi card scheme or a befriending service. Members of the Joint Team are available today to explain: the work that they do, how you can make referrals, and how we can work together to increase the services offered.



Southwark Bereavement, Nationality and Registrar Services

In December 2006 Sir David Varney published his review of public services. The review focused on how services can be transformed to make them both more efficient and also more responsive to the needs of our customers. From this came the Tell Us Once Programme, a government led initiative, to look initially at 3 key life events.

In February 2008, in partnership with the Tell Us Once Programme, Southwark launched its Bereavement Support Service. This service is not only about the data exchange which needs to take place following a death, but also centres on the following four key strands:

- securely sending details of the deceased and next of kin or contact point, to the relevant Southwark Council departments, DWP, HMRC and DVLA, and local hospitals;
- signposting customers to other agencies / organisations that may need to know about the death;
- identifying and assisting with other relevant services, such as benefit entitlements;
- offering referrals to other appropriate services eg counselling, support groups. It is essential that we offer a personalised approach which is responsive to the individual needs of the customer and not those of the organisation.



Vangent Ltd

Vangent is working with Southwark council as part of a 10 year strategic partnership programme to modernise and transform customer services. Since 2005, Vangent has been implementing streamlined business processes and delivering innovation such as our new 'One Touch Gov' solution in order to significantly reduce avoidable contact.

Vangent designed, built and operate Southwark's Customer Service Centre (CSC) which is comprised of 3 One Stop Shops and a 24x7 contact centre that handles over 2.3 million customer contacts each year.

The CSC has received several awards at local, national and international level. These include; Adobe Max "Public Sector Award", "Excellence in Customer Care" (by London Connects), "Best Public Sector Project Delivering Efficiencies" (by Government Computing) and the "Best Outsourcing Partnership" (by European Call Centre Forum).

Through a shared services framework Vangent is also delivering the Out-of-Hours and Emergency Call Handling to 5 London Boroughs and 1 RSL with more interested to join.

Job Centre Plus

Jobcentre Plus contributes to the Government's aim of tackling poverty, reducing worklessness, promoting growth and opportunity, and modernising Government. Working with a range of partners, we promote work as the best form of welfare, helping unemployed and economically inactive people of working age move closer to the labour market and compete effectively for work, while providing appropriate help and support for those without work. We will encourage employers to open up more opportunities to jobless people, help them fill their vacancies quickly and help to address the key skill needs in different parts of the country and sectors of the economy. We will pay customers the correct amount of benefit on time, and in accordance with published requirements, and will protect the benefits system from fraud and abuse. In all our work, Jobcentre Plus will strive to improve the quality, accessibility and delivery of services to all our customers.

