

NCAN Strategic Partnership

13 January 2016

Present

Dan Mobbs (DM) - MAP (Chair)
Ros Brown (RB) - Norfolk Community Law Service
Francesca Uragallo (FU) – NCAN
Kate Kingdon (KK) – SCG
Liam Pickering (LP) – South Norfolk Council
Mat Armitage (MA) - Norfolk Citizens Advice
Lin Matthews (LM) - Age UK Norfolk
Jo Willingham (JW) - Age UK Norwich
Neil Ricketts (NR) - Norfolk County Council
Jo Huxtable (JH) - Stonham Homestay
Kim Wright (KW) - DWP
Charlotte Doyle (CD) – The Shaw Trust (Guest Speaker)

Apologies

Janka Rodziewicz (JR) – NCAN
Julie Kemmy - Equal Lives
Lesley Burdett (LB) - Shelter
Caroline Mackinson (CM) – South Norfolk ASTF
Lorna Bright - Norfolk County Council
Lesley Penny - Breckland Advice Project
Carole Ponniah - Norwich Advice Partnership
Rebecca Hall - Norfolk Citizens Advice
Sarah Little - Equal Lives
Thelma Wadsley - West Norfolk ASTF
Beatrice Humarau – North Norfolk ASTF
Rob Lancaster - MAP
Kate Kingdon - SCG/Age UK Norfolk
Thelma Wadsley - KLARS
Rob Cooper - Norfolk County Council
Mandy Lewis - Mid Norfolk CAB
Veronica Savage - NCC
Beatrice Humarau - Bridge Plus
Linda Rogers - Voluntary Norfolk
Liz Codling - North Norfolk Council
Gill Abbott - South Norfolk Council
Veronica Mitchell – Norfolk County Council

1. Minutes of last meeting and matters arising

- No amends to previous minutes
- RB updated that Judi Lincoln (Norfolk Community Law Service) is in touch with Jess Campbell from the Bar Pro Bono Unit.

2. NCAN updates

- There will be a meeting regarding the Health Outcomes pilot taking place on Wednesday 27 January. This meeting is to review alterations made to the Outcomes questionnaires. The alterations were made in response to pilot feedback, for example it was fed back that the finance questions were difficult for the client to answer. So different questions replaced the finance question which should measure deprivation in a different way, using deprivation indices.
- A Cyber Essentials certificate has been awarded to the NCAN referral system.
- The pilot which allowed statutory organisations to use the NCAN referral system is coming to an end and we are currently reviewing the pilot and looking at next steps.
- RB updated that the Reaching Communities bid for funding went into the lottery on 31 July and we have not yet heard back. A bid was also put into the Joseph Rowntree Foundation before Christmas, we have not yet heard back about this bid either.
- Training is being delivered to the Police Control Room staff on how to use the NCAN directory when they receive calls which cannot be dealt with by the police.
- LM asked whether all organisations can collect evidence regarding how many clients they receive who have been signposted from the police.

3. Regional updates

3.1. Great Yarmouth

- DM commented on the great work of GYROS and a great hub at Kingside.

3.2. North Norfolk

- MA updated that the locations of the kiosks will have been decided upon by the end of the month.
- MA also updated that there will be outreach will be in Stalham, Fakenham, Wells and Cromer.

3.3. West Norfolk

- KK updated that Thelma Wadsley's post has been funded until the end of March 2016 in order to develop a West Norfolk Strategy.
- Thelma has held various meetings to discuss the strategy and she is now looking at expression of interest from organisations who wish to take on the lead agency role.
- JH asked KK whether the new strategy was linked to the discussions around a new West Norfolk Hub being developed. KK responded that it appears that a few services are being remodelled/looked at e.g. the retendering of LILY and a potential new hub for KLARS. JH expressed concern around the potential for duplication of work being done if there were numerous hubs.
- KK said that there is a key strategic role for NCAN to play.

3.4. South Norfolk

- LM updated on the GP surgery pilot which is ongoing. The pilot is due to finish in March 2016. There will be a meeting held at the end of January to decide whether the pilot will continue past March.
- LM is hopeful that the pilot will be able to continue due to the clear evidence gathered which shows that provision of advice has helped patients who would otherwise repeatedly return to the GP. Evidence is currently being collated.
- The pilot involves 13 surgeries who provide space within the surgery and is funded through the South Norfolk CCG.
- DM commented that increasingly, the evidence shows that provision of advice has a direct health impact. Suggested that LM should be involved in the health event being planned by NCAN for April 2016. LM said she would be very happy to be involved and speak if necessary.

