

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

## **Unconfirmed Minutes of the Norfolk Council on Ageing Meeting held at 10.30am on Wednesday 28 January 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), Ann Baker (South Norfolk Older People’s Forum), Bett Barrett (Co-opted Member), John Bracey (Broadland Older People’s Partnership), Judith Brown (West Norfolk Carers), John Carrick (Norfolk Rural Community Council), Susan Fraser (Co-opted Member/Trustee of Age UK Norfolk), Colin Futter (Norfolk County Council Unison Branch [Retired Members Section]), Helen Jones (Vice-Chair of Age UK Norfolk), Pat Kingerlee (U3A Wymondham Group), Dr Derek Land (Civil Service Pensioners Alliance [Norfolk]) / Norfolk Carers Support), Peter McGuinness (British Red Cross), Jonathan Moore (Equal Lives), Jackie Rogers (The Royal British Legion), David Russell (North Norfolk Older People’s Forum), Jack Sadler (Norfolk Association of Local Councils), Vernon Simmons (Breckland Older People’s Forums), Paul Slyfield (Treasurer of Age UK Norfolk), Richard Watson (Co-opted Member/Trustee of Age UK Norfolk), Carole Williams (Co-opted Member), Jean Wilson (Norfolk Federation of Women’s Institutes) and Pat Wilson (Norfolk and Norwich Pensioners Association / Norfolk Older People’s Forum) |
| **In Attendance:** | Anne Bunting (The Norfolk and Norwich Association for the Blind), Chief Inspector Amanda Ellis (Norfolk Police), Lyn Fabre (Norfolk Council on Ageing), Mary Ledgard (Norfolk Council on Ageing), Hilary MacDonald (Chief Executive of Age UK Norfolk), Eamon McGrath (Age UK Norfolk), Cllr Elizabeth Morgan (Norfolk County Council), Annie Moseley (Age UK Norfolk), Paula Skelton (Age UK Norfolk) – minute taker and Pam Spicer (Norfolk Deaf Association) |
| **Apologies:****\*Denotes voting member** | David Button\* (Age UK Norwich), Maddie Copley (Age UK Norfolk), Gaye Clarke\* (Department for Work and Pensions), Stephen Drake\* (Co-opted Member/Trustee of Age UK Norfolk), Dr Graeme Duncan\* (Co-opted Member), Aileen Francis (Age UK Norfolk), Simon Green\* (Co-opted Member/Trustee of Age UK Norfolk), Margaret Hardingham\* (Vice-President of Age UK Norfolk), Joyce Hopwood\* (Norwich Older People’s Forum), Graham Jones\* (Co-opted Member/Trustee of Age UK Norfolk), Chas Lockwood\* (Norfolk and Suffolk NHS Foundation Trust), Lin Mathews (Age UK Norfolk), Rachel McLean\* (Co-opted Member), Jacqueline Middleton\* (Age UK Norwich), Emily Millington-Smith\* (President of Age UK Norfolk), Pamela Redwood (Norfolk Council on Ageing), Dr Charlotte Salter\* (Norwich Medical School, UEA), Peter Walker (Norfolk Council on Ageing), Cllr Sue Whitaker\* (Norfolk County Council Adult Social Care Committee) and Dr Peter Woodhouse\* (Norfolk and Norwich University Hospitals NHS Foundation Trust) |

