

NCAN Strategic Partnership

18 November 2015

Present

Dan Mobbs (DM) – MAP (Chair)
Ros Brown (RB) - Norfolk Community Law Service
Janka Rodziewicz (JR) - NCAN
Francesca Uragallo (FU) – NCAN
Julie Kemmy, Equal Lives
Steve Cheshire - Norfolk Citizens Advice
Lin Matthews - Age UK Norfolk
Jo Willingham - Age UK Norwich
Dan Anderson – Pohwer
Lucy Haughey – Moneywise Homesafe
Mel Jones – Diss & Thetford CAB
Jess Campbell - Bar Pro Bono Unit

Apologies

Kate Kingdon (KK) - SCG
Lesley Burdett (LB) - Shelter
Liam Pickering (LP) – South Norfolk Council
Neil Ricketts (NR) - Norfolk County Council
Jo Huxtable (JH) – Stonham Homestay
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
Kim Wright - DWP
Rob Lancaster - MAP
Kate Kingdon - SCG/Age UK Norfolk
Thelma Wadsley - KLARS
Rob Cooper - NCC
Sonia Shuter - North NC
Sean Knight - North NC
Mandy Lewis - Mid Norfolk CAB
Veronica Savage – Broadland DC
Beatrice Humarau - Bridge Plus
Wendy Narducci - Equal Lives

Linda Rogers - Voluntary Norfolk
Liz Codling - N Norfolk C
Gill Abbott - S Norfolk C
Veronica Mitchell - NCC

1. Minutes of last meeting and matters arising

ACTION – FU to contact Jo Huxtable on feedback from Stonham’s West Norfolk GP project.

ACTION – RB to follow up on INTRAN survey

ACTION – FU to add an item on the Local Assistance Scheme and Stonham’s Criteria review to January’s agenda

2. NCAN updates

- JR updated on the Outcomes meeting where it was decided that the survey would be used moving forward with some changes. These changes will be agreed at the next meeting due to take place on 1 December.
- FU will be training the staff within the police central control room (those who take calls to the 101 number) on how to use the NCAN directory to signpost those who call about non police matters.
- NCAN, along with Equal Lives, organised a Universal Credit Event which took place on Wednesday 11 November at the Kings Centre in Norwich and was very well received.

3. Advice Services Transition Fund updates

3.1. West Norfolk ASTF Project

- An event called ‘Future of advice in West Norfolk’ will take place on 19 November.

3.2. North Norfolk Advice Network

- RB updated that the project is now complete.
- NCAN has been commissioned to complete the strategy and recruited an intern to assist with gathering data to feed into this. JR is in the process of compiling the North Norfolk strategy.
- Two information kiosks have been purchased, one will be placed in the children centre at Stalham and a decision is to be made regarding where the other will be placed.

- There is still two months provision at Merchants Place, Cromer for organisations to sykpe clients with support for the client from staff in Merchants Place
- RB asked SC whether Fakenham CAB was remaining open. SC explained that the Fakenham CAB will be closed but Fakenham will be a super-outreach hub.
- DM made the suggestion that although the ASTF projects have finished, the spirit of the projects should remain and updates from across the region should be discussed at future strategic partnership meetings.

3.3. South Norfolk Advice Project

- Kiosks are now in Loddon and Long Stratton
- There will be one more hopefully going into Harlesden
- The project has met all objectives
- NCAN has been commissioned to create an infographic for the project
- An external evaluation has been carried out by Advice UK.

3.4. Norwich Advice Partnership

- CP sent through report (attached with these minutes)
- SC updated on the new kiosk in the forum. There have been 172 unique logins so far with 980 different advice pages accessed. There will be two more kiosks, one in the health centre on Rouen Way and the other to hopefully be placed within the Norfolk & Norwich hospital.

4. Moneywise Homesafe – Lucy Haughey

- Moneywise Homesafe have been running since 2013. LH's role is mainly to ensure people know about the project. The advice is free to all Norwich resident in rented accommodation. There is a level of flexibility with regard to the boundaries.
- Cotman housing are the lead partner. They work with Eastern Landlord Association for private renters.
- The project is about encouraging people to make the most of the money they have.
- Moneywise Homesafe are now on the NCAN referral system.
- A website will be launched shortly in December 2015.
- There is the option for advisers to visit people in their homes. There is also a

drop in service every Thursday afternoon at City hall.

