



Environment and Community Panel
Tuesday, 5th September, 2017 at 6.00 pm
in the Education Room - Town Hall, Saturday Market
Place, King's Lynn PE30 5DQ

Reports marked to follow on the Agenda and/or Supplementary Documents

1. **Advice Services (45 minutes)** (Pages 2 - 29)
2. **West Norfolk Strategy Group Update (30 minutes)** (Pages 30 - 47)

Contact

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Borough Council of King's Lynn and West Norfolk
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King's Lynn
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PE30 1EX
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Housing Advice Service



Hub Update for BCKLWN Environment & Community Panel

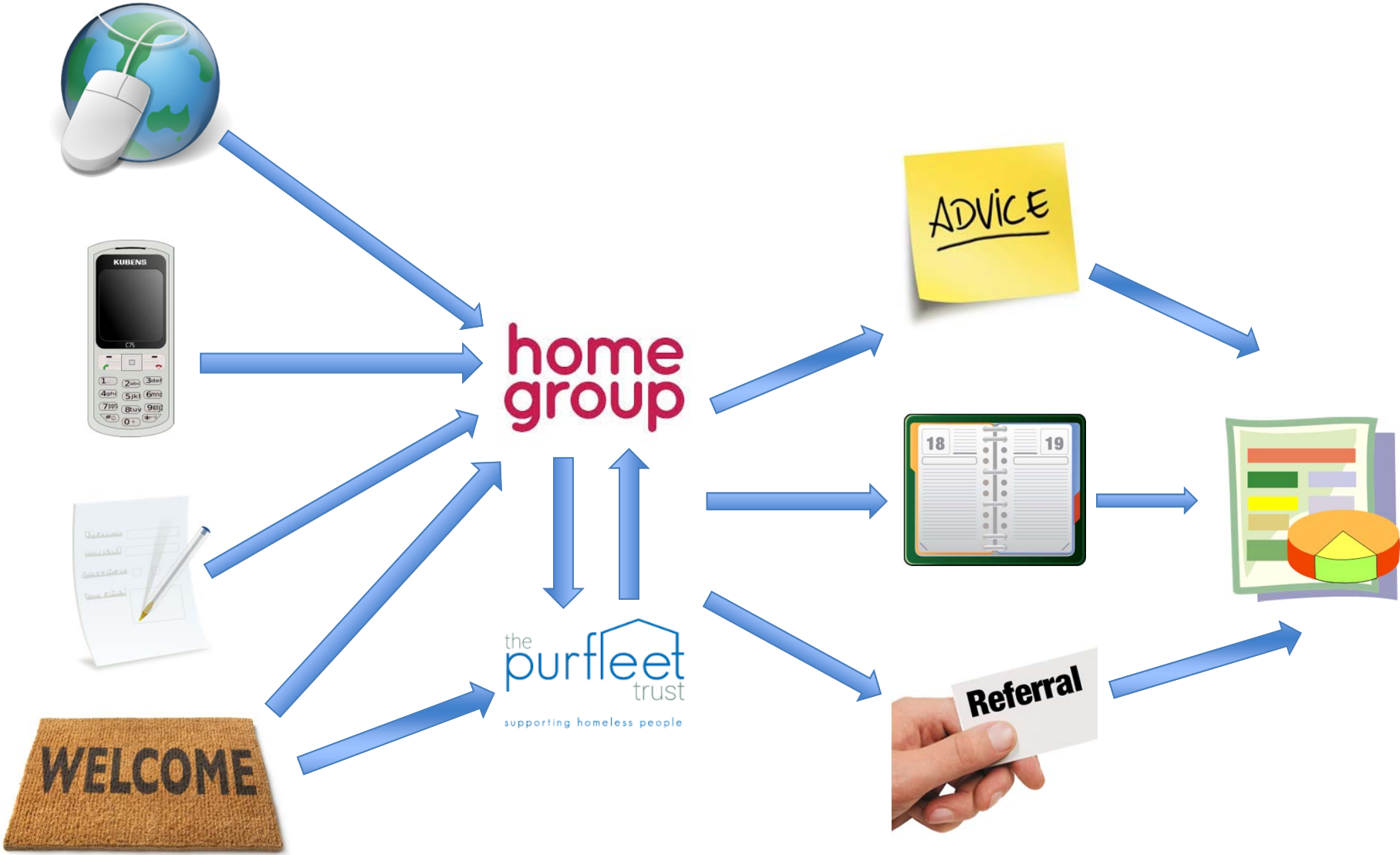
Presented by Jo Maule, Locality Manager (West)