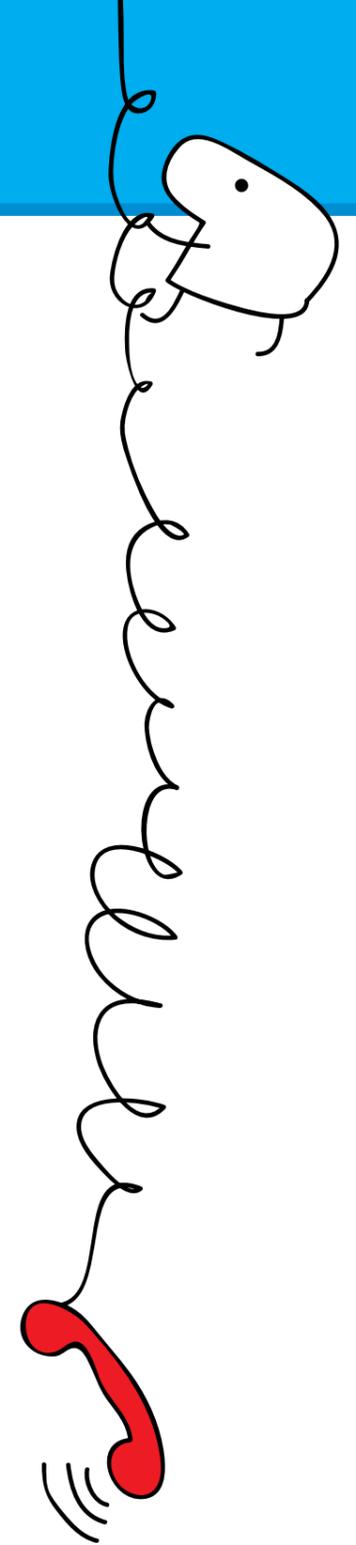
Welfare Rights Unit

The Benefits and Health Project is part of Southwark's Social Services Department Welfare Rights Unit, and is located in the Woodmill Offices, Neckinger SE16 3QN. The project, which has been running for over twelve years, provides benefits advice and assistance to GP surgeries throughout the borough. In addition to providing benefit advice to surgery users, the service is also an on site resource for GPs and health professionals where benefit related queries and social policy issues can be addressed.

Blackfriars Advice

Blackfriars Advice Centre provides free, impartial and confidential generalist advice through open door drop-in advice sessions, telephone advice and appointments mainly for people who have problems with housing, welfare benefits or debt. In particular, we provide:

- outreach advice:
 - at the County Court to help people with eviction warrants and take part in a Duty Scheme to help people defend possession action;
 - through the Sure Start Children's Centres to clients with children under 5 years of age;
 - on debt management through Capitalize; and
 - through a GP surgery.
- general advice to:
 - local Bengali and Somali community groups;
 - the Southwark Travellers Action Group; and
 - Southwark Irish Pensioners through our Irish advice project.
- representation at Social Security Tribunals and at the County Court.



Blue Badge Team

Approximately 8,000 Blue Badges and 8,000 Disabled Freedom Passes have now been issued to Southwark residents.

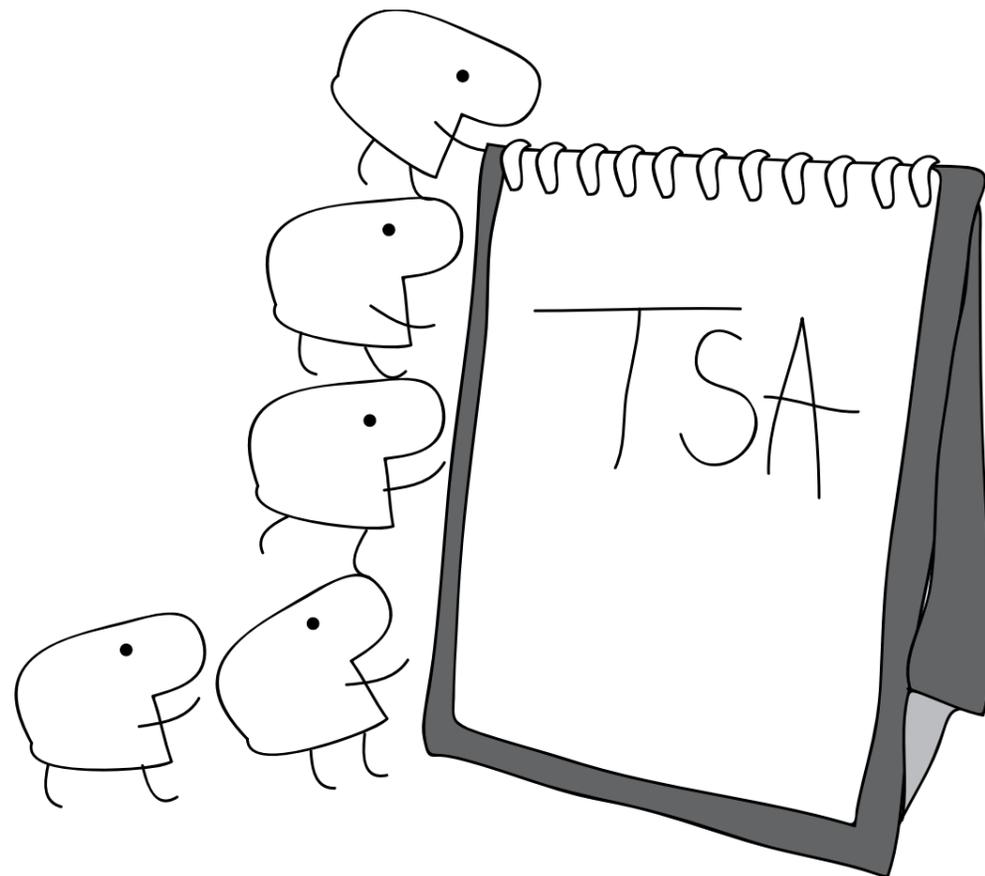
The Blue Badge allows holders to park in restricted areas, and also exempts them from parking fees and the congestion charge. The Badge relates to an individual and not to a vehicle, and can only be used if the disabled person is being transported. Badges are valid for 3 years from the date of issue and must then be reviewed.

