

NCAN Strategic Partnership

23 September 2015

Present

Dan Mobbs (DM) – MAP (Chair)
Ros Brown (RB) - Norfolk Community Law Service
Janka Rodziewicz (JR) - NCAN
Francesca Uragallo (FU) - NCAN
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
Peter de Oude (PdO)– Hate Free Norfolk

Apologies

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
Julie Kemmy, Equal Lives
Steve Cheshire - Norfolk Citizens Advice
Lin Matthews - Age UK Norfolk
Jo Willingham - Age UK Norwich

1. Minutes of last meeting and matters arising

ACTION – FU to contact Stephen Maunder and request information on trading standards and scams.

ACTION – RB to meet with Lucy Hogg to discuss how NCLS & NCAN can work better with Voluntary Norfolk.

2. NCAN updates

- JR attended the Systems Leadership Meeting: there was discussion around how long members will stand for. It was decided that it should be three years with rolling updates to the membership. As chair of NCAN, Dan Mobbs also has a place at the Systems Leadership Meeting. JR anticipates that future meetings

will be used to produce action plans. If anybody has a questions or issues they would like raised at this meeting, please speak to JR.

- CRS Update: Waiting to hear back from Turnkey as the server move should have taken place.

- Care Act Training dates have been secured as:

Wednesday 21 October - Kings Lynn Yours Business Network 1pm – 5pm

Thursday 22 October - Norwich Diocesan House 9am – 1pm

Monday 26 October - Norwich Diocesan House 1pm – 5pm

Monday 2nd November - Kingside Hub, Great Yarmouth 9am – 1pm

- There will be a Care Act Review meeting held at Age UK Norfolk, Old Catton on 13 October to discuss the impact of the Care Act changes on the sector.
- NCAN are holding an event with Equal Lives on Universal Credit. The event is taking place on 11 November at the Kings Centre in Norwich 1pm-5pm. Representatives from the DWP and Maximus will be in attendance.
- NCAN had a full-time volunteer throughout the summer who worked solely on developing the mapping of advice provision in Norfolk. He has made very good progress.
- NCAN have been given money by Norfolk Constabulary to develop the directory and deliver training on the directory to the Police Control Room. The first training session will be taking place at the end of November and will run into early 2016.
- Using this money, NCAN has added a map to the online directory.
- NCAN has set up a pilot hotline between the NCLS Domestic Abuse service and the MASH team. This phone line allows the DA solicitor to call the MASH and speak to a police officer if the client has a query involving the police.
- Government devolution plans are coming into force which could mean that Local Authority boundaries are altered.

ACTION – JR to look into timescales for devolution

3. Advice Services Transition Fund updates

3.1. West Norfolk ASTF Project (via email)

- I am busy finalising the report to the Lottery this week
- Getting the strategy consultation document design finalised for print

- Getting the web site sorted (which has taken longer than anticipated due to the need for a framework that accommodated translated pages of information)
- The app has been approved by Apple – we are just waiting now for it to go live.
- The DVD we have made of the journey of the project is having a final edit to try and reduce its length a bit.
- The rest of September will be spent archiving files etc.
- My extended contract, funded by the Borough Council, will commence October 1st and will end March 31st 2016. The council requires me to work to the attached outcomes.

3.2. North Norfolk Advice Network

- Ros Brown updated on this project as Béatrice Humarau has started her new role at Bridge Plus.
- The project completes on 31 October. BH will be working for 5-6 hours per week on this project until the end of October.
- NCLS has asked the lottery if the project could be extended for one month until the end of November.
- BH is pursuing providing Skype advice from NCLS and Shelter at Merchants Place. The broadband however is poor.
- NCAN has been commissioned to complete the advice strategy.
- An intern has been appointed to carry out an advice survey in North Norfolk and this should begin next week.
- Looking to use the project underspend to work with Mid-Norfolk Citizens Advice to fund two kiosks.

3.3. Connecting Advice in Great Yarmouth

- Dan Mobbs updates that there is to be a launch of the GYROS/DIAL Kingside Hub on Thursday 24 September.
- RB updated that the Free Legal Advice drop ins in Great Yarmouth have been very successful.

3.4. South Norfolk Advice Project

- The project completes on 30 November.
- Some training has been planned for November

ACTION – CM to send details of this training to FU for NCAN newsletter.

- Evaluation of the project is ongoing.
- An event was held in Loddon recently which was successful and may be repeated.

