

## **BMER Advice Network Advice Integration Project 2008 – 20012**

### **PARNERSHIP AGREEMENT**

#### **1. Background**

- 1.1 Advice UK has been successful in a bid to London Council's to provide BAME clients across London with access to integrated, culturally and linguistically appropriate advice services. AdviceUK is the Lead Partner in this bid with also includes delivery partners Asian Women's Resource Centre, Barnet Refugee Service, Bosnia Herzegovina Community Advice Centre Brent, Day-Mer Turkish Community Centre, East European Advice Centre, Haringey Somali Community & Cultural Association, Iranian Association, Iranian Community Centre, Iraqi Association, Latin American House, Latin American Women's Rights Service, Lewisham Refugee Network, Migrants Resource Centre, Notre Dame Refugee Centre, Oxford House, Sangam Association of Asian Women, Tamil Welfare Association Newham, Tamil Relief Centre, and Welwetchia Legal Advice Centre.
- 1.2 AdviceUK and all the above named partners have agreed to work together to deliver the advice integration project under the terms of this Agreement and as per the contract signed by AdviceUK and London Councils.

#### **2. Parties to the agreement**

- 2.1 This Agreement is between AdviceUK a company limited by guarantee (No.2023982) and a registered charity (No.299342) (hereinafter called the "Lead Partner") whose registered office is at 12<sup>th</sup> Floor New London Bridge House, 25 London Bridge Street, London SE1 9SG and who shall be represented by the designated signatory at point 24.1 of this document.
- 2.2 Asian Women's Resource Centre, Barnet Refugee Service, Bosnia Herzegovina Community Advice Centre Brent, Day-Mer Turkish Community Centre, East European Advice Centre, Haringey Somali Community & Cultural Association, Iranian Association, Iranian Community Centre, Iraqi Association, Latin American House, Latin American Women's Rights Service, Lewisham Refugee Network, Migrants Resource Centre, Notre Dame Refugee Centre, Oxford House, Sangam Association of Asian Women, Tamil Welfare Association Newham, Tamil Relief Centre, and Welwetchia Legal Advice Centre (hereinafter called the "Partners") who shall be represented by the designated signatories in Clauses 24.2 to 24.7 of this Agreement.
- 2.3 All Partners' contact details are listed in Appendix B.

### **3. Relationship between the Lead Partner and Partners**

- 3.1 AdviceUK is the Lead Partner in this joint bid to deliver the BAME Advice Integration Project contracted with London Councils as the Project Management organisation.
- 3.2 AdviceUK therefore has the contractual agreement and relationship with London Councils to deliver the BAME Advice Integration Project under the terms and conditions stated in the agreement between London Councils and AdviceUK.
- 3.3 All above named Partners have agreed to be Partners in this joint bid to deliver aspects of advice and information services for fees as per the bid and contract with London Councils.
- 3.4 All Partners and Lead Partner are obliged under this agreement to deliver the aspects of the programme assigned to them under the terms and conditions stipulated by this Partnership Agreement.
- 3.5 All Partners shall provide the services detailed in the Partner Delivery Profile (Appendix A) with all reasonable skill and care as would be expected of an experienced provider of advice and information services in the voluntary and community sector and which all Partners and AdviceUK consider to be satisfactory.

### **4. Management**

- 4.1 AdviceUK as the Lead Partner for this programme shall be responsible for the general management of the programme.
- 4.2 AdviceUK will liaise on behalf of the parties with London Councils and deal with all aspects of the strategic management in the delivery of this programme. All Partners shall deal with all aspects of operational management of their agreed role in the project, and contribute to the overall strategic management led by AdviceUK.
- 4.3 The project shall have a Steering Group comprised of five rotating representatives of the partner agencies plus AdviceUK to oversee its effectiveness and provide advice and guidance to all parties for better implementing the programme. The Steering Group will meet quarterly to help draw up annual delivery plans, review monitoring reports to help determine if services are adequately meeting commitments agreed with London Councils, oversee the project finances, and contribute to the forward sustainability of the project. In addition, the Steering Group will meet twice yearly with all Partners to exchange views on the progress of the partnership, to engage in training, and feedback on issues or concerns in the management or delivery of the project.
- 4.4 AdviceUK can if appropriate override the views of the Steering Group.