- There are also free tenancy courses which teaches people what to expect and what to do regarding a tenancy. There are also group workshops on a variety of topics e.g. self-employment.
- There is also a beneficiary newsletter which tells people about deals in and around Norwich and a bi-monthly newsletter for stakeholders.
- They can also see clients more than once.
- LH recommended advertising in the Henderson Herald (run by the Henderson Trust) which is a free paper which goes to around 6000 residents in Norwich.

4.1. **NCAN health event 2016**

- JR explained that the idea for this came from discussions around the outcomes survey and its link to health.
- It was explained that the aim was to arrange an event in which the advice sector could speak to health professionals about the benefits of advice to health. We must make sure we are 'talking to ourselves'.
- SC suggested that the GY mental health project (Northgate centre) could be involved/talked about at the event.
- JK offered to put NCAN in touch with the practice manager at St Stephens Medical Practice as Equal Lives ran a pilot project there earlier in 2015.
- LM also offered to try and put NCAN in touch with one of the practice managers involved in Age UK Norfolk's pilot project

ACTION – LM, JK & SC to approach their contacts regarding the event and put them in touch with NCAN.

- 'Social Prescribing' is the term within the health community
- It was suggested that the event should take place in March/April 2016
- JK suggested inviting UEA health students

5. Bar Pro Bono Unit – Jess Campbell

- The Bar Pro Bono Unit is based in London but covers the whole of the UK. Looking to work on outreach.
- There are currently 3670 volunteer barristers (533 silk) available to offer advice to the public. 57% of the bar fund the organisation.
- They have received an access to justice grant to get out to the regions.

- JC explained that the Bar Pro Bono Unit have identified the following issues/blockers to use:
 - 1) There is currently a three week turnaround time and the case often is urgent and therefore cannot wait three weeks.
 - 2) Access to barristers outside of London is difficult. JC is working to find out why.
 - 3) There needs to be a greater understanding of what is happening in the regions. Hence JC attending this meeting to encourage feedback.
- There has been a 30% increase in need year on year.
- JC is looking to move the BPBU online as currently it is largely paper based.

Feedback from group

- Informal networks are used currently. JC explained that this is fine and as expected however the BPBU may be able to assist.
- Clients often don't understand what a barrister does or they are scared of getting them involved. Specifically for family law.
- There are time issues as identified earlier, the clients often present too late for the BPBU to be an option. Can the process be simplified? JC answered yes, they are looking to streamline the process and simplify the content.
- JC explained that 15% of referrals to the BPBU come from MPs, 13.9% come from advice agencies (excl. CAB), 36.6% from CABs and 3.2% from law centres.
- RB – NCLS are working on getting barristers across Norfolk to accept at least one pro bono case per year. Often the issue is the amount of support work required. However NCLS could set something up with the UEA students to support barristers.
- JC – the BPBU is currently running a pilot to link solicitors with barristers to assist with the support work. They are looking to train students in the support work also, for example at UEA. IT is likely that pilots would take place Norfolk due to the strong partnership working in the region.
- RB suggested that NCLS and the BPBU could work together to apply for funding to cover expenses for a barrister having to travel to Norfolk for a case.

ACTION – FU to circulate Jess Campbell's contact details. All members to email feedback to JC in order for her to be able address concerns/issues.

6. 2016 Meeting Dates

- FU outlined the 2016 meeting dates. There were no immediate objections.

ACTION - Any objections to be emailed to FU by 11 December 2015

7. General Updates

- JR updated that the Adult Social Services Team are looking to adopt the Shropshire model of linking with existing hubs to deliver services.

ACTION – NCAN to send out a list of all hubs we are currently aware of.

ACTION – All attendees to review this list and send NCAN details of any hubs not on existing list by Friday 18 December 2015.

- RB updated that NCLS will be offering Discrimination Awareness training.
- DM encouraged all attendees to take part in the 'Reimagining Norfolk' consultation. In particular the cuts to youth work and debt advice for young people.
- JW updated on Age UK Norwich's 'Cold Weather Friends' programme. You can register elderly people who live in Norwich and have no family or friends nearby. They will then be matched with a volunteer who will contact them in severely cold weather.
- JK updated on the Universal Credit Event which was run with NCAN on Wednesday 11 November. The feedback overall was positive and the few negative comments were directed at the DWP not at the event or the organisation. Around 55 questions about Universal Credit were captured at the event. Five of these were directed to Maximus, few more for the digital team and the majority for the DWP to answer.
- LM updated that those over 60 years old can apply to Age UK Norfolk for a grant to heat their home during the winter.
- LM also updated that there have been 3,000 applications to Age UK befriending service since the John Lewis advert release a week ago.

8. Future Meetings

- Dates for future meetings will be confirmed by Friday 18 December to allow time for objections to be registered.