

## **NCAN Strategic Partnership**

**18 March 2015**

### **Present**

Ros Brown, Norfolk Community Law Service (Chair)  
Janka Rodziewicz, NCAN  
Francesca Uragallo, NCAN  
Lesley Penny, Breckland Advice Project  
Michelle De Oude, Community Relations and Equality Board (CREB)  
Peter De Oude  
Caroline Mackinson, South Norfolk Advice Project  
Kate Kingdon, Age UK Norfolk (SCG Lead)  
Judith Bell, Norfolk CAB  
Steve Chesire, Norfolk CAB  
Jo Huxtable, Stonham Homestay  
Lin Matthews, Age UK Norfolk  
Beatrice Humarau, ASTF

### **Apologies**

Rob Cooper, Norfolk County Council  
Lesley Burdett, Shelter  
David Baldry (No longer works in this area Linda Green to replace in future)  
Julie Kemmy, Equal Lives  
Sarah Little, Equal Lives  
Emma Humphrey, KLARS  
Veronica Mitchell  
Sally Hoare  
Kerrie Gallagher, South Norfolk Council  
Sarah Dennis  
Carole Ponniah, Norwich Advice Partnership  
Claire Collen, Voluntary Norfolk  
Thelma Wadsley, KLARS  
Dan Mobbs, MAP

## **1. Minutes of last meeting and matters arising**

- 1.1. Amendment to page 6 – MDO was updating the group on the funding for the hate crime project not the INTRAN project as was recorded.

## **2. NCAN updates**

### **2.1. Outcomes Survey**

- JR updated the group: Stage 1 is complete and stage 2 will commence shortly. The statistics gathered so far from three of the nine organisations who have taken part in the pilot are interesting. For example, out of the 83 respondents, 60% of them described themselves as having a disability or long term health condition.
- Some feedback so far included the suggested that clients should be able to tick more than one disability on the list as they may have more than one disability. In addition it has been feedback that the finance question is difficult for clients to understand and answer. Some clients found it difficult to understand why they were being asked the well-being questions.

### **2.2. PCC project update**

- JR and FU are looking at using the NCAN directory to help the staff in the Police Control Room to signpost callers.
- RB asked whether the PCC still had funding for the mental health advisors. MDO stating that it will be continuing for the next few months then will cease.

### **2.3. Mapping**

- JR explained that the mapping project is underway already in West Norfolk and in Breckland. NCAN plans to fill the gaps in provision to create a full picture across the county.
- The NCAN directory changes are nearly complete, these will assist with the mapping project.

### **2.4. Local Assistance Scheme**

- NCAN has arranged a meeting to facilitate discussion between the advice sector and John Baldwin from Norfolk County Council, who will be running the scheme and has agreed to meet with the advice sector to discuss ways in which the scheme can be improved. Francesca is collating feedback from the network on this subject and will circulate details of the meeting via the newsletter and website.

### **2.5. ESF Funding**

- JR – meeting with Community Action Norfolk as they are interested in engaging the advice sector to feed into a bid.
- NCAN will send round meeting details.

## **2.6. Common Referral System (CRS)**

- Some changes were suggested by Cyber Essentials which are being carried out by Turnkey.

## **2.7. NCAN Evaluation**

- NCAN have commissioned an external evaluation and awarded the contract to EG consulting who will deliver their final report in May.
- EG Consulting will attend the next strategic partnership meeting.
- Evidence from this report will input into the Reaching Communities bid.

## **3. Advice Services Transition Fund updates**

### **3.1. North Norfolk Advice Network**

- The project has been running for 16 months now.
- Over 2000 clients have accessed services funded by the project. The project is on track to meet its targets.
- There have been an increased number of referrals between partners since the project began and improved partnership working between the agencies.
- There is a need to develop web conference software. Targets are being met so far but this is through email and phone. New software will need to be tested between advisers.
- One positive aspect of the project is that a wider range of support services are engaged and a variety of services can be promoted via these various channels.
- The main priority now is to secure future funding in order to secure the legacy of the project.

