

 **NCoA 14/16**

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

## **Minutes of the Norfolk Council on Ageing Meeting held at 10.30am on Tuesday 25 October 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:** | Helen Jones (Chair of Age UK Norfolk), Dr Ann Anka (School of Social Work, UEA), Stephen Burke (Co-opted Member/Trustee of Age UK Norfolk), Roy Dickinson (Vice-Chair of Age UK Norfolk), Susan Fraser (Co-opted Member/Trustee of Age UK Norfolk), Joyce Hopwood (Norwich Older People’s Forum), Dr Derek Land (Civil Service Pensioners Alliance [Norfolk] / Norfolk Carers Support), Ben Long (Royal Voluntary Service – Norfolk Branch), Anne Loveday (The Great Hospital), Emily Millington-Smith (President of Age UK Norfolk), Jonathan Moore (Equal Lives), Sam Morton (Vice-President of Age UK Norfolk), Chris Mowle (Co-opted Member/Trustee of Age UK Norfolk), James Porter (Norfolk County Council Unison Branch [Retired Members Section]), Jeffrey Prosser (Co-opted Member/Trustee of Age UK Norfolk), Fiona Routledge (Independence Matters), Jack Sadler (Norwich Association of Local Councils), Lynda Turner (Breckland Older People’s Forum), Sue Watkinson (James Paget University Hospitals NHS Foundation Trust) and Pat Wilson (Norfolk and Norwich Pensioners Association / Norfolk Older People’s Forum) |
| **In Attendance:** | Ann Baker, Stewart Branch (Age UK Norfolk), Anne Bunting (The Norfolk and Norwich Association for the Blind), Karen Knights (Age UK Norfolk), Mary Ledgard, Hilary MacDonald (Chief Executive of Age UK Norfolk), Lin Mathews (Age UK Norfolk), Eamon McGrath (Age UK Norfolk), Paula Skelton (Age UK Norfolk) – minute taker, Ann Taylor (Age UK Norfolk), Samantha Taylor (Age UK Norfolk) and Peter Walker  |
| **Apologies:****\*Denotes voting member** | David Button\* (Age UK Norwich), Marion Coleman\* (West Norfolk Carers), Jennie Cummings-Knight (Age Concern North Norfolk), Stephen Drake\* (co-opted member/Trustee of Age UK Norfolk), Laura Edgar (Age UK Norfolk), Simon Green\* (Co-opted Member/Trustee of Age UK Norfolk), Margaret Hardingham\* (Vice-President of Age UK Norfolk), Renata Hutton Mills\* (South Norfolk Older People’s Forum), Barbara Lock\* (Age Concern Swaffham and District), Jacqueline Middleton\* (Age UK Norwich), John Perry Warnes, Kate Platt\* (Great Yarmouth Older People’s Network), Graham Robinson\* (Co-opted Member/Trustee of Age UK Norfolk), Dr Charlotte Salter\* (Norwich Medical School, UEA), Cllr Sue Whitaker\* (Norfolk County Council Adult Social Care Committee), Carole Williams\* (Co-opted Member) and Jean Wilson\* (Norfolk Federation of Women’s Institutes) |

The Chair welcomed everyone to the meeting including members newly appointed onto the Norfolk Council on Ageing and she read out a number of items relating to housekeeping.

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| **1.** | **Minutes of the Norfolk Council on Ageing Meeting held on Tuesday 19 July 2016 (NCoA 12/16)** |  |
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|  | The minutes of the Norfolk Council on Ageing (NCoA) meeting held on 19 July 2016 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 NHS Walk In Centre, Norwich** |  |
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|  | The Chair reported that this would be reported on when Mr McGrath (Community Development Manager) provided a verbal report on campaigning items. |  |
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| **3.** | **Board of Trustees Report to the NCoA (NCoA 13/16)** |  |
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|  | A report from the Board of Trustees prepared by the Chief Executive had been circulated prior to the meeting.The Chief Executive reminded members that Age UK Norfolk was celebrating its 70th anniversary year and encouraged members to check the charity’s website, as details would be uploaded as they became available about celebrations taking place during the year. She said the main event was the Charity Ball which would take place on the evening of 25 February 2017 at a cost of £70 per ticket. The Chair invited Mr McGrath to report on campaigning items that the charity was currently involved in.1. **Norwich Walk In Centre**

Mr McGrath reported that the issue about parking for the disabled at the Norwich Walk In Centre had been partly resolved. He said that five spaces for disabled people had been created, although they were not designated specifically for the use of people who were using the Walk In Centre. Mr McGrath said this had highlighted a wider issue of lack of parking for Blue Badge holders in Norwich and said that a consultation with Norwich Access Forum was taking place and a letter would be sent to Post Office Counters. 1. **Attendance Allowance**

