

## **NCAN Strategic Partnership**

**21 May 2015**

### **Present**

Ros Brown, Norfolk Community Law Service (Chair)  
Janka Rodziewicz, NCAN  
Francesca Uragallo, NCAN  
Michelle De Oude, Community Relations and Equality Board (CREB)  
Caroline Mackinson, South Norfolk Advice Project  
Steve Cheshire, Norfolk CAB  
Lin Matthews, Age UK Norfolk  
Carole Ponniah, Norwich Advice Partnership  
Jo Willingham, Age UK Norwich  
Dan Mobbs, MAP  
Robert Lancaster, MAP  
Boyd Taylor, Norwich City Council  
Susan Ringwood, Chief Exec Age UK Norwich  
Veronica Mitchell, Norfolk County Council  
Kim Wright, DWP, Norfolk County Council representative  
Mark Ereira-Guyer, EG Consulting  
Ingrid Gardiner, EG Consulting

### **Apologies**

Beatrice Humarau, ASTF  
Lesley Penny, Breckland Advice Project  
Janice Dane - Norfolk County Council  
Thelma Wadsley - West Norfolk ASTF  
Sonia Shuter - North Norfolk District Council  
Sarah Little - Equal Lives  
Liz Codling - North Norfolk District Council  
Sarah Dennis - West Norfolk District Council  
Julie Kemmy - Equal Lives  
Neil Ricketts - Norfolk County Council  
Mandy Lewis - Mid Norfolk CAB  
Veronica Savage - Broadland District Council  
Sally Hoare - Broadland District Council  
Rob Cooper - Norfolk County Council  
Jo Huxtable – Stonham Homestay  
Louise Humphries - GY ASTF

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

- 1.1. Amendment to Page 6 - Hate Crime advocate post in Great Yarmouth is the only one continuing.

## **2. NCAN updates**

- NCAN have submitted BLF final report. The Big Lottery Fund are very pleased with NCAN and feel the project has 'exceeded expectations'. They have asked for further info on the outcomes survey.
- Regarding the Outcomes survey, NCAN are waiting on one final analyser to come in. There has been 216 clients surveyed so far. Some of the statistics include: 29% reported an improvement in health, 19% reported an improvement in their housing situation, 27% reported an increase in household income, 54% reported an increase in their knowledge of finance management. 98.2% of clients would use the service again.
- NCAN hosted a meeting last month to discuss the Local Assistance Scheme. As a result of the meeting it was decided that the group should meet quarterly and 14 July has been set as the next meeting.
- A decision was taken at the last NCAN Steering Group meeting to amend the NCAN membership policy to include the criteria for becoming an NCAN partner. Therefore organisations that do not offer social welfare legal advice can still become a NCAN partner and use the referral system.
- Some upcoming events to note are: Monday 8 June – Joint ASTF projects event followed by a meeting to discuss work being done in the region for Migrant Workers. NCAN will then be hosting a networking event focussed around the Care Act and its impact on organisations. This will take place on Wednesday 17 June at City Hall.

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

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

- BLF asked Beatrice to do a 16 month report due to concern regarding an underspend. This was submitted and the BLF are now very pleased with project.

### **3.2. Norwich Advice Partnership**

- Conducting an outreach service at foodbanks. Seeing about 2.15 clients per 2 hour session. 90% are new clients to CAB, so no duplication. The main issues raised are benefits and housing. Signposting these clients mainly to Shelter and MAP. To continue funding will be required. Idea to provide a tablet to the

foodbank loaded with CAB info so clients can be helped.

- A self-help kiosk will hopefully be placed in the Millennium library, Norwich.
- Broadland Meridian have delivered job clubs and 3 of the clients now have jobs.
- Advice line pilot at Norwich CAB going well.
- In midst of receiving cross-organisational briefings from other agencies inc. NCLS.
- Norwich ASTF took out a double page editorial to promote Advicelines and services at NCLS, NCAB, Shelter & Broadland Meridian. An Adviceline survey at Shelter and NCAB indicated that members of the public knew about Adviceline via websites and partner agencies rather than through the advertorial.'
- Planning on conducting an outcomes survey in June/July. Brief discussion around how the questions are likely to differ from the NCAN outcomes survey just conducted.

**ACTION – JR to follow up on outcomes survey with CM**

### **3.3. South Norfolk Advice Project**

- Project is now close to 18 month point.
- A training session will be held on 1 June, delivered by Lin Matthews for volunteers and staff who advise older clients.

**ACTION – CM to send details of the training to FU for circulation.**

- Looking to attend and have a stand at the South Norfolk council day which will take place on Sunday 5 July in Long Stratton.

### **3.4. 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 Ctr It will be held in the community ctr 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.

### 3.5. **West Norfolk ASTF**

- Thelma has completed the West Norfolk Advice Strategy.

## 4. **NCAN Evaluation update**

- Mark gave the group an overview of previous work undertaken: previously worked with Cambridge CAB and Suffolk West CAB, Rural Cambridgeshire CAB and were involved in 6 ASTF bids a few years ago.
- EG Consulting have been looking at how NCAN has been working since 2009. They have spoken to 20 individuals over the telephone and met some in person. Also held an online survey which received 41 responses. They have also just received the outcomes survey results and feel it is very important to include these results in the overall evaluation report.
- Mark and Ingrid briefly took the group through some of the the survey results.
- Carole Ponniah (CP) asked how many orgs were reflected in the responses and Mark explained that 41 separate orgs had responded to the survey.
- CP asked how many were using the CRS and Ingrid responded that around 8/10 are using it. Mark reported that there is almost universal good feedback on the CRS on how beneficial it was.