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How we receive referrals

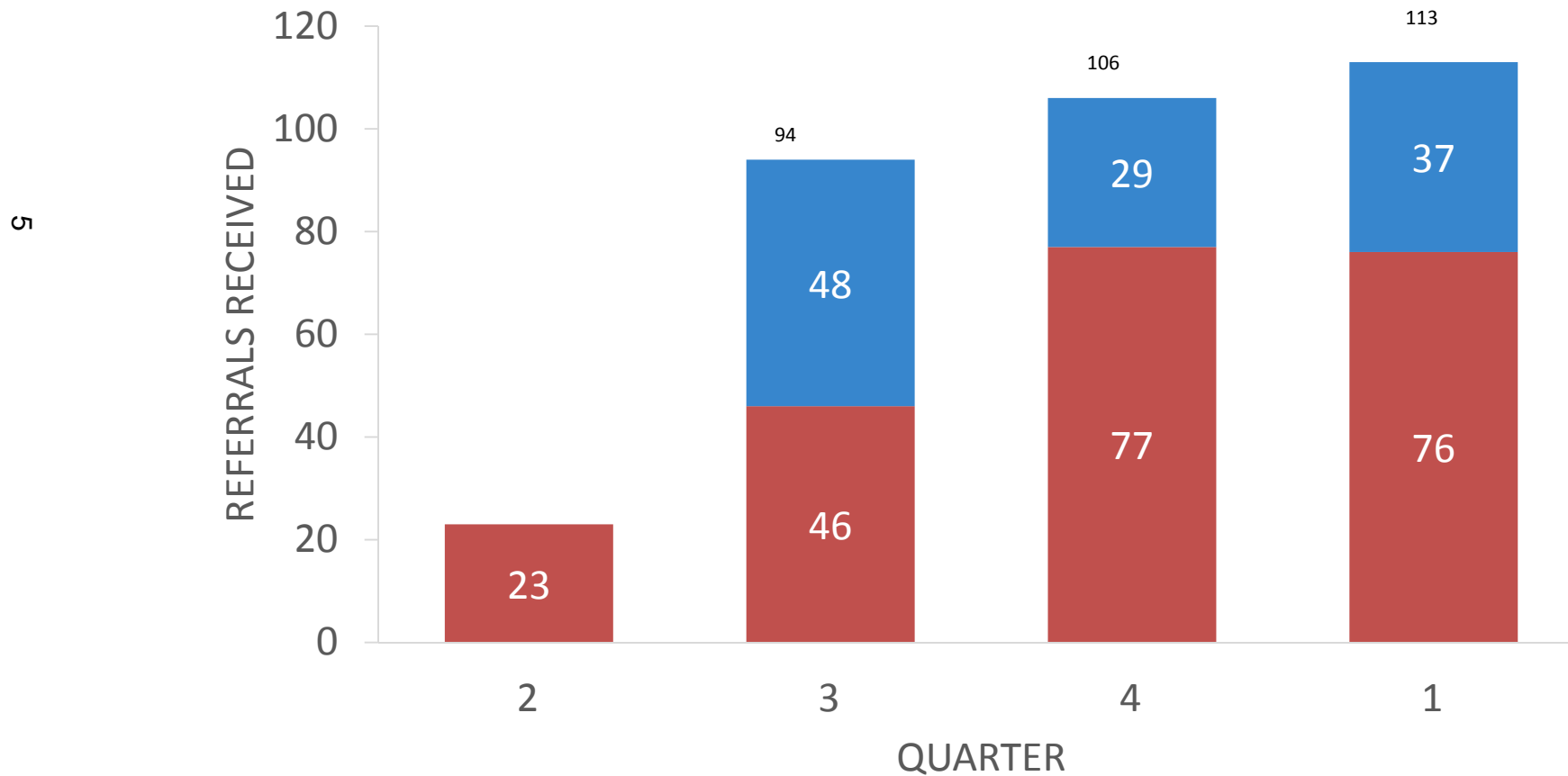


336 referrals received between 07/16 and 06/17...



■ Stonham ■ Purfleet

336 referrals



How clients hear about us...



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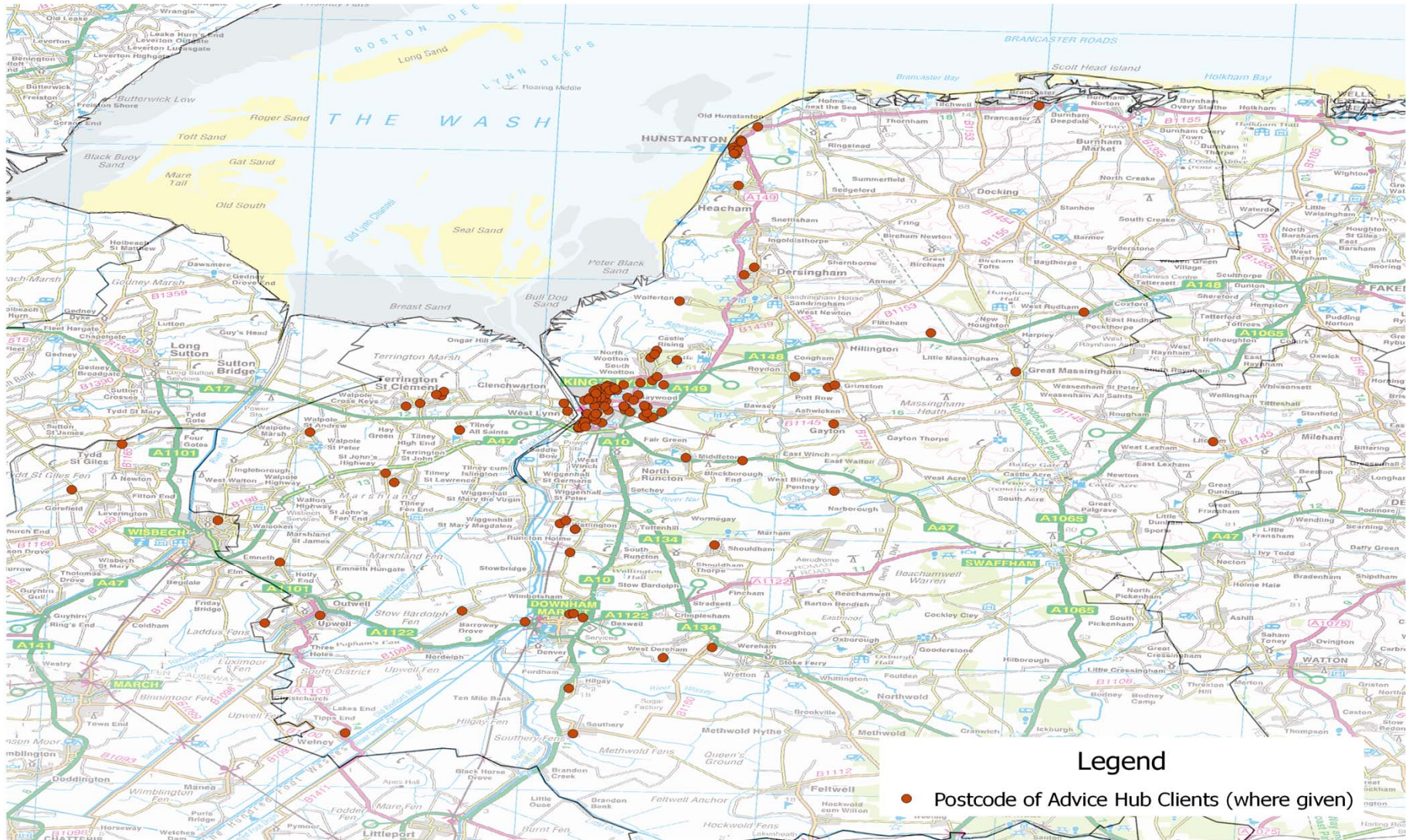


