

**NCoA 13/15**

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

## **Minutes of the Norfolk Council on Ageing Meeting held at 10.30am on Tuesday 20 October 2015 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), Bett Barrett (Vice-President of Age UK Norfolk), John Bracey (Broadland Older People’s Partnership), Roy Dickinson (co-opted member/Trustee of Age UK Norfolk), Jayne Evans (co-opted member/Trustee of Age UK 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), Stuart Kenrick (Royal Voluntary Service), Jacqueline Middleton (Age UK Norwich), Emily Millington-Smith MBE (President of Age UK Norfolk), Jonathan Moore (Equal Lives), Chris Mowle (co-opted member/Trustee of Age UK Norfolk), Graham Robinson (co-opted member/Trustee of Age UK Norfolk), Mary Russell (North Norfolk Older People’s Forum), Cllr Sue Whitaker (Norfolk County Council Adult Social Care Committee) and Jean Wilson (Norfolk Federation of Women’s Institutes) |
| **In Attendance:** | Amanda Bell (Age UK Norfolk), Anne Bunting (The Norfolk and Norwich Association for the Blind), Hannah Cornell (NIC [Norfolk Independent Care]), Janice Dane (Norfolk County Council), Margaret Drury (Age Concern North Norfolk), Aileen Francis (Age UK Norfolk), Stacey Gibbs, Hilary MacDonald (Chief Executive of Age UK Norfolk), Lin Mathews (Age UK Norfolk), Terenia Morrison (Age UK Norfolk), Annie Moseley (Age UK Norfolk), Paula Skelton (Age UK Norfolk) – minute taker, Ann Taylor (Age UK Norfolk), Paul Ward (Age UK Norfolk) and Sam Whitby (Age UK Norfolk) |
| **Apologies:** **\*Denotes voting member** | Ann Baker, David Button\* (Age UK Norwich), Chris Carter\* (NIC), Stephen Drake\* (co-opted member/Trustee of Age UK Norfolk), Simon Green\* (co-opted member/Trustee of Age UK Norfolk), Margaret Hardingham\* (Vice-President of Age UK Norfolk), Karen Knights (Age UK Norfolk), Dr Derek Land\* (Civil Service Pensioners Alliance / Norfolk Carers Support), Cllr Shirley Matthews, Rachel McLean\* (co-opted member), Cllr Elizabeth Morgan (Norfolk County Council), Pamela Redwood, Jack Sadler\* (Norfolk Association of Local Councils), Dr Charlotte Salter\* (Norwich Medical School, UEA), Peter Walker, Carole Williams\* (co-opted member) 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.

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|  |  | **Action** |
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|  | **Minutes of the Norfolk Council on Ageing Meeting held on Wednesday 22 July 2015 (NCoA 10/15)** |  |
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|  | The minutes of the Norfolk Council on Ageing (NCoA) meeting held on 22 July 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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|  | **Matters arising** |  |
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|  | There were no matters arising. |  |
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| **3.** | **Board of Trustees Report to the NCoA (NCoA 10/15)** |  |
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|  | The Chair presented the Board of Trustees report.  The Chair reported that a meeting of the Age UK Eastern Region had taken place the previous week where the BPA (Brand Partner Agreement) had been discussed. Negotiations to finalise the BPA were continuing.  The Chair reminded members about the charity’s two shops in King’s Lynn and Sheringham. Age UK Norfolk staff were now available to collect furniture, although upholstered items must have the fire label intact.  The Chair reported that Age UK Norfolk was supporting Age UK’s “Don’t Cut Care” campaign. Mr Moore reported that a meeting of Norfolk County Council’s (NCC) Policy and Resources Committee was taking place on 26 October 2015. Equal Lives would have a presence and he encouraged other members to attend to ensure their voices were heard.  The Chief Executive reported that a paper (Establishing a VCSE Sector System Leadership Group) referred to in the Board report had been left on members’ chairs.  The Chief Executive reported that at the previous week’s meeting of the Governance Sub-Committee, Trustee recruitment had been discussed. At the present time, there was one vacancy amongst the elected Trustee positions and also the Board had the power to co-opt four Trustees if it wished to do so. The Sub-Committee had identified a number of gaps with regard to skills on the Board:   * Health. * Fundraising. * Business.   The Sub-Committee had decided to go out to open recruitment to try and recruit new Trustees with these skills. The Chief Executive invited members to consider if they or someone they knew had these skills and would be interested in applying.  **3.1 Ten-Minute Update: Terenia Morrison, Befriending**  Mrs Morrison reported that Age UK Norfolk’s Telephone Befriending Service had been running for eight years. The Service provided a weekly social call to an older person living in Norfolk. The Service was free of charge and the calls were delivered by volunteers. Anyone could refer someone into the Service and self-referrals were also accepted.  The purpose of the calls was to provide a social call and included a weekly quiz which members enjoyed.  Mrs Morrison explained that a new member would receive their calls for the first few weeks from a volunteer based at Head Office. This was so progress could be monitored and staff were on hand in case of any problems or issues that might arise. Once satisfactory progress was made, the member would be assigned a home-based volunteer who would make the weekly calls from there on in. Mrs Morrison said that volunteers did their best to oblige as to the timing of the calls to their members.  Mrs Morrison said that it was not unusual within the Service for members to become volunteers and for volunteers to become members.  Mrs Morrison reported that currently the Telephone Befriending Service had 180 members and 70 volunteers. Regular evaluation of the Service was undertaken and this showed that the average length of a call was 45 minutes. Some volunteers made more than one call a week.  Mrs Morrison referred to the 2013 campaign to end loneliness which cited that GP surgeries had one to five patients attend per day because of loneliness. In Age UK Norfolk’s service in the GP surgeries in South Norfolk, the charity had information and advice advisors working in 13 out of the 16 practices. This was creating an increased demand for the Service meaning that more volunteers were needed.  Mrs Morrison reported that sometimes members could be referred to another organisation to assist with an issue or problem, and referrals within Age UK Norfolk also took place eg for a benefits check.  Mrs Morrison ended her presentation with a number of quotes from members who had benefitted from the Telephone Befriending Service.  Mrs Morrison responded to a number of questions from members about training for volunteers which included induction, dementia awareness and safeguarding. Questions also included about referrals to Home Shield and the need to observe professional boundaries. Mrs Russell offered to promote the Service through her networks in North Norfolk.  The Chair thanked Mrs Morrison for her presentation. |  |
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| **4.** | **Norfolk Older People’s Strategic Partnership Board** |  |
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|  | The Chair reported that the NCoA’s three representatives (Mr Button, Dr Land and Mrs Williams) had sent their apologies for today’s meeting. As Chair of the Norfolk Older People’s Strategic Partnership (NOPSP) Board, Mrs Hopwood had agreed to present a verbal update.  Mrs Hopwood reported that the last NOPSP Board meeting had taken place on 30 September 2015. The new strategy document, *“Living Longer, Living Well, Promoting Independence and Wellbeing 2016 – 2018”* had been launched at the meeting. A copy of the document had been left on members’ chairs. Also at the meeting, there had been a focus on four of the priorities contained in the strategy: hospital discharge, housing, wellbeing and independence.  The Chair thanked Mrs Hopwood for her report. |  |
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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 reported that the meeting of the Health and Wellbeing Board had been postponed to 04 November 2015. However, she would report on the meeting of the Dementia Strategy Implementation Board held in September 2015.  Items covered in meeting included:   * A report on the “Shared Lives Scheme” which operated in Norfolk. It was planning to expand its work to include older people who have dementia. * A report from Clive Redding from the local Mental Health Trust who had spoken about the variation in availability of services across Norfolk. * Establishment of a dementia friendly business task and finish group which was concerned with supporting staff and customers who developed early on set dementia. The group’s proposals would be presented to the January 2016 meeting of the Board. * Development of a dementia friendly Norfolk website. The website would be shared at the next Board meeting. * Establishment of a group to consider the effects of some medication on cognitive functions.   Mrs Hopwood thanked the members of the Board who were working in a very collaborative manner.  In response to a query from the Chair, Mrs Hopwood said it was hoped that the dementia friendly work could be integrated through both medical and social elements working together.  The Chair thanked Mrs Hopwood for her presentation. |  |
