

NCAN Strategic Partnership

16 March 2016

Present

Janka Rodziewicz (JR) – NCAN (Chair)
Francesca Uragallo (FU) – NCAN
Liam Pickering (LP) – South Norfolk Council
Caroline Mackinson (CM) – South Norfolk ASTF
Mat Armitage (MA) - Norfolk Citizens Advice
Lin Matthews (LM) - Age UK Norfolk
Jo Willingham (JW) - Age UK Norwich
Lesley Burdett (LB) – Shelter
Thelma Wadsley - West Norfolk ASTF
Jo Huxtable (JH) - Stonham Homestay
Simon Pickering (SP) – Norfolk Family Mediation Service
Boyd Taylor (BT) – Norwich City Council

Apologies

Dan Mobbs (DM) - MAP
Ros Brown (RB) - Norfolk Community Law Service
Julie Kemmy - Equal Lives
Lorna Bright - Norfolk County Council
Neil Ricketts (NR) - Norfolk County Council
Kim Wright (KW) - DWP
Lesley Penny - Breckland Advice Project
Carole Ponniah - Norwich Advice Partnership
Rebecca Hall - Norfolk Citizens Advice
Sarah Little - Equal Lives
Beatrice Humarau – North Norfolk ASTF
Rob Lancaster - MAP
Kate Kingdon - SCG/Age UK Norfolk
Thelma Wadsley - KLARS
Rob Cooper - Norfolk County Council
Mandy Lewis - Mid Norfolk CAB
Veronica Savage - NCC
Beatrice Humarau - Bridge Plus
Linda Rogers - Voluntary Norfolk
Liz Codling - North Norfolk Council
Gill Abbott - South Norfolk Council
Veronica Mitchell – Norfolk County Council

1. Minutes of last meeting and matters arising

ACTION – FU to alter KC to KW on page 5 of January minutes.

2. NCAN updates

- Use of the referral system is increasing. There were 36 referrals in January compared with 2 this time last year.
- NCAN is working with MAP organising an event for health professionals. The event will look at the impact that advice has on a patient's health. NCAN, Age UK and MAP will present case studies on this and Norman Lamp MP will be the keynote speaker.
- The final outcomes meeting will take place on Monday 14 March and the survey will commence on Monday 4 April.
- JR asked the group whether there was any more information on timescales of the devolution. BT – there is no information as yet.

3. Regional updates

3.1. West Norfolk

- TW updated - it has been decided that CAN is the lead agency. The invitation to tender from West Norfolk is for housing and debt only. There is a tight turnaround for the tender process. There is currently no provision for general advice and no indication of the budget available.

3.2. South Norfolk

- CM updated that the Harlesden kiosk has been installed.

3.3. Norwich

- BT updated that the Norwich Early Help Hub will open in early May and will be based in City Hall. Phase 1 of the hub will consist of adult and children's services, city council staff and the police. Phase 2 will involve voluntary services and the third sector.

4. Fair play for prepaid energy deals

- CM did a presentation and handed out leaflets (electronic versions of leaflets attached with minutes) on the Energy Best Deal
- 70% of people are on the worst tariff

ACTION – FU to send CM Lucy (Moneywise Homesafe) details

ACTION – CM to send through presentation and details to FU for circulation with minutes

5. General updates, information sharing and AOB

ACTION – JR to circulate email from PCC – work and pensions enquiry

- BT – looking into working relating to debt and offenders, especially in the light on Universal Credit. Offenders used to receive £40 on release to tide them over until they could receive their benefits. Now with UC, their wait could be 7 weeks and there is currently no provision for them during this time.
- LB – Eve Walder will no longer be working on Moneywise Homesafe, Shelter as an organisation will continue to work with them however. Ian Hawkins (solicitor) is leaving in April. His replacement is also due to start in April.
- JR - NCLS are currently recruiting for a NCLS Co-ordinator - Family Court Support Service.

6. Future Meetings

- The next meeting will take place on Wednesday 18 May, 10am – 12pm in Mancroft Room, City Hall, Norwich