- BCKLWN
- Family/Friends
- Shelter
- Other clients/service users
- Statutory Services
- College
- Together UK
- Jobcentre Plus
- Merchant's Terrace
- Norfolk Citizens Advice Bureau
- Narcotics Anonymous
- Norfolk Recovery Partnership
- Inclusion in Wisbech
- WINDIS
- KLARS

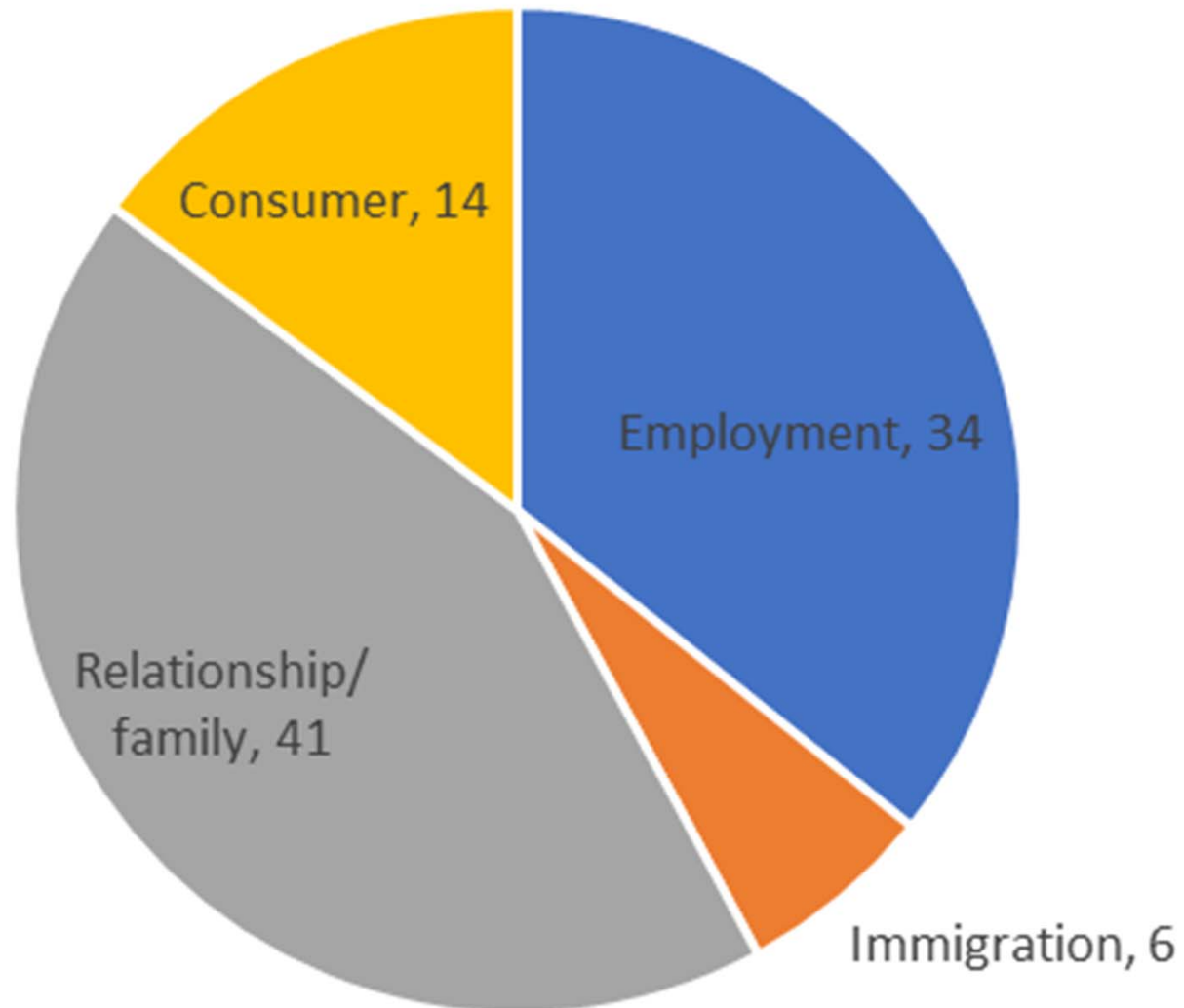
Clients are spread across West Norfolk ...