- 4.5 All Partners participating in each year's rotation shall nominate a senior person to represent their organisation on the Steering Group.

## **5. Commencement Date and Duration of the Agreement**

- 5.1 This Agreement shall commence and terminate within a period between 1 November 2008 and 31 October 2012 unless terminated earlier in accordance with Clause 19 of this Agreement.

## **6. Delivery**

- 6.1 AdviceUK shall be responsible for organising Steering Group and Partners meetings, collating statistical data from across the partnership, submitting six monthly monitoring reports to London Councils, developing marketing resources and the project website, conducting training on IT systems, writing in English 2 'how to...' briefings per year to help new migrants and refugees settle in London, and co-ordinate the delivery of workshops and training sessions for Partners.
- 6.2 Partners shall be responsible for the delivering advice and information services for beneficiaries through drop-in or appointment sessions, outreach, telephone, email or home visits in the areas of housing, welfare benefits, immigration, debt, employment or health issues. Where a Partner does not deliver the area of law, or does not have appropriate language capabilities to serve the beneficiary, the Partner shall make an appointment for the beneficiary with the services of, firstly, another project Partner or, secondly, with another legal advice agency not within the partnership. Partners shall also be responsible for delivering workshops or seminars to the public, training to other Partners, distributing marketing materials, making links with Local Strategic Partnerships and Advice Forums, translating the 'how to...' briefings into community languages.
- 6.4 Partners shall ensure that quality casework is followed that enables beneficiaries to move towards resolution of their advice issue. This will include creating a case on the AdvicePro case management software for each new matter where the Partner provides advice or information.
- 6.5 AdviceUK shall have lead responsibility for developing a project website and organising training for Partners. Partners shall then have responsibility for keeping their information up to date on the site. The website shall include information on services delivered by all BAN partners. The website will feature a background to BAN, details of the services available and links in community languages to the websites of individual BAN members. This will enable clients to identify the address, telephone number, maps and email contact information for all BAN members.
- 6.6 Partners shall ensure that each beneficiary is properly assessed following an agreed criteria / process at the beginning and end of the training and the outcomes achieved are recorded using the agreed format.

- 6.7 AdviceUK shall distribute project marketing and information cards to pan-London stakeholders. Partners shall distribute project marketing and information cards to local stakeholders.
- 6.8 Partners shall collect in each public workshop session the borough of residence of each person in attendance and forward to AdviceUK for monitoring purposes.
- 6.9 AdviceUK shall ensure that appropriate project expenditure and beneficiary records are maintained in line with funding and data protection requirements. Partners shall ensure that all project related beneficiary advice work is recorded on AdvicePro and referrals captured on Nellbooker.
- 6.10 The Partners shall each year link with 10 Local Strategic Partnerships and 15 borough advice forums. The boroughs will be rotated each year around London, and amongst the Partners. The Year 1 allocations are detailed in the Partnership Delivery Profile.

## **7. Health and Safety**

- 7.1 All Partners and Lead Partner shall at all times conform to the requirements of the Health and Safety at Work Act 1974, Food Safety Act 1990, and other relevant legislation and related regulations, guidance and directives in force from time to time.

## **8. Quality and Equality**

- 8.1 In carrying out the service, all organisations shall ensure that themselves and their employees, volunteers and agents comply with the best professional practice in relation to equalities in employment and service delivery. The organisations must operate an equal opportunity policy.
- 8.2 The organisations shall at all times during the contract period comply with the requirements of all relevant laws including:
  - Race Relations Act 1976;
  - Race Relations (Amendment) Act (2000);
  - The Employment Rights Act 1996;
  - Disability Discrimination Act 1995;
  - Sex Discrimination Act 1975;
  - Equal Pay Act 1970;
  - Human Rights Act 1998;
  - Employment Regulations (Sexual Orientation) 2003; and

- Employment Regulations (Religion & Belief) 2003.
- 8.3 The Partner must operate a complaint procedure that, so far as the complaints relate to this programme, they should all be in a standard form provided by AdviceUK.

