

**NCoA 04/16**

###### **NORFOLK COUNCIL ON AGEING**

## **Minutes of the Norfolk Council on Ageing Meeting held at 10.30am on Tuesday 19 January 2016 in the Training Room,**

## **Great House Training Centre, Age UK Norfolk,**

## **300 St Faith’s Road, Old Catton, Norwich, Norfolk NR6 7BJ**

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| **Members Present:** | Jonathan Bolton (Chair of Age UK Norfolk), Ann Anka (School of Social Work, UEA [University of East Anglia]), Bett Barrett (Vice-President of Age UK Norfolk), John Bracey (Broadland Older People’s Partnership), Chris Carter (NIC [Norfolk Independent Care]), Roy Dickinson (co-opted member/Trustee of Age UK Norfolk), Margaret Drury (Age Concern North Norfolk), Susan Fraser (Co-opted Member/Trustee of Age UK Norfolk), Colin Futter (Norfolk County Council Unison Branch [Retired Members Section]), Joyce Hopwood (Norwich Older People’s Forum), Renata Hutton Mills (South Norfolk Older People’s Forum), Helen Jones (Vice-Chair of Age UK Norfolk), Dr Derek Land (Civil Service Pensioners Alliance [Norfolk] / Norfolk Carers Support), Anne Loveday (The Great Hospital), Emily Millington-Smith MBE (President of Age UK Norfolk), Sam Morton (Vice-President of Age UK Norfolk), Graham Robinson (co-opted member/Trustee of Age UK Norfolk), Jackie Rogers (The Royal British Legion), Mary Russell (North Norfolk Older People’s Forum), Jack Sadler (Norfolk Association of Local Councils), Jackie Tierney (Age Concern Great Yarmouth), Sue Watkinson (James Paget University Hospitals NHS Foundation Trust), Carole Williams (co-opted member) and Jean Wilson (Norfolk Federation of Women’s Institutes) |
| **In Attendance:** | Zena Aldridge (Age UK Norfolk), Anne Bunting (The Norfolk and Norwich Association for the Blind), Aileen Francis (Age UK Norfolk), Nicola Gibson (Age UK Norfolk), Lynda Goodchild (WRVS), Sally Hoare (Broadland District Council), Mary Ledgard, Hilary MacDonald (Chief Executive of Age UK Norfolk), Lin Mathews (Age UK Norfolk), Cllr Shirley Matthews, Eamon McGrath (Age UK Norfolk), Paula Skelton (Age UK Norfolk) – minute taker, Pam Spicer (Norfolk Deaf Association), Ann Taylor (Age UK Norfolk) and Peter Walker |
| **Apologies:** **\*Denotes voting member** | David Button\* (Age UK Norwich), Cym Cant, Aliona Derrett\* (Norfolk Deaf Association), Hazel Fredericks, Simon Green\* (co-opted member/Trustee of Age UK Norfolk), Margaret Hardingham\* (Vice-President of Age UK Norfolk), Stuart Kenrick\* (Royal Voluntary Service), Karen Knights (Age UK Norfolk), Peter McGuinness\* (British Red Cross), Jacqueline Middleton\* (Age UK Norwich), Jonathan Moore\* (Equal Lives), Cllr Elizabeth Morgan (Norfolk County Council), Chris Mowle\* (co-opted member/Trustee of Age UK Norfolk), John Perry Warnes, Pamela Redwood, Dr Charlotte Salter\* (Norwich Medical School, UEA), Malcolm Savory\* (Vice-President of Age UK Norfolk), Paul Slyfield\* (Treasurer of Age UK Norfolk), Cllr Sue Whitaker\* (Norfolk County Council Adult Social Care Committee) and Pat Wilson\* (Norfolk and Norwich Pensioners Association / Norfolk Older People’s Forum) |

The Chair welcomed everyone to the meeting and read out a number of items

relating to housekeeping. The Chair also welcomed new member, Anne Loveday (The Great Hospital) and Ann Taylor (Support Officer, Norfolk Older People's Strategic Partnership Board).

The Chair reported that U3A Wymondham Group had resigned its membership of the Norfolk Council on Ageing.