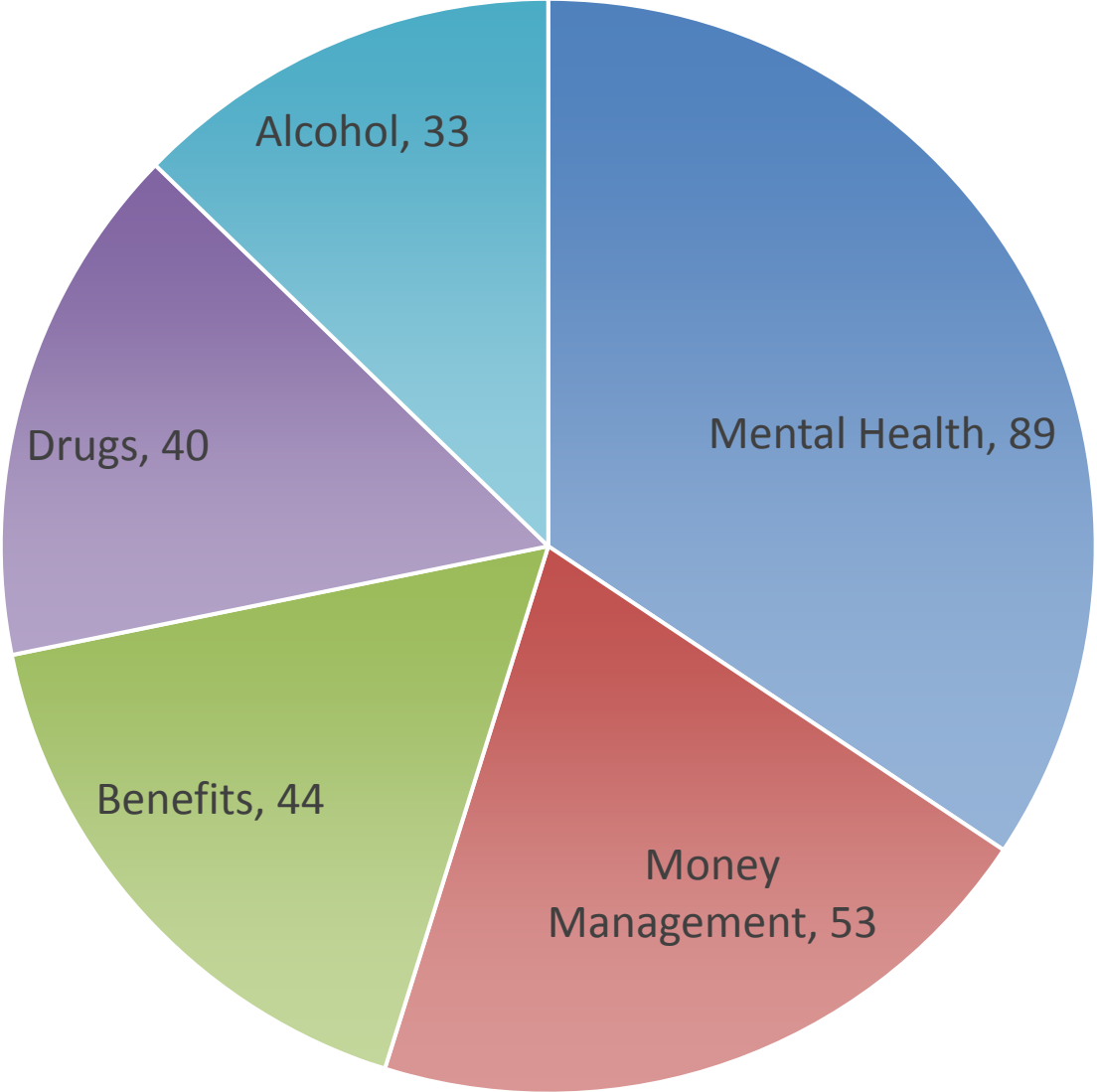
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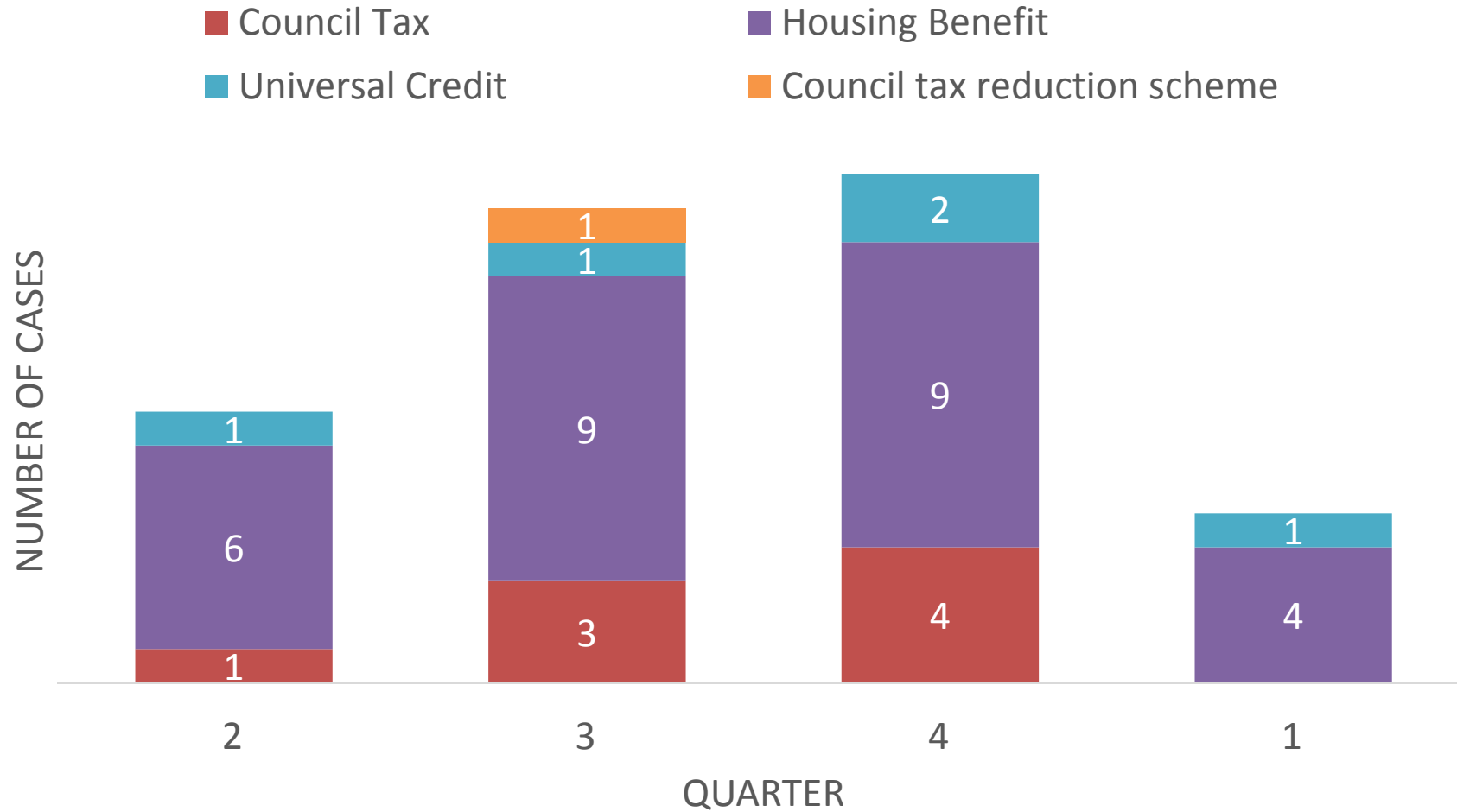
Housing Advice - key Issues our clients present with...