### **3.2. Update on the South Norfolk GP Project (Age UK)**

- Lin Matthews is the lead on this project and updated the group as to its progress.
- LM informed the group that she will be able to give a fuller update in about three months' time.
- The project began with 8 GP surgeries and has grown to 13 surgeries.
- The doctors in the participating surgeries have an 'Information Prescription Pad' which they can use if the patient has a social care need rather than a medical one. The patient can then take the prescription to the reception where they can

make an appointment with a trained advisor. Sessions can be held every 20 minutes.

### 3.3. **Norwich Advice Partnership** (Carole Ponniah via email)

- Running a 3 month pilot at Norfolk CAB to increase response levels to telephone queries
- Norfolk CAB at Norwich Food bank initiative praised by Big Lottery Fund and Norwich Food bank. Initiative has led to other agencies exploring similar initiatives with Food banks in similar manner (including North Norfolk ASTF). Norwich ASTF partner, Broadland Meridian, currently providing once-a-month Job/Money Smart club at food bank distribution centre.
- In talks with the library at the Forum about installing an information kiosk. Will need to train their staff or volunteers.
- Exploring the loan of tablets with CAB content to community volunteers at Food bank and to staff/volunteers at a NHS location (working with Mental Health Trust's well-being service to decide on location). This will involve training the community volunteers and NHS staff to help clients navigate the content; and publicising its availability if and when it takes off.
- Running a 1 question survey with telephone clients over 2 weeks at NCAB and Shelter to find out how clients heard about Advice lines.

### 3.4. **South Norfolk Advice Project**

- Caroline Mackinson updated the group on the project. There was an open day on Saturday 14 March. Lots of volunteers and partners attended and it was good for the part time staff to be able to network with each other.
- The self-help kiosks are up and running now in South Norfolk district council offices and Loddon.
- Will begin the second stage of the outcomes pilot soon.
- The project is on track with its requirements and the next push is to support rural outreach.
- Ros Brown updated the group on the ASTF meeting she attended in London. Norfolk seems to be ahead of the game in its partnership working and the existence of the NCAN and the CRS. All other projects seem to be behind and are still trying to spend the money allocated. The Norfolk projects also seem to have made real progress in linking with local statutory organisations.

### 3.5. **Breckland Advice Project update** (Lesley Penney via email)

- The Breckland Advice project is nearing the 18 month stage of a two year project.
- Multi agency advice is available at Advice hubs in Thetford and Dereham CAB which includes (in addition to general CAB advice), specialist debt and welfare rights advice as well as advice in three languages for the migrant community. Keystone Meta has relocated to Thetford and Dereham CAB. Also an Eastern Savings and Loans Credit Union is available at the advice hubs
- A research study to map advice provision and preventative support in Breckland has started and will identify gaps in provision and make recommendations
- A research study into advice provision for Migrant workers similar to the above has also started
- Additional volunteers are being recruited at the two CAB and project partners are training volunteers in specialisms
- An 'Advice Day' event is being arranged in April with the following partners: CAB, Flagship Housing, Anglia revenues, Eastern Savings and Loans Credit Union, Stonham Tenancy Support and Thetford Job Centre It will be held in the community centre on the Abbey Estate Thetford with advisers from the agencies on hand to help people prevent encountering issues like debt and welfare benefit problems.
- An outcomes pilot is underway to measure the value and impact of advice on people's health and wellbeing.
- New ways of delivering advice are being used at the advice hubs and clients are receiving advice via email and telephone with skype trails also taking place.

### 3.6. **West Norfolk ASTF** (Thelma Wadsley via email)

- We continue to deliver against contract with each partner being funded for some form of additional service delivery
- We continue to run shared training and Networking events amongst the partnership
- We have agreed and planned the consultation workshops which will feed into the development of the 5 year strategy. The workshops are taking place during March and April and we hope to have a draft strategy by the end of May. The Borough Council have already transferred £20,000 to us to support the delivery of the strategy beyond the life of our project from September 2015. Once the strategy and associated costs are known we will be seeking additional funding

to implement this. There may be an opportunity to apply to the West Norfolk CCG for funding for new ways of working, but this will likely be at the expense of funding to other VCS organisations so not sure if we will be successful when we apply.