Mr McGrath reported on the national Age UK campaign which Age UK Norfolk was supporting on Attendance Allowance and the plan to devolve responsibility to Local Authorities, rather than via the DWP (Department for Work and Pensions). He said that before the consultation had closed on 26 September 2016 he had written to all Norfolk’s MPs about the campaign. Mr McGrath said that the responses that had been received showed some positive aspects regarding support for the campaign, although the response from the Rt Hon Sajid Javid, Secretary of State for Communities and Local Government, was supportive of Party policy. Mr McGrath said that Age UK Norfolk would continue to support the Attendance Allowance campaign and he would keep NCoA members updated on progress. He said that more information about Attendance Allowance may be included in the Autumn Statement. **3.1 Ten-Minute Update: Lin Mathews (Information and Advice  Manager, Age UK Norfolk), Housing and Care Options +**Mrs Mathews started by explaining why Age UK Norfolk had established the new Housing and Care Options + Service. She said that whilst Local Authorities employed housing officers who were able to provide help to people, there was strict criteria about who they could support. This meant that they did not support people who enjoyed a good standard of living and had savings. Mrs Mathews said that many of the difficulties associated with housing and older people came when ill health affected them eg an older person living in a park home was not allowed to install mobility aids. Ill health could also prevent a homeowner from arranging and undertaking maintenance to their home. Mrs Mathews explained that Age UK Norfolk had been providing a Housing and Care Options Service for two years thanks to funding from the EAC (Elderly Accommodation Counsel). Age UK Norfolk had appointed an officer to provide the Service and he was highly experienced and qualified in all areas relating to housing. Mrs Mathews said that the new Housing and Care Options + Service was a paid for Service. She said that whilst Age UK Norfolk continued to provide specialist information and advice to anyone who requested it, the new paid for Service provided additional practical help and support such as liaising with estate agents, surveyors and conveyancing solicitors and also overseeing the move itself and helping to settle individuals into their new home. Mrs Mathews concluded by providing case studies where Age UK Norfolk’s officer providing the Housing and Care Options + Service was able to help individuals using the new Service. Help provided included:* Finding a new property to move to.
* Checking the lease (in which anomalies were found).
* Securing a reimbursement for an individual who had spent money on a previous property which should have been paid for by the landlord.

