

## **NCAN Strategic Partnership**

**22 July 2015**

### **Present**

Ros Brown - Norfolk Community Law Service (Chair)  
Janka Rodziewicz - NCAN  
Francesca Uragallo - NCAN  
Lucy Hogg - Voluntary Norfolk  
Kate Kingdon - SCG  
Beatrice Humarau - ASTF  
Lesley Burdett - Shelter  
Thelma Wadsley - West Norfolk ASTF  
Stephen Maunder, Norfolk County Council  
Liam Pickering – South Norfolk Council

### **Apologies**

Liz Codling - North Norfolk Council  
Sean Knight - North Norfolk Council  
Sonia Shuter - North Norfolk Council  
Robert Lancaster - MAP  
Julie Kemmy - Equal Lives  
Michelle De Oude - CREB  
Veronica Mitchell - Norfolk County Council  
Lorna Bright - Norfolk County Council  
Boyd Taylor - Norwich City Council  
Lesley Penny - Breckland Advice Project  
Kim Wright - DWP, Norfolk County Council representative  
Carole Ponniah - Norwich Advice Partnership  
Sarah Little - Equal Lives  
Janice Dane - Norfolk County Council  
Jo Howes - D.I.A.L Great Yarmouth  
Jo Willingham - Age UK Norwich  
Linda Mathews - Age UK Norfolk  
Jo Huxtable - Stonham Homegroup  
Dan Mobbs - MAP  
Lin Matthews - Age UK Norfolk  
Jo Willingham - Age UK Norwich

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

- Amendment to action under item 3.2 to CP (Carole Ponniah) rather than CM (Caroline Mackinson).

**ACTION – FU to update previous minutes and request text from Lin Matthews for leaflets for Age UK Norfolk’s bus.**

## **2. NCAN updates**

- JR updated on NCAN activity:
  - ASTF joint event took place on Monday 8 June and was very successful.
  - NCAN Care Act Networking event took place Wednesday 17 June and feedback for the event was very good.
  - A report has been released by the Low Commission which illustrates the link between advices and improved health outcomes.
  - Outcomes pilot – statistical information is being put into infographic form. Tim Winters recommended this format for circulation. He is confident that once completed it can have the Public Health England stamp.
  - The NCAN evaluation was very positive and has gone to the steering group for comments.

**ACTION – FU to send out NCAN evaluation out with minutes.**

- Mapping – NCAN has a full time volunteer until the end of August working on this.
- A second Local Assistance Scheme Meeting took place on 14 July and it was decided that a meeting with all approved partners would be useful.
- The statutory CRS pilot is also going well. Broadland and City council are using the system.

**ACTION – Francesca to add list of those using the referral system including the statutory organisations to NCAN website.**

- NCAN has decided to move the CRS to its own server in order to gain the Cyber Essentials certificate and to ‘futureproof’ the systems security. The cost of this will be in the region of £500 plus vat per year plus £1000 to retake the certificate.
- NCAN is working with SCG and CAP to bid for funding from Norfolk County Council to implement Care Act training in the autumn.
- NCAN has received funding from Norfolk County Council and Broadland Council and NCAN is speaking to the other councils and bidding for Reaching Communities funding.

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

### **3.1. West Norfolk ASTF Project**

- There is no ongoing funding for posts which were originally funded by the

project.

- Looking to wrap up the project for end of August. TW secured a month's extension on the project and the west Norfolk council funding will fund her post until March 2016.
- Looking at a form of certificate for volunteers in Kings Lynn.

**ACTION – TW to speak to Lucy Hogg around accreditation for volunteers in Kings Lynn.**

- So far TW has delivered around 30 events and training sessions as part of the project.
- A new website is being developed and a video is being made to illustrate the journey of the project.
- The county links which have been developed through NCAN with the other projects have been beneficial.
- The strategy has been developed and TW has secured funding to remain in post until March 2016.

### **3.2. North Norfolk ASTF**

- The project finishes on 31<sup>st</sup> October and has achieved its client target numbers.
- An area of need has been identified in Stalham and BH has met with local children's centres regarding them hosting skype advice sessions on the premises. BH is also working with Merchants Place in Cromer to set up another Skype access point.
- Partners agreed to fund a directory app which links to the NCAN directory. BH also hoping to be able to equip partners with ipads to enable usage of the app.
- North Norfolk District Council have decommissioned Fakenham, Holt and North Walsham CAB.
- Discussion took place around the £30 million crisis fund recently introduced. Bid applications were discussed at the ASTF meeting however no conclusion was reached. JR explained that NCAN are happy to facilitate a bid but not lead.

**ACTION - JR and LB to meet to discuss the bid options.**

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

Project Outcomes

- 1) Set up advice hubs with multi agency advice
- 2) Review advice for the migrant community in Breckland and target priority areas

- 3) Recruit new volunteers and explore new ways of working
- 4) Review and plan advice provision and preventative services in Breckland

All outcomes are completely or very nearly achieved:

- The project is due to finish 30th September 15
- The 21 month report has been sent to the Lottery and accepted
- All client target numbers have already been exceeded
- We are on track to hit our new volunteer numbers
- The project took part in NCAN Health & Wellbeing pilot with a positive result re impact on client's H&W
- A full range of welfare training has taken place or is planned for the last quarter
- The 'advice provision and preventative support in Breckland' mapping, study and strategy has been completed and consulted upon
- The Migrant worker advice provision study is complete
- Preventative intervention advice is taking place in areas of high deprivation with a number of agencies, with extensive partner intervention work with Flagship Housing
- The project evaluation is complete
- A study into income generation/social enterprise is in progress
- Funding applications have been submitted to continue advice provision for migrant workers
- Funding applications are being submitted to continue specialist advice provision
- We are currently delivering advice via email and telephone with Skype trials completed
- The advice hub at Watton has been delayed due to a planning issue however clients have been seen at the existing Watton premises or at the other two advice hubs

#### 3.4. **Norwich Advice Partnership**

- **Norwich Foodbank** – Nelson Street site no longer operates as a distribution site so BM & NCA have stopped outreach services at the Foodbank. Looking at developing an app based on kiosk - containing Citizens Advice and local information - & training Foodbank volunteers and staff from mental health trust to utilise this to help clients in non-advice setting. Unfortunately time needed to

do this may mean this will not be up and running by end of project.