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| **6.** | **Keynote Speaker: Janice Dane, Assistant Director Prevention and Transformation, Norfolk County Council – “Prevention and Transformation”** |  |
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|  | Ms Dane started her presentation by explaining that she had worked in the Adult Social Services department since 2004 and in her current role since January 2015. Responsibilities within Ms Dane’s team included transformation, re-ablement, SWIFTS and the sensory support team.  Ms Dane referred to the Care Act which had come into force on 01 April 2015. She said that Norfolk had already been delivering some of the requirements contained in the Act eg having a Safeguarding Board in place.  The Act had also standardised some aspects of social care such as the national minimum threshold for eligibility. Also, there was now Universal Deferred Payments Agreements. People who faced the risk of having to sell their home in their lifetime to pay for care home fees had the option of a deferred payment, regardless of whether or not the Local Authority paid for their care.  With regard to the information and advice that the Council now had to provide, this included where people could obtain independent financial advice. NCC was in the process of compiling a trusted trader tool which included financial advisers and transport.  The Local Authority now had a duty to join up care and support with health and housing where this delivered better care and promoted wellbeing.  Ms Dane explained that there had been further changes due to be implemented in the Care Act from 01 April 2016, but on 17 July 2015 the Government had announced deferment of Part Two of the Care Act until 2020.  Ms Dane provided key statistics around the work of NCC’s Adult Social Services Department:   * Provides services to 13,000 users. * There were 71,000 contacts per annum. * Gross budget for 2015-2016 of £359m, net £242m. * Spend with the private and independent sector was £300m. * Integrated services with the NHS and work closely with the voluntary sector and other partners.   Ms Dane reported that the aim of the Adult Social Services Department was to keep vulnerable people safe and well at home in order to retain their independence.  Elements that helped sustain people’s independence included:   * + Social contact.   + Employment or other meaningful activity.   + Sufficient income/managing financially.   + Appropriate housing.   + Healthy lifestyles.   + Carers and families who are able to cope.   + Treatment for health needs.   + Access to social care services where needed.   NCC had four objectives:   * Excellent in education. * Real jobs. * Quality of life for vulnerable people. * Infrastructure.   Ms Dane said that the bulk of the Department’s expenditure went on supporting people living with complex health needs. There was a focus on investing expenditure into the areas of “Looking after yourself” and “Keeping well and recovering your health”. As part of this work the Council was working with other Local Authorities and undertaking a benchmarking exercise.  Ms Dane explained the outcomes around promoting independence:   * People find solutions in the community. * Fewer people come to NCC. * Fewer assessments. * Reduced level of long term packages of care. * People can stay at home longer. * Reduced costs of care packages. * Better use of other resources and assets.   Ms Dane reported on the re-ablement service that the Council provides. This was a six-week service provided free of charge which proved very popular with referrals up by 130%. The department was presently investing money to increase capacity. Ms Dane spoke about the number of instances where people went into a care home to recuperate, but then never returned home.  Ms Dane reported on some examples of where the Council’s approach to Adult Social Care was shifting:   * **Information and advice:** improving by supporting self-help and self-management. Development of self-service options through enhanced functionality of website, ability to produce personalised support guides, health and wellbeing plans. Greater emphasis on triaging by NCC’s contracted specialist information and advice providers and supported self-service. * **Ageing Well and Strong and Well grants:** focus on older people with emerging health and social care needs, reducing social isolation and delaying onset of formal care needs. Working with statutory and voluntary partners such as the Benjamin Foundation to pilot new approaches eg North Norfolk ‘enhanced’ handyperson service to support older people to live independently in their homes for longer. * **The Norfolk Directory**. * **Development Workers**: shifting the focus from eligible people to earlier help and intervention at first point of contact. Short-term focused work with individuals to enable them to engage in their communities and