Housing Key Issues...



Revenue and Benefits...



Case studies...

Amanda was in a bit of a state regarding overnight Storage Heaters – she doesn't use them in winter and her place is really cold. She worried they are really expensive, old and inefficient. We referred her to a lady at Freebridge whose job is Energy Efficiency to look at the heating and her gas, electricity and water supply along with windows/doors and insulation. She ensures properties are efficient and tenants know how to use everything effectively.



Evan worked a zero hours contract through an agency in a local food factory, was having difficulty paying his weekly rent for a room in a house and in danger of losing his accommodation. He had some mental-health/learning difficulties but wanted to keep working. He said he could not apply for housing benefit as he hadn't a tenancy agreement. We helped him use receipts for his rent payments and wage slips as evidence of earnings and advised he didn't need a tenancy agreement in a "shared" house. Evan received backdated housing benefit which gave him enough money to stay in his house.



Mike and Emma were renting a property, and didn't find out the owner had died until they requested to have some repairs done. Her son took over as landlord but was being very unhelpful so they withheld rent. We discovered the son had been managing his mother's bank account, but none of the family were actually legal owners. We referred to Shelter's legal team to support them in their rights as tenants and to environmental health around state of the property. Although the situation is ongoing, they feel our service helped them make sense of a lot of information that was difficult to process. Environmental health are assessing the state of the property and will pursue this with the landlord.



Until there's a home for everyone

Debt and Welfare Benefits service
King's Lynn and West Norfolk.

Michael Deakin

Team Leader

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t: 0844 515 1860

The Shelter logo is displayed in a large, white, sans-serif font against the red background.

Tuesday, 05 September 2017

Overview of Shelter's Service

- **Locally tailored Welfare Benefits and Debt advice to residents of West Norfolk**
- **Nationally assured quality and expertise**
- **Adviser Alex Christian recently registering as a DRO intermediary in July 2017**

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Locally tailored advice

Direct Debt

- Financial Statements
- Negotiating payment plans, dealing with debt collectors or bailiffs
- 1 to 1 budgeting skills sessions
- Advice on Bankruptcy, Debt Relief Orders, voluntary arrangements and administration orders

Maximising Income

- Universal Credit
- Overpayment, underpayment & sanctions
- Work Programme Expectations
- Discretionary Housing Payments
- Income Maximisation
- Reviews, tribunals & appeals

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How clients can access the service

- **Face to Face**
- **Telephone**
- **Email**
- **Skype**
- **Online webchat**



Shelters 'no wrong door' approach

Headline information year one

- **Cases referred – 167**
- **Advice given – 104**
- **Cases closed so far - 27**

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Financial information

- **27 cases where debt was written off**
- **This amounts to £237,647**
- **Averaging at £7427 per case**

Where we have reduced monthly outgoings

- **7 cases in total**
- **Around £105 per month each**

Additional benefits or income gained

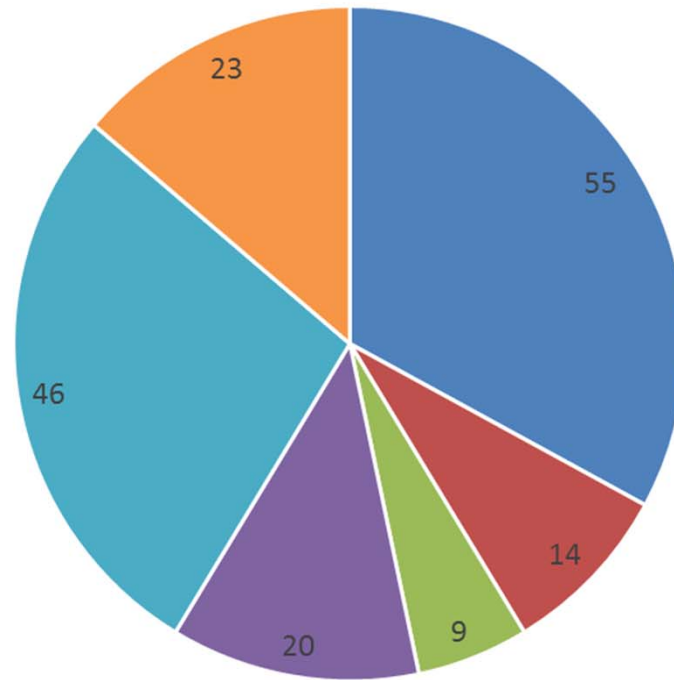
- **10 cases**
- **Totalling c£58k**
- **Averaged at £5.8K each case**

Total financial gain of closed cases

- **£327.9K**

Where the cases came from

Referrals



■ CAB ■ KL & WN DC ■ DWP ■ Self referral ■ Stonham ■ Other

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What's coming up?