Freedom Passes are renewed at a fixed point in time and the next renewal is due in March 2010. After this date, the renewal period is extended from 2 to 5 years. Freedom Passes are now a National Concession and holders can use their passes on buses throughout the country.

Salvation Army

The Salvation Army (TSA) is one of the largest and most diverse providers of social services in the UK. It was founded in 1865 and is now working in 118 countries worldwide. As a church and registered charity we demonstrate our Christian principles through social welfare provision. In the UK, we reach over 1.5 million people a year from diverse backgrounds through 754 church/community and outreach centres and 113 social centres. We work with over 3,500 homeless people daily in 57 homeless centres and a further 100,000 in its 190 day centres, along with our outreach work in 85 prisons gives you a flavour of the diversity of our work.

Employment Plus UK brings an employment related focus to TSA activities in the UK. This is being achieved through delivery of employment contracts via ESF funding and securing Future Jobs Fund and Flexible New Deal contracts nationwide, including delivery in Central London, Lambeth, Southwark & Wandsworth.



Southwark Council's Apprenticeship Scheme

"A very modern apprenticeship"

Southwark Council and its partners are committed to providing apprenticeships for people across the borough that help develop their potential, through a variety of placements that provide:

- a range of qualifications: including key skills, a technical certificate and a National Vocational Qualification (NVQ);
- excellent work experience;
- a competitive salary;
- work and college based learning; and
- information, advice and guidance to help career development beyond the apprenticeship.

Only Southwark residents are recruited, with a high number of our apprentices coming from among our BME communities and young people leaving care. The scheme helps communities in Southwark by tackling worklessness, supporting social regeneration and reducing local benefit claims. Our aim is to have 82 fully qualified apprentices by August 2011 and a total of 157 apprentices by 2012. Our ambition is to extend the scheme over the next ten years using the regeneration of Southwark as an opportunity for our partners to invest in people by taking on apprentices in partnership with the Council.

For further information about the scheme please contact the Organisational Development Team ext.020 7525 2800.

Southwark Works

The Southwark Works Programme has an established team of specialist employment advisers. We work closely with Jobcentre Plus, mainstream agencies and a range of other employment and training related partners. The advisers are located with a variety of service providers, each trying to tackle specific barriers to the labour market and help those at most disadvantage throughout Southwark. We help Southwark resident clients with:

- long term health problems;
- mental health issues;
- learning disabilities;
- refugee status;
- ex offender status;
- young people leaving council care;
- drug or alcohol misuse;
- childcare and being a single parent;
- low or no skills.

Our advisers offer ongoing support for getting into work on:

- CV and interview preparation;
- training course availability;
- work experience opportunities;
- childcare provision;
- in-work benefit entitlements.

Exhibitor Information

The Southwark RISE Project

The principal aim of the Southwark RISE project is to engage with a representative group of local families to see how they live and to gain a deeper understanding of their service needs, access requirements and user-experiences, using a co-design methodology to support a sense of ownership.