#### **4. Migrant Worker Strategy Update**

- JR outlined why NCAN had arranged the meeting; the meeting was organised in order to share the work being done across the county regarding migrant workers and to encourage partnership working where appropriate.
- MDO updated the group on the discussions which took place at the meeting itself as Janka had been unable to attend due to illness.
- All were in agreement that they would like to work together and that there is currently a lack of strategic direction regarding migrant workers in the county.
- There was a suggestion that there is a need for one organisation to exist which can take the idea of a strategy for Norfolk forward.
- It was also agreed that it would be useful to have another meeting/event where various organisations can describe the work they currently do and then hold a discussion around the strategy. There is a proposal to hold this in the afternoon after the ASTF event on Monday 8 June.
- The issue of 'no recourse to public funds' was discussed at length.
- Caroline Mackinson updated the strategic partnership on what the format the ASTF event would take; all of the co-ordinators would present on common themes with a networking lunch afterwards.

#### **5. Impact and legacy of hate crimes advocates**

- Funding for the three specialist hate crime advocates ends at the end of March. There is however a small underspend which will allow two of the posts to continue for another couple of months.
- MDO requested further funding for these posts from CREB however they decided to fund MDO's post for a bit longer instead.

##### **5.1. Peter De Oude – Specialist Hate Crimes Advocate**

- PDO updated the strategic partnership on his role and the work he has been doing.
- There are currently 15 cases and a disproportionate amount of transgender people within that caseload.

- Some of the main themes identified are:
  - lack of support for transgender people – mainly from the constabulary
  - acceptance of abuse on a regular basis
  - lack of trust in the constabulary
  - concern regarding transparency of complaints made about the constabulary
  - concern around marginalised of those with learning difficulties
  - lack of multi-agency partnership working.
- There is also a lack of vision across the county and lack of evidence.
- Despite only being in the post for a few months and have already found a lot of concerning cases.
- There was protracted discussion around how PDO could attempt to secure further funding for the SHCA roles.

## **6. General updates, information sharing and AOB**

- Caroline Mackinson updated that CAB will be offering face to face guidance for over 50s relating to the national guidance from Pensionwise. Appointments can be made from the end of March.

**ACTION – Caroline Mackinson to send details of this to Francesca who will in turn add the details to an NCAN newsletter.**

- Jo Huxtable thanked the group for the invitation to this meeting. Requested feedback on the criteria list for Stonham Homestay.

**ACTION - Jo Huxtable to check the Stonham Homestay criteria list to see if hate is one of the vulnerability criteria.**

**ACTION - Jo Huxtable to send Francesca the Stonham Homestay criteria. Francesca then to send to the group for review.**

- Steve Chesire updated the group regarding CAB Norfolk; skype is a challenge at present, there is an aim that three self-help kiosks (one in west Norfolk and two in Norwich).
- Lin Matthews updated on another GP pilot which is taking place in West Norfolk. This is a different to the south Norfolk pilot as the west Norfolk pilot is aimed at people aged 75 plus or who have a chronic illness. The aim of the project is to conduct home visits to improve their well-being. It will run for one year and it will be interesting to compare the results with those of the South Norfolk pilot.

- LM also updated that Age UK has secured funding for an information bus which will spend over six months (June – Dec) touring Breckland. The aim of the bus is to make contact with the ‘hard to reach’ clients.
- JR updated the group on the proposed networking event which will be held in June.
- RB updated the group regarding a series of events being organised by NCLS around human rights and access to justice over the next few months. One of these will take place on 17 April and is a debate with political candidates about the Magna Carta. The next event is the annual lecture from human rights lawyer Philip Sansa which will take place in June.

## **7. Next meetings**

The next meeting will take place on **21 May, 10am until 12noon**, at Voluntary Norfolk (Vincent Room), St Clement’s House, 2-16 Colegate, Norwich NR3 1BQ.

Dates for future meetings are:

- 22 July, 2pm to 4pm at Breckland District Council (Norfolk Room)
- 23 September, 10am until 12noon – Breckland District Council (Norfolk Room)
- 18 November, 2pm to 4pm at Breckland District Council (Norfolk Room)