## **9. Performance**

- 9.1 All partners shall provide the services agreed in the Partner Delivery Profile and this agreement, which will contribute to the achievement of 9372 cases per year of advice or information to BAME clients beneficiaries trained during the life of the project.
- 9.2 All services to be delivered with all reasonable skill and care as would be expected of an experienced provider of advice and information services in the voluntary and community sector which the Lead Partner considers satisfactory. Partners must abide by standards set out in the Legal Services Commission Quality Mark or the Office of the Immigration Services Commissioner's registration.
- 9.3 Satisfactory performance shall be determined by AdviceUK against meeting the Partner Delivery Profile, the Common Inspection Framework standards and any other standards agreed by the parties, which under this Agreement charges:
- the AdviceUK Programme Co-ordinator with responsibility for assessing the performance of all Partner obligations under this Agreement and reporting back to partnership meetings; and
  - each Partner to comply with all AdviceUK obligations under the Principal Contract with London Councils.

## **10. Monitoring**

- 10.1 AdviceUK will develop a four year project implementation and development plan which will provide a framework for quarterly Steering Group meetings and six monthly progress monitoring reports for London Councils.
- 10.2 AdviceUK will prepare an Annual Progress report that will compare actual outputs and outcomes with those planned, and will demonstrate success in meeting borough spread of services. The Annual Progress Report will allow the project to redistribute adviser time to boroughs that have inadequate coverage and user access by changing the outreach pattern agreed amongst the project partners. The Annual Progress Report will also include:
- A summary of project learning to date.
  - Nellbooker registrations and information on referrals and appointments made through the Nellbooker system.

- An assessment of the impact of the service, including statistical analysis of service users by ethnicity, borough, areas of law and outcomes. The project will identify statistics from project-funded activity only, as well as the wider impact that the partners are having in London, thereby boosting intelligence on refugee and migrant advice needs in the city.
- 10.3 All Partners will use AdvicePro, allowing real time access to information on client files for member partners whether working in their main offices or in outreach locations. All Partners will use common output and outcome codes on AdvicePro, as well as common ethnicity and other demographic codes. AdviceUK will supply the appropriate codes, with support from Partners in defining best practice.
- 10.4 AdviceUK, as the core of the AdvicePro system, will have access to higher level data (but not confidential client information), enabling AdviceUK to quickly and easily create reports that show the total number of clients helped by the project, how the client accessed the service, the area of advice in which they received help, the type of query, the outcome of the advice, and the beneficiary's demographics. AdviceUK will be able to provide real time data updates without the need for partners to provide statistical reports. Reports will be able to be developed for pan-London services, sub-regions, individual boroughs or wards.
- 10.5 All Partners will use the Nellbooker referral system to offer and make referrals or appointments within the project, with other BAN members and with the wider advice community. AdviceUK will create a BAN sub-groups of the system that will allow AdviceUK to track referrals into and out of the project. AdviceUK will analyse Nellbooker data to demonstrate the numbers of referrals for each Partner, and provide information on reliable and unreliable referral partners.
- 10.6 Records and data relating to training, workshops and outreach sessions will be maintained centrally on-line by AdviceUK, with partners having access to an online spreadsheet to allow up-to-date information to be maintained on progress of outreach and public education elements of the project. This will include details of:
- Meeting/event dates, locations, topic, user numbers and demographics, and feedback.
  - Trainings provided to project staff and outcome of the training (how training helped advisers to improve their services).
- 10.9 Where there is any discrepancy of plus or minus in the achievement of outputs, outcomes and milestones, as detailed in the Partner Delivery Profile, an explanation must be given and any remedial action must be outlined and taken (subject to the agreement of AdviceUK) by the Partner.
- 10.10 Where no activity is undertaken by a Partner, the Partner shall still be required to submit a 'nil return'.