Southwark Rise is a very fluid project which can be influenced by other partners/projects/officers who would like to input and work in partnership with us in certain areas to maximise efficiency, resources and outcome.

You will be introduced to some of our family situations today during the conference workshops and more details of these and other families will be available at our stand. We will be happy to share some of our early insight and the potential benefits that we expect from the project.

Capacity Building Consortium

Formed in 2008, the Capacity Building Consortium (CBC) is a coalition of Southwark-based charities that provide support to local communities on the theme of worklessness. The six partners are:

- Bede House;
- Bermondsey and Rotherhithe Development Partnership;
- Blackfriars Settlement;
- Cambridge House;
- Community Action Southwark; and
- Peckham Voluntary Sector Forum.

The close working arrangements ensure an even distribution of services across the borough and other benefits of this joint working include collaboration on training provision and sharing of resources of staff and venues. These six organisations, funded by the Working Neighbourhoods Fund, work together with the aim of providing a seamless capacity building service across Southwark that focuses specifically on worklessness issues through the provision of capacity building services – including information, training, and one-to-one advice.

Bede House Association

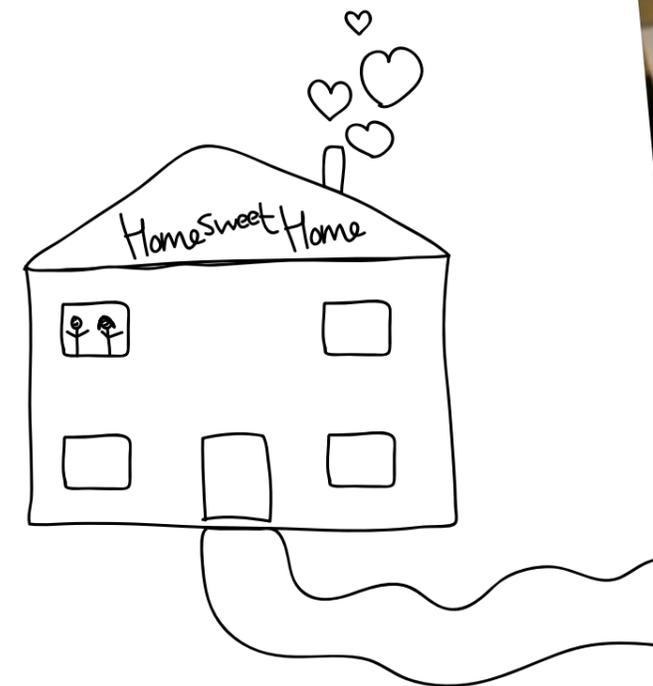
Rooted in Bermondsey and Rotherhithe since 1938, Bede House Association now provides services across Southwark, and to the local community. A multi-purpose charity, Bede's services include support to those in greatest need through the Domestic Violence and Hate Crimes service, and educational and social development for adults with learning disabilities. Bede's Youth and Community work focuses more locally on development support for individuals and groups to reach their potential, with the Community Network worker being part of the VCS Capacity Builders through Community Action Southwark.

BedePlus is a supported employment project for adults with learning disabilities who live in Southwark. The project supports its users to find paid work, voluntary work, work experience placements and provides work skills training. In the workplace, employees are supported through job coaching support (supporting people learn new tasks at work), travel training support and through giving advice and guidance to employees and employers.

Women Like Us

Women Like Us is an award-winning social enterprise which helps parents get a better life for themselves and their families. As our name suggests, *Women Like Us* was originally set up to help women get back to work after having children. Now in our fifth year of growth, having reached more than 100,000 London-based women and won six national awards, we are now helping dads who need to juggle work and childcare too.

Women Like Us addresses the barriers parents face by building confidence and helping our clients access skills training and advice. Through our coaching approach, we help parents improve their CVs, job applications and interview skills. We also recruit for all kinds of employers and advise businesses in London on how flexible working can increase their rates of profitability and productivity.





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