3.5. 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 have been achieved, with preventative work ongoing.
- 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 have reached the new volunteer target
- 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 and is informing service delivery
- 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

- Skype facilities are now in place at all hubs
- We are currently delivering advice via email and telephone with Skype trials completed
- The lease for the advice hub at Watton has been agreed and will be operational shortly
- Partners are keen to work closely post project

3.6. **Norwich Advice Partnership**

- No update
- DM discussed the fact that the projects are finishing soon but that the group should not forget about them or the work they have done.

4. **Outcomes Survey Results**

- JR gave a presentation (sent out with these minutes) on the results of the outcomes survey.
- The overall results for the survey have been very useful and have been used in funding bids already.
- The conclusions which can be drawn from the survey results support the findings of the Low Commission.
- The next steps:
 - The infographic will be sent to the CCGs, the NCAN network and will also be sent out in a press release.
 - A follow up meeting will be held on 19 October
 - The results will also be taken to the health and wellbeing board.
- DM – MAP looked at the impact of advice on the mental health of the client. They found that not only did the provision of social welfare advice have a positive impact on the client's mental health, but in some cases, it had a more positive impact on their mental health than specific mental health advice did.
- KK – commented that Age UK Norfolk's GP pilot project results were similar but their difficulty was/is getting the referrals through from the GPs themselves.
- Discussion ensued around whether it was possible to quantify the results in monetary terms.
- JH from Stonham homestay commented that a member of the Stonham team works in a GPs surgery in Kings Lynn and this is funded by Norfolk County

Council. She feels that the outcomes survey results are very powerful and could be very useful.

ACTION – JH to share testimonials from GPs

ACTION – NCAN to look at the idea of an event with health contacts invited at the Outcomes Survey follow up meeting on 19 October.

4.1. LD Hate Crime Phase II findings

ACTION – NCAN to send out Peter de Oude's report with these minutes

- PdO took the group through his report (attached with these minutes). He looked at what happened to victims after a hate crime incident.
- PdO used a workshop format to talk to victims as this had worked well in Phase 1. He asked them two main questions: 'What was the impact on how you feel/think about yourself?' and 'What was the impact on how healthy/unhealthy you feel/are?'
- The same cohort as used in phase 1 were used again in phase 2. There were 75 participants in phase 1 and 58 remained for phase 2.
- 100% of respondents said that hate crime had an effect on their health and wellbeing.
- PdO identified an issue with the way in which victims in Norfolk have to report incidents of hate crime. Reports are only received via phone and the website which are not accessible to many LD victims.
- Discussion ensued around how best to carry this work forward.

ACTION – JH to pass the report onto her colleague Lou who has been seconded to the NHS.

ACTION – JR & KK will promote the report to CREB and keep the discussion alive there.

5. Migrant Worker Update

ACTION – FU to attach minutes from the Migrant Worker meeting alongside these minutes.

- A meeting was held at Norfolk County Council in order to review the seven key priorities identified in 2012. The priorities which came out of this meeting were much the same as those set three years ago.

6. General Updates

6.1. **NCLS**

- RB updated on behalf of NCLS that the INTRAN pilot will be continuing for another year.

ACTION – RB to circulate a survey for feedback from participating organisations.

- The NCLS debt service restriction has been lifted and is now able to assist any vulnerable clients.

6.2. **South Norfolk Council**

- LP updated that there is a new community connector in the Early Help Hubs in Diss & Wymondham.
- Consultation on the Housing Strategy is ongoing until October. There has been a good input so far and they are looking for input from the public.

6.3. **Shelter**

- The reconfiguration is ongoing and the ASTF projects finishing are affecting this.
- They have recruited an advice worker in Norwich who will start on 2 November.
- There are now two solicitors working for Shelter and a new team leader is being recruited.

6.4. **Norfolk County Council – Local Assistance Scheme**

- There will be a local assistance scheme meeting taking place on Tuesday 13 October.

ACTION – NR to send FU the agenda so it can be circulated in the NCAN newsletter.

6.5. **Stonham Homestay**

- There have been significant cuts due to rent reductions.

ACTION – JH to be added to a future agenda to discuss the new Stonham criteria.

6.6. **South Norfolk Advice Project**

- CM reported that the National Citizens Advice bureau is going through a rebrand and from now on all bureaux will be known as 'Citizens Advice' and all bureaux will be known as offices.
- The service is being expanded in Thetford from three to four days a week.

ACTION – CM to send FU the details of the expanded service for circulation in

NCAN newsletter.

7. Future Meetings

- The next meeting will take place on **18 November**, 2pm to 4pm at Breckland District Council (Norfolk Room)

Dates for future meetings are:

TBC