- 10.11 AdviceUK will issue pro-formas via which each Partner shall record all activity which forms part of the Programme.
- 10.12 At the level of front line services, project staff will be supervised by Partner managers and co-ordinators, and will follow file and case management procedures required at the specialist or generalist levels for the Quality Mark or OISC.
- 10.13 User feedback will be a key evaluation tool for the project, and will help guide service improvements. Feedback will be gathered both centrally and locally. An online feedback questionnaire will be held on the AdviceUK or BAN website allowing centralised collation of user views and comments. Partners will ask every fifth client to complete the online survey, thereby allowing a random selection of views to be recorded. Where the fifth client is accessing telephone support, the adviser will ask the client to remain on the telephone while the adviser fills in the data on the questionnaire. Each Partner will also complete local user feedback surveys. These will be done by the client, through interviews or focus groups. Results will be collated annually and reported back to AdviceUK. Insights gained from feedback will be used to improve service delivery and identify development and support needs of the BAN members.
- 10.14 AdviceUK shall conduct site visits to 6 partner agencies per year. These visits will confirm that agreed services as included in the Partner Delivery Profile are being carried out to a suitable level of quality. Where good practice is identified, AdviceUK ask the Partner to write a briefing or deliver a training session to other Partners to help disseminate the practice and thereby improve the overall quality of advice services delivered by the Partners. Where the site visit identifies problems or quality issues, AdviceUK shall report to the Steering Group. The following actions may then be undertaken to deal with the problem or issue:
- Referral of the Partner or staff member to AdviceUK training or development support.
  - Mentoring support for the Partner by other Partners.
  - Enhanced AdvicePro monitoring of Partner's progress towards targets.
  - Additional user feedback required.

## **11. Changes to the Partner Delivery Profile**

- 11.1 At the end of each quarter, AdviceUK shall carry out a full performance review of all Partners' adherence to the Partner Delivery Profile and report back to the Steering Group meeting.
- 11.2 In the event of any under-performance, shortfall in performance as well as non-performance by any Partner detailed in the review carried out under Clause 11.1, AdviceUK shall be entitled to:

- change the Partner Delivery Profile; or
- Where quality issues are serious, or short term remedial action is ineffective, then the Partner will be put under probation with an action plan agreed by AdviceUK, the Steering Group, and the Partner to turn around performance. A time period of no longer than 3 months (shorter if the issues are suitably serious) will be granted for the agency to turn around performance. If quality or output targets are not met by the end of this period, AdviceUK and the Steering Group will take the issue to the full members and London Councils with a recommendation to suspend or terminate the Partner's further involvement in the project. Termination of this Agreement with respect to the relevant Partner shall be given by written notice to that Partner with immediate effect.

11.3 In the event of termination of a partner's involvement in the Agreement under Clause 12:

- the partner will not have any right to claim against AdviceUK; and
- AdviceUK may claim against the relevant partner if AdviceUK is put to extra expense in arranging for the tasks to be performed by someone else.

## **12. Termination**

12.1 If AdviceUK deems that the Partner has committed a Minor Breach AdviceUK shall be entitled to serve written notice on the Partner giving full details of the Minor Breach and requiring the Partner to remedy the Minor Breach within a specified period. Failure to comply with the requirements set out in such notice shall constitute a Serious Breach.

12.2 If AdviceUK deems that the Partner has committed a Serious Breach AdviceUK shall be entitled to either:

- terminate this Agreement with respect to that partner by giving written notice to the Partner with immediate effect; or
- serve written notice on the Partner requiring the breach to be remedied within a specified period and if the Partner fails to comply with the requirements contained in such notice terminate this Agreement with respect to that partner by giving written notice to that Partner with immediate effect.

12.3 AdviceUK shall be entitled to terminate this Agreement with respect to any one or more partner if:

- the Partner ceases or threatens to cease to carry on its business or substantially the whole of its business; or

- any distress, execution, sequestration or other process is levied or enforced upon the property of that Partner and is not discharged within 7 days; or
- a receiver, administrative receiver, receiver and manager, interim receiver, custodian, sequestrator, administrator or similar officer is appointed in respect of that Partner or over a substantial part of that Partner's assets or any third party takes steps to appoint such an officer in respect of the Partner or an encumbrancer takes steps to enforce or enforces its security; or
- the Partner is unable to pay its debts within the meaning of the Insolvency Act 1986 Section 123; or
- the property of the Partner or any part of it is compulsorily acquired by or by order of any local or other authority and in consequence the business of the Partner in the opinion of WRC is seriously affected.

12.4 In the event of termination of a Partner's involvement in the Agreement under Clause 12:

- the Partner will not have any right to claim against AdviceUK; and
- AdviceUK may claim against the relevant partner if AdviceUK is put to extra expense in arranging for the tasks to be performed by someone else.

