



Coordinated Community Support Local Partnership Charter

The Coordinated Community Support (CCS) Programme aims to improve the local coordination of crisis support for individuals and families experiencing financial hardship. This involves improving and coordinating access to support such as emergency food and fuel, financial support, essential household items, welfare advice and legal advice.

The County of Norfolk is a pilot site for the implementation of the CCS programme until September 2022. The CCS Programme will work to facilitate coordination between the local authority and charity sector to identify gaps in provision, strengthen coordination and improve access to the Norfolk Assistance Scheme.

Charter party commitments:

As signatories of the Coordinated Community Support Local Partnership Charter in Norfolk, we believe in the importance of coordinating our work to ensure nobody in our community falls through the net and that people are able to access support in times of financial hardship and crisis. Together we commit to the Charter's four key aims:

1. Improving access to financial crisis support schemes

Too often people who are in financial crisis and need help are 'bounced around' between different services trying, but failing, to access support. We will aim to increase the awareness and accessibility of local provisions for all who need it.

2. Developing simpler, supported, application processes

When people do find out about the support available, making an application can be challenging, including filling out lengthy and confusing forms. We will aim to work together towards simpler application processes for accessing local welfare provisions.

3. Addressing underlying needs to prevent the recurrence of crisis

People shouldn't just be supported to resolve the immediate crisis, but to address the causes of why they found themselves in a financial crisis, and to prevent recurrence. We will aim to coordinate support and referrals to ensure repeat crisis are avoided.

4. Providing aftercare

Effective aftercare can make an important difference to long term outcomes for anyone who has experienced financial crisis. We aim to collectively improve aftercare for people recovering from financial crisis.

Signed

Name:

Organisation:

Date:

Contact

For questions about the Coordinated Community Support Programme, please contact ccs@childrenssociety.org.uk. More information about the Programme and our work is available on www.coordinatedcommunitysupport.org.uk and on our Twitter [@CoordinatedCS](https://twitter.com/CoordinatedCS).