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|  |  | **Action** |
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| **1.** | **Minutes of the Norfolk Council on Ageing Meeting held on Tuesday 20 October 2015 (NCoA 13/15)** |  |
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|  | The minutes of the Norfolk Council on Ageing (NCoA) meeting held on 20 October 2015 had been circulated prior to the meeting.  The minutes were agreed as a correct record and signed by the Chair. |  |
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| **2.** | **Matters arising** |  |
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|  | **2.1 Ten-Minute Update: Terenia Morrison, Befriending Co-  ordinator, Age UK Norfolk** |  |
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|  | The Chief Executive reported on positive feedback following the update given by Mrs Morrison at the previous NCoA meeting. Mrs Morrison would be invited to speak again at a future meeting. |  |
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| **3.** | **Board of Trustees Report to the NCoA (NCoA 02/16)** |  |
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|  | The report from the Board of Trustees had been circulated prior to the meeting.  The Chair reported that the charity’s shops in King’s Lynn and Sheringham were performing very well. Ms Drury commented that the staff who work on the van collecting furniture were very helpful.  **3.1 Ten-Minute Update: Aileen Francis, Money Matters Service** |  |
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|  | Mrs Francis introduced herself and reported that the Money Matters Service was founded in 1998 and she had worked at Age UK Norfolk for 14 years. Mrs Francis explained that she also managed the charity’s other advocacy services.  The purpose of the Service was to help people to manage their personal finances so they were able to remain independent for as long as possible. The Service supported people who were 65+ and lived alone or whose family were not nearby or where the family network was dysfunctional. The Service provided help with managing people’s household finances but did not offer financial or legal advice. Anyone using the Service had to have capacity to make their own decisions. The Service was provided as part of the Information, Advice and Advocacy Service contract with Norfolk County Council (NCC).  Mrs Francis reported that the Service currently had 250 active cases and 100 volunteers providing the Service. Volunteers made weekly or monthly calls to the service user(s) they were assigned to. Tasks they helped service users with included:   * Assisting with paperwork; * Help to open a bank account; * Setting up direct debits for care fees and setting up standing orders for items such as utility bills; * Undertaking a benefits check; * Support around writing a will if required; * Cash collections; * Help if someone wanted to move into care; * Checking if a smoke detector or personal alarm was required; * Facilitation to prepare an LPA (Lasting Power of Attorney) if required; and * Volunteers could also help with dealing with low-level debt eg where an individual had got behind in payments on utility bills.   Mrs Francis said that the advocacy team worked closely with the charity’s Information and Advice team in undertaking their work. This provided an “added value” and holistic approach to the service and to service users’ wellbeing.  Mrs Francis explained that the Service used to be used mainly by an individual who had lost a spouse and where s/he had no experience or knowledge of running household bills. However, the background to people using the Service now was very often much more complex. It was not unusual for volunteers to uncover cases of abuse, mainly financial. Mrs Francis said this was a frustrating area for the team because of the lack of prosecutions and convictions that occurred following a safeguarding alert being made.  Complex cases could involve debt, scams, addictions and dementia.  Mrs Francis referred to the AQS (Advice Quality Standard) award achieved by Age UK Norfolk for the quality of its information, advice and advocacy work which was recognised as a service of excellence.  Mrs Francis paid tribute to the Service’s volunteers who she said were very dedicated to the people they supported. Many had been with the Service since it had commenced. She said that with 20 referrals a month being made into the Service, there was an urgent need to recruit new volunteers. Volunteers were provided with support, training and an induction programme, which included awareness of the robust procedures that were in place, particularly around cash collections.  In 2014-2015 4,058 visits to service users had been made by volunteers. Mrs Francis said the advocacy team was very committed to their work and supporting vulnerable, older people. In 2014-2015 642 visits had been made by staff who were equally dedicated. Care fee payments of £620,000 had been collected and £85,000+ in other debt.  Mrs Francis ended her update by providing a case study which illustrated a very successful outcome for a user of the Service.  Mrs Francis responded to a number of queries and comments. Mr Bracey said he would invite her to speak to a meeting of BOPP (Broadland Older People’s Partnership).  Mrs Francis confirmed that referral into the Service was via NCC.  The Chair asked about the type of volunteer who would be suitable for the Service and Mrs Francis said it was anyone who had experience of running household finances. Volunteers could be assigned to one or more service users as fitted in with their time and availability.  In response to a query Mrs Francis said that the team was unable to help people manage their Personal Budget.  The Chair thanked Mrs Francis for her update. |  |