- **20 DROs totalling around £120K**
- **2 Bankruptcy cases totalling £75K**
- **4 Discretionary HB applications**
- **Outcome of 4 welfare benefit appeals**
- **18 new appointments booked**

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Challenges

- **No shows – clients not turning up for appointments**
- **High levels of complicated multiple debt cases requiring intensive ongoing casework**
- **Expectation from service users that we offer non legal aid housing advice services**

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Plans for year 2

- **Maintain client outcomes that improve the life of service users**
- **Increase volunteering levels to support service**
- **Look at ways to reduce missed appointments**
- **Focussed marketing to ensure appropriate take up & referrals**

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Case Study 1

Miss A contacted Shelter after the company who were looking after her debt management plan ceased to operate. Miss A had struggled for some time with serious ill health which included mental health issues.

Miss A originally incurred her debt due to working night shifts as a nursing officer, she found she had no time to shop and turned to catalogues to buy the things she needed. Miss A then suffered a stroke and was unable to continue working.

When Miss A contacted us she had debts just above £5,000. After going through her income and expenditure, it was clear that after deducting amounts for her reasonable living costs, she had very little surplus and it was apparent that her circumstances were unlikely to change for the better.

It was evident that Miss A might benefit from exploring a Debt Relief Order. She qualified with the criteria in that:-

- Her unsecured debts were less than £20,000.
- She lived in rented accommodation and did not have assets, excluding her household items and personal belongings, that were worth more than £1,000.
- Her surplus after taking into account her reasonable outgoings was less than £50 per month.

Case Study 2

- **Mr P and wife moved to the King's Lynn area 6 months ago from Essex. Mr P was forced to give up work in 2015 due to ill health (back problems) and decided to move to King's Lynn to be closer to their Daughter. Client was refused PIP in June scoring only 6 points. The cost of the move and more than 2 years of unemployment have caused Mr P debts to spiral now owing circa £12k on credit cards and a bank loan.**
- **Client has now applied for a DRO to clear the £12k debts and an appeal (with supporting evidence) has been submitted for his negative PIP decision which is now at the tribunal stage.**

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Any questions?

Until there's a home for everyone

Thank you

Shelter Norwich Hub

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t: 0344 515 1860

Shelter

Tuesday, 05 September 2017



West Norfolk Partnership - Strategy Group

Becky Box
Policy, Performance & Personnel Manager



Background

- **Purpose:** To improve joined-up working across the public sector in West Norfolk
- **Aims:**
 - To be well informed on and responsive to local need
 - To set clear aims in order to tackle these
 - To allocate resources to achieve aims
 - To review impact of interventions



Position By Early 2016

- Regular meetings
- Well attended
- Loss of focus/purpose
- Two effective sub groups delivering projects
- No longer had own budget
- Strong desire to continue partnership working

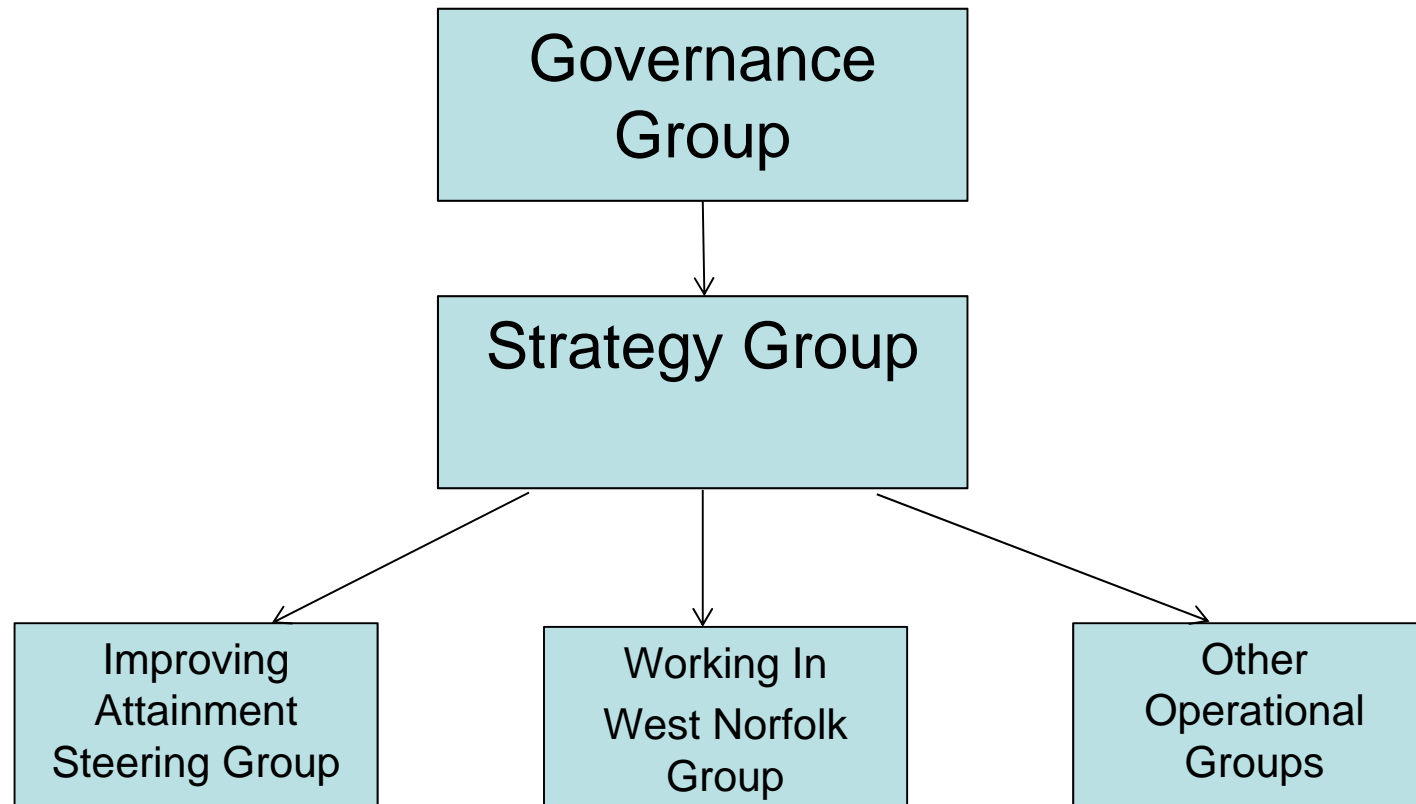


2016 Review

- Consulted with key partners regarding their vision for the Partnership
- Reviewed and agreed terms of reference in consultation with key partners
- Held a development session to identify key priorities
- New arrangements from March 2017