**ACTION** – JR to send Mark & Ingrid the attendance at SP meetings for the past 6 months.

- MDO – would be interesting to do a similar survey with public sector partners to

see if they know about NCAN etc. Social media could be an effective at getting messages out quickly, cheaply. Could help with getting info out on government policy and agenda. Mark reported that they got a clear steer from public sector orgs that NCAN was a great way of bringing together rural areas of Norfolk.

- Regarding the NCAN Reaching Communities, RB reported that she had spoken to Helene at the BLF, she feels that there is a lot of evidence to show that the beneficiaries of NCAN are the client not the orgs.

## **5. Update on Low Commission – Dan Mobbs**

- DM explained that he is involved in a sub group of the low commission regarding the links between health outcomes and advice. Two main issues which have come out of this group are mental health outcomes and ‘bed-blocking’ where patients can’t be discharged from hospital due to social welfare issues.
- DM has agreed to circulate an evidence based report which show that social welfare advice leads to improved health outcomes. When this report is ready the intention is to influence govt. One way in which it could influence could be to alter the NICE guidelines (already guidelines around social welfare and cancer). NCAN been inputting into this report.

**ACTION – DM to circulate above report when ready.**

- The Advice Service Alliance are leading this piece of work.
- JR asked whether there has been any more information around the Low Commission’s recommendation for continuing the ASTF projects. DM explained that they are thinking of developing an advice fund, a short term fund.
- CM asked whether anyone going to the Advice Service Alliance meeting regarding the future of ASTF projects on 12 June?

**ACTION - RB to look into whether she can go.**

## **6. Fit4Work update - Katie Tierney**

- Fit4Work is a project which looks at a more holistic approach for fitness in workplaces.
- Workplace challenge is a national programme. Participants use an online tool to log physical activity, set private or public targets. The tool creates a leader board if more than 3 people from one organisation sign up. Participants also receive fortnightly newsletter (3000 are signed up currently) which contains info on physical activity and mental health etc.
- Fit4Work competition calendar – participants form teams from workplace. Most

activities are free, unless they cost a lot to run in which case they are still very subsidised eg. £20 for a team of 8 to play rounders. Corporate Games consist of up to 44 orgs taking part and is sold out this year.

- Bespoke workplace health programme is also available – survey all staff to get a snapshot of employee’s health. Can then signpost to other orgs if needed.
- Largely there is no charge for businesses.
- MDO asked whether any advice for orgs who have disabled staff so that they are not excluded. KT conceded that they could do more.
- DM asked whether participants can get involved if not in work? KT said that they could but would need a team so a group of people who are unemployed could take part as a group. DM – Might be interested in exploring that. Perhaps job clubs and maybe an org could sponsor them. Will email KT once formulated an idea.

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

- JR updated the group that NCAN appeared as a case study in the follow up Low Commission report.
- CM – Pensionwise service will be delivered in 15 centres across Norfolk and Suffolk.

### **ACTION – CM to send details to Fran.**

- RB updated the group on the INTRAN pilot review. The review has found that the cost of paying for interpretation still prohibitive for many organisations. They are now looking at measuring outcomes around benefits to clients of using interpretation. There is still discussion around who would fund taking the pilot forward past its completion at the end of August.
- Lin Matthews updated on the Age UK bus. LM will be asking via NCAN if anyone wants to put anything on the bus. Lin is currently waiting for dates and locations for the bus however.

### **ACTION- LM to email NCAN regarding putting a call out to organisations for material for the bus.**

- Veronica Mitchell gave an update on the Care Act implementation so far. They are currently waiting on the outcome on the consultation regarding part 2 of Care Act. In response to the requirement in the Care Act around advocacy, Pohwer have been commissioned as an interim measure.
- MDO updated the group on the Healthwatch project which has now been completed and is due to go to CREB next week and Healthwatch on 4 June.

Once both boards have seen it and considered next steps MDO will work with them to move forward.

- There is also a post coming up involving working with migrant workers in Cambridgeshire, Norfolk & Suffolk. MDO will work with the post holder to educate them as to what they can expect from various organisations.
- Kim Wright (DWP) thanked the group for the invitation to attend. She stated that they can offer of support to anybody who is on benefits. That support can be in the form of work experience for as little as 6 hours a week which can help with confidence etc. This not mandated and is always voluntary. If any organisations in the group could host a work experience placement then please contact Kim - [kim.wright@dwp.gsi.gov.uk](mailto:kim.wright@dwp.gsi.gov.uk).
- MAP hold drop-ins on Tuesdays in the morning for young people.

**ACTION – DM to send details of the drop ins to NCAN for newsletter**

- Boyd Taylor (BT) informed the group that Norwich City Council will be holding a Jobs & Skills Fair on 23 September at 10am-2pm at St Andrews and Blackfriars hall. This fair is in partnership with the Job centre. The focus of the event will also be about supporting people so NCAN members can be involved.

**ACTION – BT to send out details of the event in the next couple of weeks.**

- BT is also working with the Norwich ASTF to add a kiosk at the walk in centre at timberhill. There is another kiosk available and the hope is that it can be put into the Norfolk & Norwich hospital but open to suggestions. The kiosks will allow access to Norwich City Council information, Norfolk CAB information, NHS website and Shelter guide. BT is open to ideas about what else could be on the kiosk.
- Steve Cheshire (SC) – updated that there will be eight information points/kiosks will be installed across Norfolk.
- MDO asked whether the kiosks have they been user tested for somebody with a disability? SC responded that some have.

## **8. Next meetings**

The next meeting will take place on **22 July, 2pm to 4pm**, at Breckland District Council (Norfolk Room).

Dates for future meetings are:

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