- **Adviceline pilot at NCA** – using paid staff to cover AL – **over 4 months**
- Contributed significantly to an increase in response level (almost 40%).
- Increased the workload for existing Supervisors
- Had a knock-on impact on callers from other parts of Norfolk (esp. areas in North Norfolk) who had more of their calls answered than previously
- Indirectly led to a drop in face-to-face demand at advice agencies in North Norfolk (anecdotal evidence)
- Initially led to volunteers being diverted from face-to-face sessions to cover the telephone but this reverted once the pilot became more established
- And other outcomes (mainly positive).
- Although the call taker system was arguably an improved approach to taking calls on AL, (more at some localities than others), its ability to increase its response level any further is limited by NCA's current resources.  
**Consequently to maintain the increased response level, a commiserate level of funding will be needed to match the high demand levels.**
- Also, having paid telephone staff had an impact on existing volunteers – they felt there was less 'need' for them. Therefore the adoption of a paid model may see a drop in volunteer recruitment or commitment in the future (particularly from those who would volunteer for the long term such as retirees). This in turn would impact on overall response levels. It is important to keep in mind that it was the **combined response** of paid and unpaid people covering AL that led to the 40% increase in response. By utilising a large, highly trained, volunteer force and a small staff team to meet current demand levels, it is clear to the ASTF project co-ordinator that NCA is delivering good value for money.
- **Outcomes survey** – scheduled for early August, possibly for telephone callers only.
- **Kiosk/s** – Work in progress to transfer Norfolk Citizens Advice and local info to

kiosk website. One to go to Norfolk & Norwich Millennium Library (still under negotiation). **Kiosk website app for tablets** – awaiting kiosk website.

#### **4. Moneywise Homesafe - Lucy Haughey (Did not attend)**

- The scheme is targeted at Local Authority tenants and it is also now open to 25% of private tenants as well.

**ACTION** – LB to speak with Eve at moneywise about her experiences and see if

there are any case studies which could help with discussions around the Local Assistance scheme.

## 5. Trading Standards Service - Stephen Maunder

- Consumers must now be directed to the Citizens Advice Consumer Helpline for all trading standards queries. Call takers can then refer or signpost to other organisations. Most relevant information is then passed to trading standards but it is unlikely a member of the public will ever speak directly to trading standards.
- Trading Standards will receive any information regarding a Norfolk based business or a Norfolk based caller.
- Part of their role is to look particularly at Scams and Rogue Traders. Approximately £5 billion per year is lost in the UK to postal and telephone scams.
- SM delivers training around identifying people who may be vulnerable to scams and rogue traders. This training is free and lasts around 60-90 minutes.
- Stephen requested that his contact details be shared in these minutes in case any organisations would like him to deliver training on these topics to their staff. Stephen Maunder - [stephen.maunder@norfolk.gov.uk](mailto:stephen.maunder@norfolk.gov.uk)
- Rogue Trader calls will be referred immediately to trading standards and marked as high priority.
- There was a question around leaflets which organisations could hand to clients on the topics of scams and rogue traders. SM explained that there is to be a change in the legislation in September and therefore all literature will be produced after the change to reflect the revised laws.

**ACTION – SM agreed to send over some of the literature they currently have in the meantime.**

**ACTION – SM to send information on training to NCAN. NCAN to then publicise the availability of the training.**

## 6. Case Studies

- JR explained that there is a growing need for case studies across the sector and suggested that NCAN could put a call out for case studies and collate the responses.
- The case studies would reflect the health impacts on an individual level, partnership working and the effects of a holistic approach by numerous organisations working together.

**ACTION – NCAN to put out a request for case studies in the newsletter.**

## **7. Updates/AOB**

- Lucy Hogg updated the group on the staff changes at Voluntary Norfolk. Alan Hopkins is the new CEO of Voluntary Norfolk and Linda Roger is the new Head of Development. The main areas of focus at present are employability and volunteering in health.
- Liam Pickering introduced himself as the new partnerships officer for South Norfolk Council. There will be a housing strategy consultation taking place on 3 August where South Norfolk will be seeking feedback from partners.

**ACTION – NCAN to add LP to the strategic partnership mailing list.**

- LB updated the group on Shelter's current funding situation. Debbie Pearce who has worked for Shelter for ten years, is leaving due to funding cuts. This will leave Kings Lynn and west Norfolk with no face to face advice provision. Funding has however been secured for a year for a junior housing advice post which will be based in Norwich. A legal aid outreach point will be maintained in Kings Lynn and Great Yarmouth. It is preferred that clients for these sessions be referred using the NCAN referral system. A webchat facility is being looked into currently.
- RB updated the group on PSU who support Litigants in Person across the UK. They attended a meeting with RB and would like to support the work being carried out by NCLS. There may be scope for PSU to give some money, allocated to them by the government, to NCLS to continue the work they are doing in this area.

## **8. Future Meetings**

- The next meeting will take place on **23 September, 10am until 12noon** at Breckland District Council (Norfolk Room)

Dates for future meetings are:

- 18 November, 2pm to 4pm at Breckland District Council (Norfolk Room)