

## Meeting Notes

Broadland District Council, Council Chamber  
Thursday 4<sup>th</sup> April 2019

1. Introduction from Chair : Leigh Booth – Interim Head of Housing and Environmental Services, Broadland District Council

LB welcomed attendees and thanked the previous chair – Matthew Cross for his excellent work in chairing the forum since the implementation of its current iteration in 2016.

2. Shelter Strategy: Presentation : Lesley Burdett, Hub Manager, Shelter

LBu gave a presentation on the new Shelter Strategy (attached). Although a national strategy it is also a vision for a local offer and was designed with and for community. Impact for 2019-2022 focusing on those whose right to a home is denied or under threat and to ensure:

- All political parties promise to build enough public housing
- Renters have greater security and do not face discrimination
- People who struggle to manage their housing have support

There is also a focus on multiple and complex needs. A discussion followed around affordability in social housing, management of risk and different options for deposits for the PRS.

3. Pathways Update : Lesley Burdett (LBu)

LBu gave an update on behalf of Maria Pratt. The Pathways service has been in operation for 12 months. Ongoing evaluation of the service has identified areas that can be looked at. A new Pathways coordinator – Denise Wells started recently at Upper Goat Lane. Feedback from service users and commissioners has been positive. Rough sleeping numbers have dropped but would like to get them down further.

4. Making Every Adult Matter (MEAM) and Systems Change : Georgina Beadon, Partnership Manager for London and the South East (Mental Health/MEAM)

GB gave a presentation (attached) on the background behind the MEAM approach to service delivery. Developed by three national charities: Clinks, Homeless Link and Mind, effective partnership working, joined up commissioning and ability to flex the system are key to adopting a successful MEAM approach. A significant statistic is that for each local authority area 380 people on average have at least 3 instances of a severe and multiple disadvantage (slide 5). MEAM can offer training for organisations within the Norwich area. MEAM also convene learning hubs for the 27 areas across the country. The next hub is regarding mental health.

Suzi Heybourne (SH) gave an example around barriers for women who have engaged in sex work and who may not necessarily be known to other services. The Magdalen Project can build relationships with the women over time but when they are ready to engage with other services they can meet with multiple barriers.

ACTION – SH to send GB a list of blockages – can forward to CH for next strategic meeting.

#### 5. MEAM Results from Year One : Chris Hancock, Norwich City Council

CH gave a presentation on the Year 1 evaluation of the MEAM project (attached). Following a successful application Norwich became part of the MEAM network in the second half of 2017-18. The most significant component of local work using the MEAM Approach in Norwich is the commissioning of a multi-agency consortium – Pathways Norwich – to deliver support to clients who are rough sleeping and/or experiencing multiple disadvantage, by enabling them to navigate services and achieve positive outcomes. Spurgeons Connect is also a MEAM project operating in Norwich City and works with people who have experienced domestic abuse and have complex needs.

Key milestones include:

- Reaching 80 clients so far through the Pathways Service
- Achieving 9 of the 11 intended MEAM approach outcomes
- Establishing operational and strategic boards for the Pathways Norwich Consortium

#### 6. Mancroft Advice Project Evidence Presentation: Rob Lancaster, Advice Services Manager, MAP

RL gave an evidence presentation (attached) on the housing advice approaches they have received from 16-25 year olds between 2016 – 2018. Headline figures include:

- Word of mouth recommendations are the most common way for young people to find out about MAP
- Figures suggest there has been an increase of 19% in young people seeking housing advice
- Advice around hostel applications for 16/17 years olds has increased from 5 to 14.

The Youth Homelessness Sub-group of the forum met recently with actions decided for the summer including; dip sampling to test effectiveness of homelessness prevention measures and working with children's services to improve pathways for young people leaving care.

#### 7. Organisational Updates : ALL

Richard Dunsire highlighted an information leaflet put together for young people on the costs of renting a property alone as opposed to a shared house indicating that young people would be better off financially in a shared house and less likely to experience loneliness and social isolation.

ACTION – RD to send an electronic copy to CH for circulation amongst forum members.

LB highlighted opportunity for location of forum to vary.

ACTION - If you have a preference or suggestion please contact VP.

**Date of next meeting: Thursday 4<sup>th</sup> July 10am. Broadland District Council**

Please go to the Forum webpage for future meeting dates and previous minutes:  
[https://www.norwich.gov.uk/info/20015/find\\_a\\_home/1139/homeless\\_or\\_at\\_risk/3](https://www.norwich.gov.uk/info/20015/find_a_home/1139/homeless_or_at_risk/3)

In Attendance:

Leigh Booth : Chair	Broadland District Council
Victoria Parsons : Notes	Broadland District Council
Chris Hancock	Norwich City Council
Richard Dunsire	South Norfolk Council
Georgina Beadon	Making Every Adult Matter (MEAM)
Lesley Burdett	Shelter
Lucy Webb	The Feed
Steve Baker	Norfolk and Suffolk Community Rehabilitation Company (NSCRC)
Robert Lancaster	Mancroft Advice Project
Amanda King	Children's Services Leaving Care Team
Nicki Lerner	Aylsham Care Trust (ACT)
Suzi Heybourne	The Magdalene Group
Laura Partridge	YOT
Jamie Field	YOT
Angela Thornton	YMCA
Joe Morris	Norwich City Council
Andy Moulton	Notting Hill Genesis
Dan Roper	National Probation Service