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| **4.** | **Norfolk Older People’s Strategic Partnership Board** |  |
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|  | Mrs Williams gave a verbal report on behalf of the NCoA representatives on the NOPSP Board.  Mrs Williams reported that at the last NOPSP Board meeting, there had been a focus on care.  Mrs Williams said that the proposed cuts to NCC’s Adult Social Services budget had been discussed, as had the staffing crisis in the care sector. This was impacting on many areas including delayed discharge from hospitals.  Mrs Williams reported that a handbook was to be produced by NCC which would provide detailed information for older people and carers. A small working group had been established to undertake this work.  Mrs Williams referred to a meeting held on 25 November 2015 with stakeholders around non-emergency transport for patients from hospital. The criteria for qualifying for transportation by ERS Medical had been discussed including how its call centre responded to calls. The Board had requested that the national criteria be published.  Mrs Williams reported on a story reported recently in The Guardian about proposed changes to how Attendance Allowance might be administered in future. This could potentially affect vulnerable people. Mr McGrath was aware of the possible change and was monitoring the situation.  The Chair reported that he and a number of people from Norfolk, including some NCoA members, had accepted an invitation from the Prime Minister to join him and a senior Minister for lunch during December at 10 Downing Street.  The Chair thanked Mrs Williams for her presentation and Mrs Williams left the meeting. |  |
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| **5.** | **Health and Wellbeing Board (NCoA representative is Joyce Hopwood). A verbal report on the Dementia Strategy Implementation Board** |  |
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|  | Mrs Hopwood explained the link between the Health and Wellbeing Board and the NCoA.  Mrs Hopwood reported that the independent position she held on the Board gave her scope to put forward innovative ideas and views.  In response to a query, Mrs Hopwood confirmed that Brian Watkins was the current Chair of the Health and Wellbeing Board. |  |
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| **6.** | **Presentations** |  |
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|  | **6.1 NCoA Membership Update: Pam Spicer, Norfolk Deaf   Association – The Work of the Norfolk Deaf Association** |  |
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|  | Ms Spicer introduced herself and explained that the Norfolk Deaf Association (NDA) had been in existence since 1898 and provided support to people with all types of hearing loss.  Ms Spicer said the main service provided was the Hearing Support Service, which was a mobile clinic that supported people who used NHS hearing aids in 27 venues throughout Norfolk. This was particularly useful for people who were housebound or community-based. The clinics also served as a friendly meeting point in a supportive environment. Ms Spicer commented that many of the NDA’s 50 volunteers who worked in the Hearing Support Service were hearing aid users themselves. Ms Spicer spoke of the challenges NDA experienced in recruiting new volunteers.  Ms Spicer reported on the befriending service which supported profoundly deaf and hard of hearing people, some of whom used BSL (British Sign Language). Ms Spicer said many of the service users were people who had a hearing loss and lost a spouse they had relied on for a number of years, and then experienced loneliness and isolation. Depression could become a factor when people had a hearing loss and they were lonely and isolated.  Referrals to the service were via Social Services or self-referral. The Service was open to all ages and all over the county except in West Norfolk.  Ms Spicer reported on the Tinnitus Support Group which was open to those experiencing Tinnitus and members of their family. Activities at the group meetings included speakers.  Ms Spicer reported that the NDA provided deaf awareness training. This was a charged for service which NDA hoped to expand into nursing homes to help care staff understand deafness and hearing loss.  Ms Spicer reported that other services provided by NDA were accessing assistive equipment for deaf people, Hard of Hearing Clubs and BSL groups.  Ms Spicer ended her presentation by displaying feedback from service users who had benefited from the Hearing Support Service.  Ms Spicer responded to a number of queries and comments:   * The NDA worked closely with the Audiology department at the Norfolk and Norwich University Hospital, including accepting referrals from the Audiology staff. * The NDA did not provide BSL interpreters but this service was available from Deaf Connexions. * Lip reading classes were provided free of charge by Adult Education. * Concerns about some CCG plans to limit hearing aid provision. * Praise for the level of support and equipment provided by the Audiology department at the NNUH. * The importance of visiting a GP when support and referral was needed to help deal with hearing loss.   The Chair thanked Ms Spicer and wished NDA well in their work. |  |