Mrs Mathew said that anyone, regardless of their financial status, could experience difficulties when moving and the new Service gave those who could afford it, the option to purchase the help and expertise they needed from Age UK Norfolk. Mrs Mathews concluded by reiterating that the specialist information and advice that Age UK Norfolk had always provided free of charge continued to be provided on this basis. It was the practical elements of the new Service that were being charged for. Mrs Mathews responded to a number of queries:* The cost of the Service (£33 per hour).
* Where information and advice was provided around an individual’s rights, this element remained free of charge.
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| **4.** | **Norfolk Older People’s Strategic Partnership Board** |  |
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|  | **4.1 Verbal Report from NCoA Representatives (The NCoA**  **representatives are: David Button, Dr Derek Land and Carole**  **Williams)** |  |
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|  | Dr Land reported that the minutes of the most recent Norfolk Older People’s Strategic Partnership (NOPSP) Board meeting were available on the NCoA page of Age UK Norfolk’s website: <http://www.ageuk.org.uk/norfolk/about-age-uk-norfolk/history-and-ncoa/norfolk-council-on-ageing/>  |  |
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| **5.** | **Health and Wellbeing Board (NCoA Representative is Joyce Hopwood)** |  |
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|  | Mrs Hopwood reported that the STP (Sustainable Transformation Plan) had dominated the last meeting of the Health and Wellbeing Board held in September 2016. She said that whilst the STP contained aspirational content, there was very little detail. Mrs Hopwood reported that a private meeting of the Health and Wellbeing Board had taken place where the STP was presented by Dr Wendy Thomson (Managing Director of Norfolk County Council). Mrs Hopwood said that she was unable to report on the private meeting.Mrs Hopwood said that a consultation would take place on the STP within Norfolk and Waveney, but said there was already pressure being applied for more detail to be included in the Plan. The deadline for submission of the Plan was 23 December 2016.Mrs Hopwood said that in the STP there was a focus on providing services on a neighbourhood-basis integrating the services provided by health and social care. Mrs Hopwood said she had supported this idea on the assumption that NCoA members would want her to. In response to a query about budgeting for neighbourhood-based services, Mrs Hopwood said that no proposal had been put forward on this. The Chief Executive asked about STP plans in other parts of the country and Mrs Hopwood provided a number of examples from other areas. In response to a query about the size of neighbourhood areas, Mrs Hopwood cited the structure used by Manchester where three hospitals had united under one trust and a neighbourhood constituted approximately 50,000 people. Mrs Hopwood invited members to send her any ideas they had about the STP. She that currently the STP was not a public document and would not be made public until the consultation. Ms Taylor, who provides support to the NOPSP Board, reported that the Board would be holding its awayday in December and suggested that there could be a focus on the STP and questions could be put to their speakers. Mrs Hopwood noted that the awayday was being held on the same day as the next Health and Wellbeing Board meeting.Mr Burke suggested inviting Dr Thomson to an NCoA meeting. Mr Burke explained that he was a lay member of the North Norfolk CCG and was aware that the CCGs in Norfolk had agreed the draft STP and it had been submitted to NHS England for approval. Concern was expressed about voluntary sector input into the STP thus far.Mr Moore proposed that an extraordinary meeting of the NCoA be arranged to discuss the STP. The Chair said that she and the Chief Executive would liaise on this and invite Dr Thomson and arrange a suitable date if she was able to accept the invitation. She said that to meet the deadlines around the STP, the meeting would need to be held in late November or early December 2016.A discussion took place about the current proposals for an elected Mayor of East Anglia. Dr Anka offered to provide a copy of the academic study undertaken on the Manchester model. The Chair thanked Dr Anka and asked her to send the study to Ms Skelton and anyone who would like a copy should contact Ms Skelton.The Chair thanked Mrs Hopwood for her update. | HJ/HMAA |
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| **6.** | **Presentation: Anne Loveday, The Great Hospital, Norwich – Its Community, Past History, the Care and Support Provided, and As a Function Venue** |  |
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|  | The Chair introduced NCoA member, Ms Loveday, and invited her to give her presentation.Ms Loveday explained that The Great Hospital is an Almshouse and registered Social Landlord which has provided care and support to the citizens of Norwich since 1249. It was founded by Bishop Walter de Suffield with the original beneficiaries being Priests in old age, poor scholars and sick and hungry paupers. The Great Hospital is a registered charity and governed by a Board of Trustees who appoint a Chief Executive who is known by the historical title of “The Master”. The Great Hospital provides independent living accommodation, an assisted living block and various community facilities for the community and venues which are used for internal and external functions. Ms Loveday explained that there was no warden in The Great Hospital as people lived independently. There was an assisted living block where carers provided care on a 24 hour a day basis. Ms Loveday provided the timeline of The Great Hospital’s history which showed key dates:* 1249 – original charter for St Giles.
* 1251 – Hospital complete.
* 1370-1397 – Derlynton Tower built.
* C1375 – Infirmary Hall built.
* 1447-1457 – Cloisters, Master and Dormitory were built.
* 1447-1448 – Refectory built.
* 1470 – Current church of St Helens.
* 1580 – Infirmary bricked up and floored.
* 1746 – St Helens house built by Thomas Ivory.
* 1793 – Current Swan Pit built.
* 1820 – New wards built.
* 1827 – White Cottages built.
* 1901 – Birbeck Hall built.
* 1906 – Holme Cottages built - now a new block of purpose built flats.
* 1937 – Suffield Court built.
* 1978 – Prior Court opened - now the refurbished assisted  living block.
* 1982 – Eagle Ward closed and Youngs Green new flats built.
* 1986 – St Helens House was converted into flats.
* Ms Loveday reported that Holme Terrace had recently been opened.

Ms Loveday displayed photographs of the Eagle Ward and the interesting ceiling which displays 252 black eagles. Ms Loveday explained the range of care services that are provided by The Great Hospital:* Domiciliary Care Service.
* Support. Ms Loveday said that the amount of support provided was extensive and often involved low-level types of support, which was crucial in allowing older people to continue to live independently.
* A large number of activities and events were arranged.
* Facilities and gardens which included a bowling green with a resident bowling team. Ms Loveday displayed photographs of the recently renovated gardens. The Chair commented that Age UK Norfolk was considering a bowls challenge as part of its 70th anniversary celebrations and may approach The Great Hospital to participate.
* Use of Medieval buildings and halls.

Ms Loveday responded to a number of queries:* Admission criteria:
* To have lived or worked in the Greater Norwich area for part of an individual’s life.
* Demonstrate a need ie be of limited financial means.
* Age 65+ with suitability for community life.
* Be able to lead an independent life or have care needs that can be met through domiciliary care alone.
* A number of memories were shared where members knew individuals who had lived at The Great Hospital.
* Tours were available and were open to the public (see The Forum’s website for further information). Ms Loveday said that tours were also available when some events, which were open to the public, were on.
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| **7.** | **Any Other Business** |  |
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|  | There was no any other business. |  |
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| **8.** | **Date of the Next Norfolk Council on Ageing Meeting:** At 2.00pm on Thursday 12 January 2017 in the 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 11.50am.Signed ……………………………………………………Position …………………….…………………………….Date ………………………………….………………….. |  |
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| **Circulation:** |  |
| NCoA MembersNCoA Non-MembersAge UK Norfolk Website |  |