12.5 This Agreement may be terminated by AdviceUK by giving one month's written notice.

### **13. Proprietary Rights**

- 13.1 In order to ensure that Intellectual Property that arises or is obtained or developed by or on behalf of the parties in the course of or in connection with the provision of the services as detailed in the Partner Delivery Profile, is not used inappropriately, exclusively or for commercial advantage at any time in the future, AdviceUK shall own all copyrights to these materials..
- 13.2 Partners shall provide a written warranty to AdviceUK that the materials supplied are originals and do not infringe any third party's intellectual property rights.
- 13.3 Partners shall provide proof of transfer ownership to AdviceUK.
- 13.4 AdviceUK will ensure that any Intellectual Property that arises in the course of this programme will be made freely available and at no cost at any time in the future to the parties.
- 13.5 Terminated partners cease to have any rights in relation to the intellectual property.

- 13.6 All publicity and other related material for the purposes of this Programme remains the property of the Partners and Lead Partner of this bid.

#### **14. Costs**

- 14.1 The total value of Partners contract offer with AdviceUK for delivering an assigned aspect of this project will be as detailed in the Partner Delivery Profile, and strictly according to outputs and milestones delivered.
- 14.2 According to payments received from London Councils, all Partners will receive payment for work as evidenced in their quarterly returns.
- 14.3 Partners will be paid on a quarterly basis.
- 14.4 Payment will be made on the submission of a:
- completed quarterly Return;
  - Partner Narrative Report; and
  - valid invoice in line with AdviceUK's requirements.
- 14.5 AdviceUK will make payments by BACS transfer or by cheque to the Partner five working days after receipt of the relevant Programme instalment from London Councils.
- 14.6 AdviceUK will claim against any partner for additional costs attributed to that partner if late in providing a service and/or fail to provide a service or in any other way increases costs of the programme.

#### **15. Audit**

- 15.1 All Partners shall co-operate with all audit monitoring or inspection requirements imposed by London Councils or AdviceUK.
- 15.2 London Councils may need to carry out a review of actual expenditure incurred by the Partners in relation to performance of their obligations under this Agreement. Where it is difficult to evidence an activity, London Councils may have to review invoices for costs incurred.

#### **16. Promotion and Publicity**

- 16.1 AdviceUK and all Partners agree to use the Logos and the Names (as agreed by all Partners and Lead Partner) for the term of this Agreement in the United Kingdom of Great Britain and Northern Ireland.
- 16.2 All Partners shall positively publicise, promote and advertise the Programme, ensuring that the logos of the Programme and London Councils are included on all materials in the format specified by London Councils.

## **17. Liability**

- 17.1 No party shall be liable for a failure to carry out its obligations under this agreement as a result of force majeure.
- 17.2 If an event of force majeure occurs then the parties shall meet to discuss how best they can continue the operation of this Agreement until the force majeure event ceases.
- 17.3 In this Clause "force majeure" means:
- Acts of war;
  - Acts of God;
  - Decrees of Government;
  - Riots;
  - Civil commotion; and
  - Any event of circumstance which is both beyond the control of Partners and which could not have been prevented by acting prudently, diligently or with reasonable foresight.
- 17.4 Except in respect of death or personal injury caused by the negligence of AdviceUK (for which no limitation applies), AdviceUK shall not be liable to the Partners for any loss of profit, loss of business, loss of revenue, loss of anticipated savings or loss of use or value or any indirect, special or consequential loss however arising by reason of:
- any representation (unless fraudulent); or
  - any implied warranty, condition or other term; or any duty at common law; or
  - any express term of this Agreement.
- 17.5 The Partners agree to indemnify AdviceUK in respect of any costs, claims, loss or liability whatsoever suffered by AdviceUK (including reasonable legal costs and disbursements) as a result of the breach by any of the Partners of any of the terms of this Agreement.

## **18. Insurance**

- 18.1 All Partners shall effectively maintain insurance arrangements in relation to Employer Liability, Public Liability, Buildings and Contents and Professional Indemnity Insurance.

- 18.2 All Partners shall maintain at their own cost a policy or policies of insurance to cover the liability of the Partners in respect of any breach for which it may become liable to indemnify AdviceUK under this Agreement.
- 18.3 The Partners should provide copies of any insurance certificates (including professional indemnity, employers' liability and public liability insurance) to AdviceUK following a written request from AdviceUK.