3.5. Breckland

- Lesley Penny (the ASTF Co-ordinator) has been kept on in order for her to submit a lottery bid which would allow the work of the ASTF project to continue.

4. Local Assistance Scheme update

ACTION – Francesca to send out National Audit Office (NAO) report on local authority spending out in NCAN newsletter.

- Neil Ricketts updated on the scheme: the scheme is seen as an integral part of the work of Norfolk County Council. Therefore unless it is decided in a public consultation that the public do not want it anymore, it is relatively

secure.

- There is a proposed cut of £200,000 which will reduce the budget of the scheme to £1.3 million. The administration of the scheme costs around £185,000.
- Northgate currently have the contract to manage the administration of the first stage of the scheme. The contract is up for renewal and Northgate have offered contract renewal at 50% of the original fee so the contract is likely to be renewed.
- Based on feedback, some changes have been made to the scheme. For example, fridge freezers are now available instead of fridges as it was fed back that on a low income, being able to freeze food helps enormously. Single people claiming on the scheme can now be awarded a desktop cooker and a washing machine whereas in the past they could only be awarded a full oven and no washing machine.
- From 1 February, the crisis payments will be increased:
 - For single people they have been increased to £15 plus £20 for gas and £20 for electricity
 - For couples they have been increased to £20 plus £20 for gas and £20 for electricity
- There is a concern around ex-offenders with the introduction of Universal Credit. NR is looking at potentially altering and re-weighting the application questions.
- JH asked how often people can claim, NR explained that there is a cap of one award per year and two in a five year period however there is flex as the scheme is discretionary.
- There were 3500 claims (944 awards made) in year one and 2212 claims (1036 awards made) in year two. The average award amount is around £1,000. It can be accessed via the Norfolk County Council website, by telephone or via approved partners.

5. Stonham Criteria

- JH updated on the internal changes within Stonham including alterations to the criteria.
- The restructure was done with the view to be able to help those with more acute needs. However those who were leaving supported housing lost out. In order to increase capacity with less staff, Stonham have altered the length of time staff were able to help clients. Staff used to be able assist clients for up to

two years, now the assistance and the progress will be reviewed after six weeks.

- Now there is an issue that Stonham do not have enough clients. The client base has been reduced by half.
- JH reiterated the way in which Stonham works:
 - 1) Receive referral (often over the phone) from orgs such as Norfolk County Council
 - 2) The first aim is to stabilise the clients housing situation
 - 3) Work with the client to find out what their situation is
 - 4) If they meet the Stonham criteria then staff can work with them
 - 5) Staff can attend court with the client, assist with completing forms etc.
 - 6) Staff will look at the reasons for the client's lack of resilience and attempt to address that.
 - 7) Once the crisis is over, the client will receive weekly/fortnightly support wherever they wish (e.g. in their home)
- There was a discussion around reasons for the reduction in clients. It was suggested that the change in the length of time that staff can assist clients combined with the fact that Stonham no longer do post-hostel work and high turnover of staff within the referring agencies could have contributed to the reduction.

ACTION – KW to speak to JH about promoting Stonham in job centres.

6. The Shaw Trust – Charlotte Doyle

- NOMs CFO 3 is funded by the European Social Fund until July 2020 and this is likely to be extended.
- 70% of the offenders are within prisons and 30% are in the community.
- The projects aim is to break down barriers to employment.
- Offenders must be in prison or on probation.
- They can work with each client for 18 months with motivation and courses.
- They are open to linking with hubs and looking to link with hostels.
- Any members of the strategic partnership meeting who wish to make a referral then email Charlotte.

ACTION – Francesca to circulate Charlotte Doyle’s contact details with these minutes.

ACTION – Francesca to send Charlotte details about NCLS Debt team.

7. AOB

- DM suggested we launch an NCAN Survey for two weeks. During these two weeks, all NCAN member organisations should ask all clients how they heard about their organisation and also record how many clients that organisation signposted and to which organisations the clients were signposted.

ACTION – Francesca to send details out to all NCAN members requesting that they begin the survey on 1 March.

8. Future Meetings

- The next meeting will take place on Wednesday 16 March in the Mancroft Room, City Hall, St. Peters Street, Norwich, Norfolk NR2 1NH.