



Multi-Agency Cell

Terms of Reference

Purpose

- Based on analysis of unmet need and available skills and capacity across the sector, the multiagency cells will consider local requests for support and mobilise the appropriate response from the appropriate partner organisation.
- Where needs cannot be met by any combination of multiagency cell partners, act as a channel to escalate those needs to the VCSEP Strategic Coordination Group (SCG).

Members

- Organisational brokers, including; British Red Cross; Business in the Community; St Johns Ambulance; Muslim Aid; Victim Support; Team Rubicon; and Salvation Army.
- Information Manager.
- Project Manager.
- Community Engagement Manager. TBC.
- Multi-Agency Cell Lead

Wider sector partners

- Liaison Leads: NAVCA are responsible for identifying and recruiting Liaison Leads.

Identifying unmet need via requests

- Liaison leads will escalate requests to the multiagency cell when they consider all local support options have been exhausted.
- Liaison Leads will be able to fill out the VCSEP ['Request for Support'](#) form which will feed into the multiagency cell,
- All requests will be held on a secure SharePoint site.
- The information manager will produce a report identifying unmet needs that require brokering by the multiagency cell.



Escalation route from the Multi-Agency Cells

- Where need cannot be met or brokered within the Multi-Agency cell, this is escalated to the VCSEP SCG.

Multi-Agency Cell Leads are responsible for

- Ensuring that meetings are scheduled and attended by members of the Multi-Agency cell.
- Requests coming into the cell are brokered or escalated.
- Ensuring response times are met and correspondence is made with the requestor.
 - Acknowledgement of request – 24 hours on weekdays
 - Request presented at tactical cell meeting – within 7 days
 - Broker assigned to request – within 14 days from request
 - Broker provides the support – within 21 days of request
- Ensuring Information Governance guidelines are followed throughout, including the completion of relevant IG training.
- Meeting regularly to; Raise and broker requests that come into the Multi-Agency cell; Capturing Good News Stories; Giving an overview of Unmet need; Use regional trends and insight to adapt ways of working; Capturing attendance and minute taking.
- Leads agree a single nominee each week to represent cells at the SCG and all/necessary leads will attend by exception if there is a need to escalate and discuss.
- Leads will have their own nation-wide weekly meeting to brief or debrief on the weekly SCG meeting.
- Any lead with an issue to escalate will either attend or ensure someone is able to accurately and clearly articulate that escalation on their behalf at SCG.