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|  | **6.2 Joyce Hopwood – Development of the County Dementia   Strategy** |  |
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|  | Mrs Hopwood reported that the NOPSP Board had had a focus on dementia during her tenure as Chair. A dementia strategy had been prepared and was approved in September 2014. Its main headings were around building an integrated approach to dementia, promote awareness of dementia, improve dementia pathways and improve services for those unable to live independently.  A decision had been taken shortly afterwards to abolish the old structure of dementia committees and produce a new simplified structure with the Dementia Strategy Implementation Board. The Board worked at a strategic level with small task and finish groups undertaking the more detailed work.  Nicola Gregory was appointed as public health co-ordinator in Norfolk for dementia in October 2014 with the first meeting taking place that month. Attendees included five CCGs and senior health and social care staff. Quarterly meetings were agreed with work taking place in between by the task and finish groups. The five groups worked on:   * Advice, Information and Advocacy. * Website. * Dementia friendly statutory employers. * Medication. * Prevention.   The work undertaken by the task and finish groups included taking action which led to contracts for Alzheimer’s Society Dementia Advisors being renewed for at least one year and mostly two across the county, launching a DementiaFriendlyNorfolk website at the start of January 2016, producing a dementia friendly Employers Resource pack and starting to look at medication and care homes. Mrs Hopwood invited members to feedback on the new website to either Willie Cruickshank (Norfolk and Suffolk Dementia Alliance) or herself.  Mrs Hopwood said that the successes were due to the co-operative spirit everyone involved had exercised and their willingness to participate when relevant.  The Chair thanked Mrs Hopwood for her presentation and said it was apparent that she was a catalyst for change. He asked if the work was being replicated elsewhere in the country and Mrs Hopwood said that the Norfolk public health team had won an award for its dementia work.  Dr Land said that a guide on how Mrs Hopwood had driven change and brought consensus to this area of work would be helpful. Mrs Hopwood said that preparing and obtaining approval of the dementia strategy was crucial in driving the work forward.  The work of Age UK Norfolk in helping communities to become dementia friendly was discussed and it was recognised that funding and sustainability was a challenge for this work. This could be mitigated to some extent by ensuring that promotion and evaluation work was included in the initial budget.  The Chair thanked Mrs Hopwood for her update. |  |
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| **7.** | **Any Other Business** |  |
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|  | **7.1 NHS Walk In Centre, Norwich** |  |
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|  | Mr Sadler spoke about the closure of the NHS walk in centre located at Castle Mall in Norwich and relocation to a premises which had very limited parking and no disabled parking.  Mr Sadler said that he would bring this to the attention of the City Council and would report back. |  |
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|  | **7.2 Admiral Nurse** |  |
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|  | The Chair reported that Zena Aldridge, Admiral Nurse, was leaving Age UK Norfolk to work for Dementia UK in a strategic role. He wished Mrs Aldridge well in her new role. |  |
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|  | **7.3 Chair of Age UK Norfolk** |  |
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|  | The Chair reported that he would be resigning from the role of Chair on 31 March 2016 which meant this was the last NCoA meeting he would be chairing. He thanked members for their support and said he hoped to retain links with Age UK Norfolk. |  |
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| **8.** | **Date of the Next Norfolk Council on Ageing Meeting:** At 10.30am on Tuesday 19 April 2016 at Great House Training Centre, Age UK Norfolk, 300 St Faith’s Road, Old Catton, Norwich, Norfolk NR6 7BJ. |  |
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| There being no further business, the Chair closed the meeting at 12.30pm. Signed ……………………………………………………  Position ………………………………………………….  Date ………………………………….………………….. | |  |
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| **Circulation:** | |  |
| NCoA Members  NCoA Non-Members  Age UK Norfolk Website | |  |