Structure of WN Partnership



Governance Group

- **Aims** - To provide governance and accountability to the work of the West Norfolk Partnership and ensure that the organisations know about the partnership's work
- **Objectives** – To provide additional accountability by ensuring the core strategy group's work is embedded within partners' existing governance structures.
- **Work Programme** – To take oversight of the work programme and monitoring programme performance and budgets.
- **Operation** – Meets annually in March



Governance Group Membership

Governance Group:

- Borough Council - Leader
- Queen Elizabeth Hospital Trust - Chair
- West Norfolk and Wisbech Clinical Commissioning Group – Chair
- College of West Anglia - Chair
- Freebridge Community Housing – Chair
- Norfolk County Council – Committee Member
- Chair of Community Action Norfolk



Strategy Group

- **Aims** - Set strategy in terms of outcomes and indicators. Contribute own budgets and resources to tackle these. Oversee the development and management of partnership working in West Norfolk.
- **Objectives** - Acting as the management team for West Norfolk plc, maintaining a strategic overview of quality of life in West Norfolk and take a long-term view of future needs and development of West Norfolk.
- **Operation** – Meet quarterly, chair elected annually, agree key priorities/work streams annually



Strategy Group Membership

Strategy Group:

- Borough Council – Chief Executive
- QE Hospital – Chief Executive
- West Norfolk and Wisbech Clinical Commissioning Group – Chief Executive
- College of West Anglia – Principal
- Norfolk Constabulary – Chief Superintendent
- Freebridge Community Housing – Chief Executive
- Community Action Norfolk – Chief Executive
- Norfolk County Council – Director for Health and Integration



Operational Groups

- **Aims/Objectives** - Each Operational group will develop a work stream to respond to the specific brief set by the Core Strategy Group.
- **Work Programme** – Each group develop projects/initiatives which support an agreed priority issue for West Norfolk where a combined and coordinated response from partners can deliver real change or benefits
- **Operation** – Format and frequency of meetings dependent on the needs of the work stream/brief.



Operational Group Membership

Operational Groups:

- Members of the Core Strategy Group and/or nominated representatives from Core Strategy Group member organisations, as appropriate to the particular project/initiative being undertaken, plus
- Representatives from a range of local partners, as relevant to the subject



Support from Borough Council

The Borough Council's Policy team:

- convene meetings of, prepare agendas for and take notes at meetings
- support progress with agreed actions arising from meetings
- facilitate delivery of the partnership's work programme, eg. overseeing expenditure on agreed projects/initiatives
- act as a single point of contact regarding partnership-working in West Norfolk
- coordinate membership of and the first meeting of new operational groups



Current Priorities/Work Streams

4 current priority areas/work streams:

- Improving Attainment Steering Group
- Working In West Norfolk recruitment portal
- ‘Brand West Norfolk’ project
- Mental health work stream



Improving Attainment



Happy Birthday Ma'am

Archie (TSL) and Thomas (WW)

Friday the 10th June was the Queen's official 90th birthday. To celebrate, The Windmill Primary Federation held street parties – to mark the occasion.

At Walpole Highway, the dining room was set up with long tables and the hall was decorated with bunting made by the children. At the start of lunch, the children sang the National Anthem. Following this, the children enjoyed an afternoon of regal activities, including a bouncy Windsor Castle!!

At the West Walton street party, the weather was glorious. Food was provided by the School Association for the whole community to enjoy. The

children got into the spirit by painting their faces and wearing crowns. At the end of the afternoon, in honour of Her Majesty, the children sang the National Anthem.

At Terrington St Joln, one big table was set up in the playground for the children to eat at. The playground was decorated with bunting and the children enjoyed playing with their friends. Following this, the children sang the National Anthem before bowing or curtsying to Princess Purglove.

At Tilney St Lawrence, tables were set up on the field; there was lots of different food to enjoy, including: cucumber sandwiches and cupcakes topped with royal icing. All of the children had a fantastic time and they are already looking forward to celebrating the Queen's 100th Birthday.