## **19. Transfer of Responsibility on Expiry or Termination**

- 19.1 The parties agree that on termination or expiry of this Agreement for any reason, the continuity of the services is of paramount importance, the Partners shall do their utmost to minimise disruption caused to recipients and to assist the implementation of any contingency profile proposed by AdviceUK either prior to or after the termination or expiry of this Agreement, to deal with the effects of such termination or expiry in so far as it is practicable to do so.
- 19.2 The Partners shall, at no cost to AdviceUK, promptly provide such assistance and comply with such timetable as AdviceUK may reasonably require for the purpose of ensuring an orderly transfer of responsibility for provision of services under this Agreement (or its equivalent) upon the expiry or other termination of this Agreement.
- 19.3 The Partners shall use all reasonable endeavours to ensure that its employees are under a similar obligation. AdviceUK shall be entitled to require the provision of such assistance both prior to and after the expiry or other termination of this Agreement.
- 19.4 Such assistance may include, (without limitation) delivery of documents and data in the possession or control of the Partners which relate to performance, monitoring, management and reporting of the Programme including the documents and data, if any, referred to in the Principal Contract between AdviceUK and London Councils.
- 19.5 The Partners undertake that they shall not knowingly do or omit to do anything, which may adversely affect the ability of AdviceUK to ensure an orderly transfer of responsibility for provision of the services.

## **20. General**

- 20.1 No person who is not a party to this Agreement shall have any right to enforce any of its terms under the Contracts (Rights of Third parties) Act 1999.
- 20.2 Any notice given pursuant to this Agreement shall be in writing and shall be sufficiently given if sent in a prepaid letter by ordinary post addressed to either party at the address quoted in this Agreement or such other address as may be advised by it to the other from time to time and any notice so given shall be deemed unless the contrary is proved to have been effected at the time at which the letter would be delivered in the ordinary course of post.

- 20.3 This agreement shall be governed by the laws of England and Wales.
- 20.4 This agreement does not constitute a partnership between any of the parties.
- 20.5 AdviceUK shall be entitled to make variations to the agreement.
- 20.6 The heading to conditions shall not affect their interpretation.

## **21. Underpinning Values and Ethos**

- 21.1 All Partners and Lead Partner agree to commit to the success of the programme by sharing best practice and constant review of the programme. As the Programme represents an opportunity to design and deliver improved access to and integration of advice services to BAME beneficiaries that can form a blueprint for future developments, all parties are expected to adopt a shared learning approach to this programme.
- 21.2 All parties agree to work appropriately within the constraints of beneficiaries' confidentiality, not over riding concerns for any person's safety.
- 21.3 Mechanisms, as agreed, for information sharing will be adhered to consistently, with the success of the programme remaining paramount to each and all parties.
- 21.4 Referral of beneficiaries will be made with equal consideration to all Partners, as well as any special requirements individual beneficiaries may have.
- 21.5 As a joint Programme, all parties will commit to an open and honest working relationship with each other, airing any issues/conflicts immediately with AdviceUK, and engaging in conflict resolution as may be deemed necessary by AdviceUK.
- 21.6 Should any individual beneficiary experience difficulties then all Partners involved in delivering services will meet to resolve the difficulties, maintaining a detailed log of the difficulty and action taken.
- 21.7 As this programme is for BAME beneficiaries, and is aiming to acknowledge and address equalities issues, all partners agree to work in an empowering and inclusive manner.

## **22. Dispute Resolution**

- 22.1 The Partners will use reasonable efforts to negotiate in good faith and settle amicably any dispute that may arise out of or relate to this Agreement.
- 22.2 If any dispute cannot be settled amicably through ordinary negotiations by appropriate representatives of the Partners under Clause 4.5, the dispute will be referred to acting Steering Group who will meet in order to attempt to resolve the dispute.

- 22.3 If any meeting held in accordance with Clause 22.2 above fails to result in a settlement, any Partner may refer the issue to mediation by the Centre for Alternative Dispute Resolution (CEDR).
- 22.4 Each Partner will bear its own costs incurred in the mediation and an equal share (based on the number of Partner in dispute) of the fees and expenses of the mediator unless a different agreement is reached as part of any settlement arrived at as a result of the relevant mediation.
- 22.5 For the avoidance of doubt the provisions of this Clause 22 will not prevent any Partner from pursuing a claim through the courts.

