

# **BRECKLAND PARTNERSHIP**

**7 October 2010**

**Report of Adam Jackson, Service Connector Manager, Breckland Council**

## **MIGRATION IMPACT FUNDING (MIF)**

### **1. Purpose of Report**

- 1.1.1 To update LSP Board Members on the progress in delivering the Migration Impact Funding project and the planned future activities.
- 1.1.2 To give an overview of the META project to date.
- 1.1.3 To give an overview of the mobile vehicle project to date.
- 1.1.4 Looking forward – developing both services.

### **2. Recommendations**

It is recommended that the LSP Board:

- 2.1.1 Note [for information and planning purposes] the contents of this report.
- 2.1.2 Consider partner's commitment to the Migration Impact Funding project.
- 2.1.3 Considering current financial circumstances look at ways your service can get its key messages and services to the heart of rural communities across Breckland using the bus.
- 2.1.4 To consider the proposal to reduce the number of rural locations which will enable the bus to visit further events similar to the Golden Age Fair, this will also enable the team to schedule further industrial estate visits and look at developing the scope of its service.
- 2.1.5 To let us know what services you provide and events that you attend that are appropriate for the service connector team to link up with and or attend.

### **3.1 Background**

- 3.1.1 A successful application as previously disseminated and discussed was made to Go East and Communities and Local Government (CLG) and £220,000 was awarded in the first year (09/10)
- 3.1.2 Following recruitment of the Service Connector team both the META service and Mobile One Stop bus services were launched in June 2010.

### **3.2 Overview**

#### **META Service:**

- 3.2.1 The META partnership is now fully operational with service connectors working with the META team on Mondays and Tuesdays.
- 3.2.2 Transaction levels have been consistent and the need for this service proven.
- 3.2.3 Staff and customer relationships have been built with trust on both parts.

- 3.2.4 Services delivered vary across a range of partnership services and beyond but in the main are Benefit, Tax and Housing orientated.
- 3.2.5 A variety of voluntary organisations have approached the team to link up with the services provided through the META office.
- 3.2.6 META staff are actively looking at linking the service to the Mobile One Stop Bus in the Thetford area.

### **Mobile One Stop Bus:**

- 3.2.7 The bus has now reached 3 cycles of the 17 initial rural locations along with the Thetford Abbey Estate.
- 3.2.8 Transaction numbers have been small but consistent across those locations and feedback very positive.
- 3.2.9 Flyers and posters have been delivered to the locations and Councillors and village magazines have been briefed and in some cases dialogue and support continues.
- 3.2.10 Further publicity in the form of a media event has proven difficult to organise.
- 3.2.11 The bus and team have attended the Wayland Show, a village fete and covered the Dereham Council office whilst it re-located and have also arranged an estate clean-up in Thetford.
- 3.2.12 Peddars Way have shown support by attending some locations, voluntary organisations are also using the bus as well as Councillors who have either attended or used the bus in a 'surgery' context.

### **3.3 Looking forward**

- 3.3.1 The mobile one stop bus is now looking at developing its service offer and will be visiting a large industrial estate, feedback on this has so far been positive, if this approach is successful the team would like to develop this branch further which could mean reducing the service to less successful rural locations.
- 3.3.2 There are plans for the team to take the bus to town locations over weekends, this would be in partnership with another service such as the ASBO team, this makes use of existing staff and equipment and enables the scope of the service to expand and potentially makes it more sustainable whilst also promoting the regular location visits.
- 3.3.3 Following the Dereham office cover the bus will now visit other town locations to promote its service to those travelling into towns from rural locations.
- 3.3.4 The mobile one stop bus will be attending the Golden Age Fair and Town and Parish Council Forum.
- 3.3.5 A media event will be linked to one of the above.
- 3.3.6 The META team will be linking up with the mobile one stop bus at appropriate locations in order to assist with service delivery and deliver some of their initiatives where possible.
- 3.3.7 Looking into the possibility of providing a NINO registration service on META days – this service is currently offered by the DWP on an appointment basis.
- 3.3.8 The Service Connector team will be developing a deeper partnership with Keystone by working on its worklessness project, the service provided as a result of the project should combine with the service and knowledge that the team currently deliver.

#### **4.1 Reasons for Recommendation(s)**

- 4.1.1 The project has the potential to involve a broad spectrum of partners from the public, private and voluntary and community sector which should be encouraged.
- 4.1.2 The project is flexible in its approach and therefore can be modified in order to deliver a wide range of partnership functions such as consultation, training and skills, engagement, accessibility, develop social cohesion and in order to better understand the diverse communities we serve.
- 4.1.3 The rural and migrant communities represent a large proportion of our customer base that the Breckland Partnership needs to engage effectively with and to deliver according to their individual needs.
- 4.1.4 In order for the project and its services to continue to be developed and delivered it must be sustainable. Bringing in other key partners who have a need to engage with rural and migrant communities with relatively small cost through these outlets is a suitable solution for all.