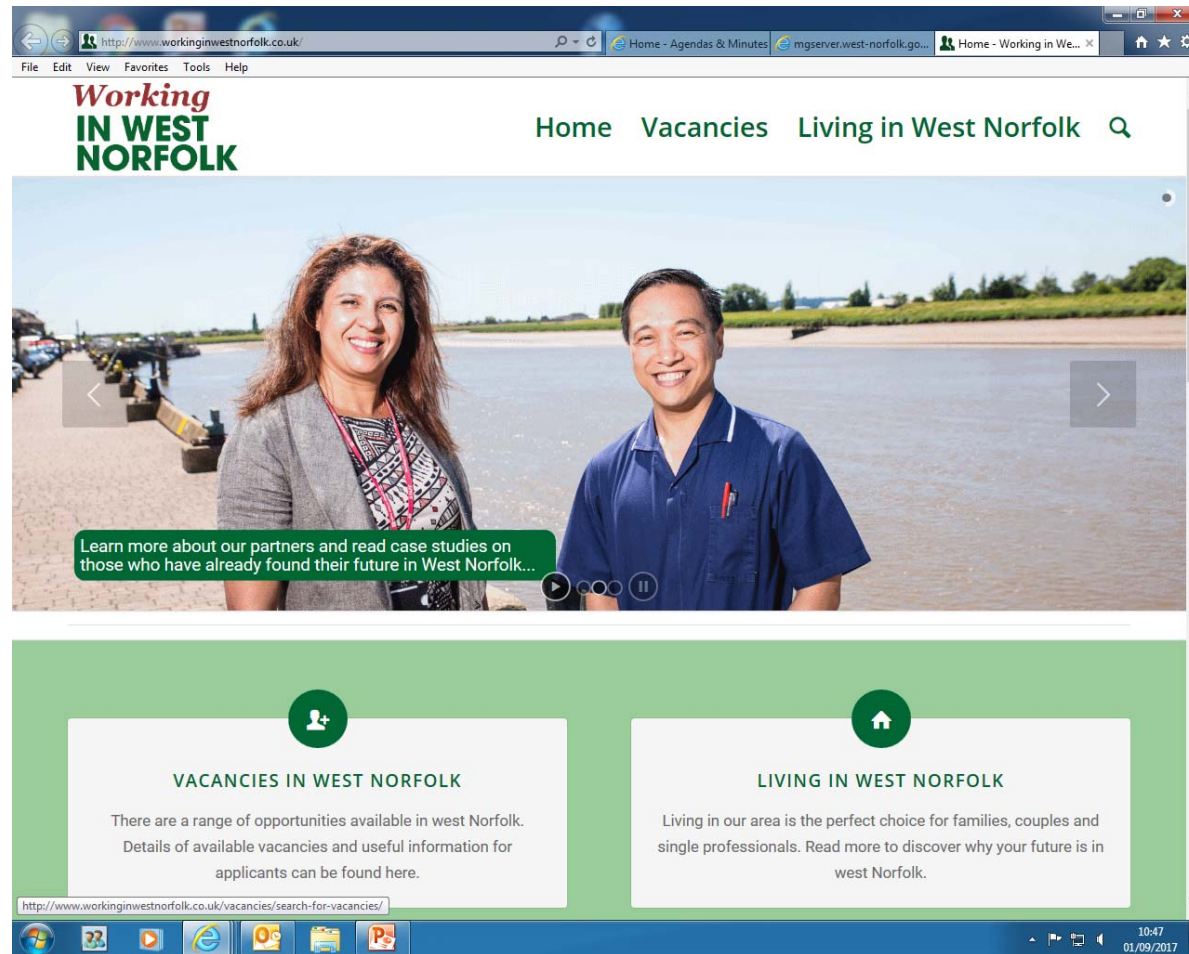
Improving Attainment

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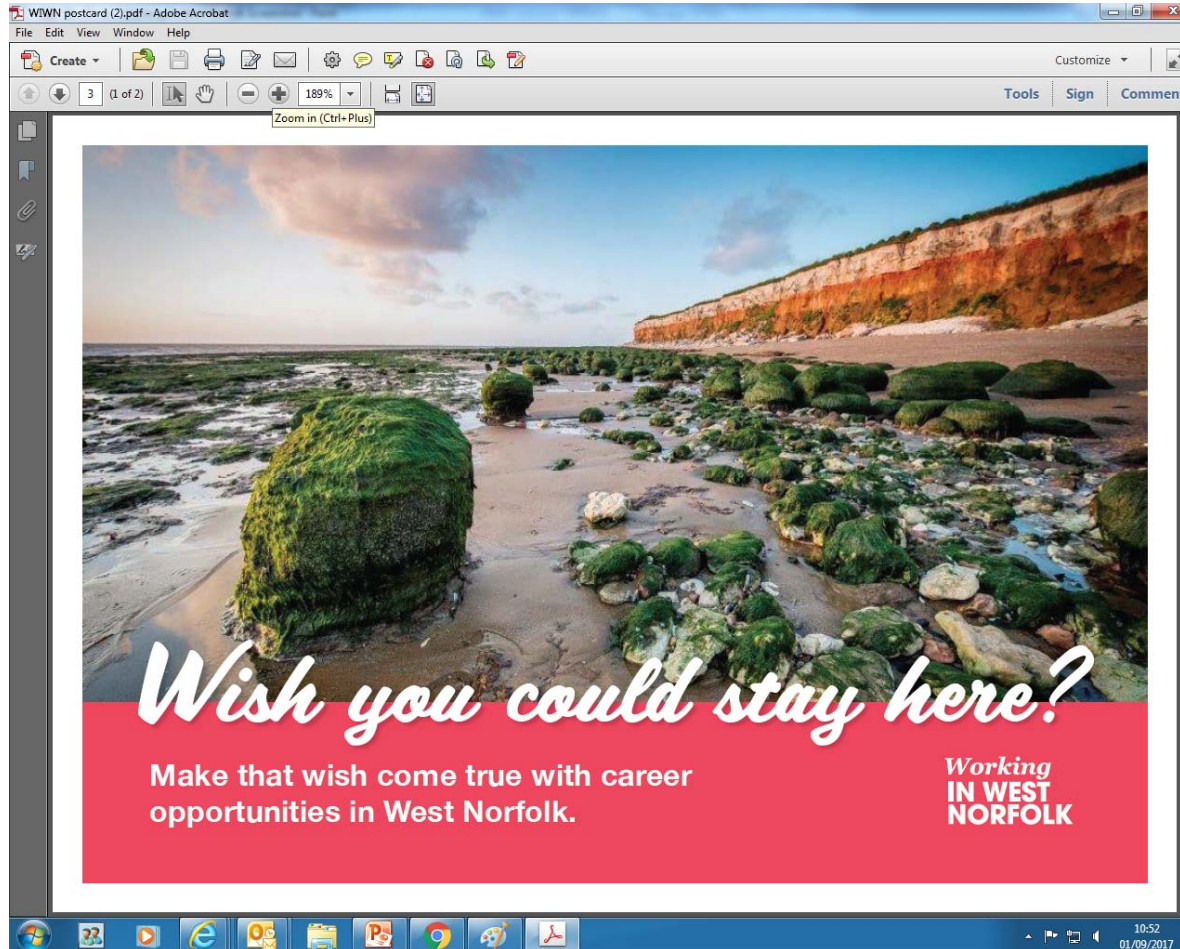


Working In West Norfolk

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Working In West Norfolk



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Questions?