### **23. Entire Agreement / Amendments**

- 23.1 This Agreement shall comprise the following:
- The General Terms and Conditions
  - Appendix A – Partner Delivery Profile
  - Appendix B – Partner Contact Details
  - Appendix C – Borough Responsibilities
- 23.2 Any other documents (including appendices) which are specified as forming part of the Agreement.
- 23.3 This Agreement constitutes the entire Agreement between the parties and shall not be varied except by an instrument in writing signed by the parties.

## 24. Signatories to the Agreement

AS WITNESSED, this Agreement was entered into the day and year as specified in Clause 5.1 of this document.

### 24.1 Signed as Deed on Behalf of AdviceUK (The Lead Partner)

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| Name:      |  |
| Position:  |  |
| Signature: |  |
| Date:      |  |

### 24.2 Signed as Deed on Behalf of Asian Women's Resource Centre

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| Name:      |  |
| Position:  |  |
| Signature: |  |
| Date:      |  |

### 24.3 Signed as Deed on Behalf of Barnet Refugee Service

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| Name:      |  |
| Position:  |  |
| Signature: |  |
| Date:      |  |

### 24.4 Signed as Deed on Behalf of Bosnia Herzegovina Community Advice Centre Brent

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| Name:      |  |
| Position:  |  |
| Signature: |  |

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|-------|--|
| Date: |  |
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24.5 Signed as Deed on Behalf of Day-Mer Turkish Community Centre.

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| Name:      |  |
| Position:  |  |
| Signature: |  |
| Date:      |  |

24.6 Signed as Deed on Behalf of East European Advice Centre

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| Name:      |  |
| Position:  |  |
| Signature: |  |
| Date:      |  |

24.7 Signed as Deed on Behalf of Haringey Somali Community & Cultural Association

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| Name:      |  |
| Position:  |  |
| Signature: |  |
| Date:      |  |

24.8 Signed as Deed on Behalf of Iranian Association

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| Name:      |  |
| Position:  |  |
| Signature: |  |
| Date:      |  |

24.9 Signed as Deed on Behalf of Iranian Community Centre.

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| Name:      |  |
| Position:  |  |
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| Date:      |  |

24.10 Signed as Deed on Behalf of Iraqi Association.

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| Name:      |  |
| Position:  |  |
| Signature: |  |
| Date:      |  |

24.11 Signed as Deed on Behalf of Latin American House.

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| Name:      |  |
| Position:  |  |
| Signature: |  |
| Date:      |  |

24.12 Signed as Deed on Behalf of , Latin American Women's Rights Service.

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| Name:      |  |
| Position:  |  |
| Signature: |  |
| Date:      |  |

24.13 Signed as Deed on Behalf of Lewisham Refugee Network.

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| Name:      |  |
| Position:  |  |
| Signature: |  |
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|-------|--|
| Date: |  |
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24.14 Signed as Deed on Behalf of Migrants Resource Centre.

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| Name:      |  |
| Position:  |  |
| Signature: |  |
| Date:      |  |

24.15 Signed as Deed on Behalf of Notre Dame Refugee Centre.

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| Name:      |  |
| Position:  |  |
| Signature: |  |
| Date:      |  |

24.16 Signed as Deed on Behalf of Oxford House.

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| Name:      |  |
| Position:  |  |
| Signature: |  |
| Date:      |  |

24.17 Signed as Deed on Behalf of Sangam Association of Asian Women.

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| Name:      |  |
| Position:  |  |
| Signature: |  |
| Date:      |  |

24.18 Signed as Deed on Behalf of Tamil Welfare Association Newham.

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| Name: |  |
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| Position:  |  |
| Signature: |  |
| Date:      |  |

24.19 Signed as Deed on Behalf of Tamil Relief Centre.

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| Name:      |  |
| Position:  |  |
| Signature: |  |
| Date:      |  |

24.20 Signed as Deed on Behalf Welwetchia Legal Advice Centre.

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| Name:      |  |
| Position:  |  |
| Signature: |  |
| Date:      |  |