delay the need for formal care services. Work with groups of individuals around shared interests and provide support and tools for groups to be self-sustaining eg the Costessey Memories Local History Group – blogs, exhibition at Bridewell museum, local walk * **Community meals:** removal of meals subsidy in day centres, lunch clubs. Range of new suppliers accredited with Trusted Trader offer greater choice and control for customer and achieved £1.2million saving. The White Horse in Upton provides meals on wheels to older people in their local community. The Chequers Pub in Wimbotsham has set up a Dementia Friendly Lunch Club. A ‘Hints & Tips for lunch clubs’ has proved useful for people who are considering setting up lunch clubs in their local communities * **Pub is the Hub (PITH):** jointly funded by Adult Social Care and Economic Development (£.030m) with funding from national scheme and other sources. Encourages rural pub owners, licensees and communities to work together to revitalise local services by making their pubs a focal point in the community and address gaps in services identified by communities. Includes community shops, cafés, lunch clubs and improving accessibility * **Assistive Technology (AT):** working with N-Able to develop marketing the benefits of AT for people who are not eligible for services to support them to remain independent for longer. Looking at social work practice to maximise opportunities for AT to be part of a wider package of care. Evidence from Learning Difficulties service that can be effective in reducing the need for waking night staff in supported living.   **Changes around commissioning included:**   * Developing models that build in increased use of volunteers and peer support. Meets Social Value Act requirements eg mental health floating support service includes peer support from people with experience of mental health. Benefits to the individuals volunteering and increased capacity in service at reduced cost. * New home support model. Greater focus on provider’s role in re-ablement and maximising opportunities for people to regain skills and reduce the need for and dependency on care and support, and utilising assets and skills in local communities.   Ms Dane concluded by giving a case study of a 32 year old male who was deaf and was a sign language user, with additional mental health needs. He had been supported by the Sensory Support Team. With support from the team, including building his confidence and attending a deaf centre, he had been able to remain living independently.  Ms Dane responded to a number of queries around:   * The re-ablement service and whether providing support for more than six weeks might be beneficial, particularly in avoiding future hospital admissions. * The Carers Handbook. * The future of day centres. * Balancing individuals’ choice with what is available in the county.   The Chair thanked Ms Dane for her presentation. |  |
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| **7.** | **Any Other Business** |  |
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|  | **7.1 Norfolk Celebrates Age** |  |
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|  | Ms Evans reported that on 21 and 22 October 2015 The Forum would be running an event, “Norfolk Celebrates Age”. The aim was to promote the role that older people play in society and encourage open debate about issues that affect everyone in later life. A new intergenerational competition would also be launched at the event.  Ms Evans reported that Mrs Hopwood had participated in a TV coverage which would be shown on Anglia News over the next two days. |  |
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|  | **7.2 Making It Real Committee** |  |
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|  | The Chair reported that an item had been received from Mr Moore. This was to invite an older person to sit on the “Making It Real” committee which was an NCC initiative to re-design services in the face of the cuts. The committee was looking for somebody to represent the views of older people.  Mr Moore invited members to contact him if they were interested in volunteering. Mr Moore provided his e-mail address: [redfox507@hotmail.com](mailto:redfox507@hotmail.com). The Chief Executive invited members to contact Ms Skelton if they required any assistance with contacting Mr Moore. |  |
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| **8.** | **Date of the Next Norfolk Council on Ageing Meeting:** At 10.30am on Tuesday 19 January 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 12.20pm. Signed ……………………………………………………  Position ………………………………………………….  Date ………………………………….………………….. | |  |
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| **Circulation:** | |  |
| NCoA Members  NCoA Non-Members  Age UK Norfolk Website | |  |