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 29 October 2014 (NCoA 16/14)** |  |
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|  | The minutes of the Norfolk Council on Ageing (NCoA) meeting held on 29 October 2014 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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|  | **2.1 Health and Social Care Integration** |  |
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|  | In response to a query the Chief Executive reported that Janice Dane, had been appointed to the post of Assistant Director for Early Help and Prevention. Part of Ms Dane’s remit was the implementation of the Care Act 2014. It was suggested that Ms Dane and the new Director of Integrated Care, Lorrayne Barrett, be invited to speak at an NCoA meeting later in the year to provide an update on the health and social care integration work. Members agreed that this would be helpful. Mrs Moseley reported that Joyce Hopwood had been appointed the chair of the Health and Wellbeing Board’s dementia implementation group and suggested that it might be helpful to have an update later in the year. | HMHM |
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| **3.** | **Board of Trustees Report to the NCoA (NCoA 02/15)** |  |
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|  | A report prepared by the Chief Executive on behalf of the Board of Trustees had been circulated prior to the meeting.Mr McGrath gave a verbal report on a meeting arranged by Age UK Norfolk as part of the Government’s Care in Crisis consultation, with particular reference to the cap on care costs. A group of older people and representatives of organisations working with older people had been invited to participate and Mr McGrath said it had been a very positive meeting. It was clear that there were huge complexities around the Care Act and its implementation, and that information and advice providers would have to provide a substantial amount of advice and guidance to help members of the public understand the Act and its implications. Mr McGrath reported that the notes of the meeting would be used to help form part of Age UK Norfolk’s response to the consultation. The notes would be circulated to everyone who attended the meeting and to those who had sent their apologies. Ms Skelton was asked to upload the notes onto the NCoA page on Age UK Norfolk’s website.The Chair thanked Mr McGrath for his report.The Chief Executive referred to the fundraising items contained in the Board of Trustees report and expressed thanks to members who had supported the 2014 Christmas Big Give. A final figure was awaited, but in excess of £6,000 had been raised. The Chief Executive invited members to consider participating in the 2015 Open Garden Season. Members who would like a brochure were invited to send an e-mail to opengardenseason2015@ageuknorfolk.org.uk. The Chief Executive reminded members that stock donations were still required for the charity’s shop in King’s Lynn and said stock donations could be left in reception at Head Office in Old Catton or taken into the shop in King’s Lynn. The Chief Executive reported that the President, Mrs Millington-Smith, was continuing to recover at home and sent her best wishes to everyone. **3.1 Ten-Minute Update: Norfolk Celebrates Age –  Intergenerational Project**The Chief Executive gave apologies from Maddie Copley (Communications Officer) for today’s meeting and explained that Mrs Copley had provided the Chief Executive with a written update. Age UK Norfolk had been involved in the four-day event for all generations held last October to coincide with the International Older People’s Day. A number of local organisations were involved and included in the event was an exhibition showcasing some local intergenerational projects and a competition was launched.The competition invited local people who were involved in intergenerational activities to enter by describing what they were doing to bring Norfolk people of school age and retirement age together. This could be a one-off event or a regular club/group or activity. Prizes had been provided by the East of England Co-op and included were a first place cash prize of £2,000 for the best overall submission and two further runners up prizes of £1,000 each. In addition, there was a special £1,000 prize for the best submission involving schools or youth groups and people living with dementia. The competition would close on 01 February and winners would be announced on 18 May 2015.  | PS |
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| **4.** | **Norfolk Older People’s Strategic Partnership Board: Verbal Report** |  |
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|  | Mrs Williams gave a verbal report on behalf of herself and the two other NCoA representatives, Mr Button and Dr Land. Mrs Williams reported that the Norfolk Older People’s Strategic Partnership (NOPSP) Board had held an awayday on 03 December 2014. Mrs Hopwood had been re-elected as Chair of the NOPSP Board and Graham Creelman had been elected as Vice-Chair. Items covered at the meeting included:* Statistics relating to falls in people aged 75+.
* Pilot schemes taking place within GP surgeries.
* The new care navigation service in West Norfolk.
* Housing and the need for more choice for older people, particularly before moving becomes too difficult.
* Retirement villages.

At the awayday nine top priorities had been agreed:* Draw up a new “Living Longer, Living Well, the Norfolk Older People’s Strategy” plan for 2015-2017.
* Make sure older people in Norfolk can get the Information and Advice they need when they need it.
* Increase access to services in each locality through more/better co-ordinated transport.
* Improve the quality of the care provided by paid home care and residential care staff by professionalising the care industry.
* Promote the value of volunteering.
* Promote the importance of appropriate housing so older people can remain living at home.
* Make every contact count: ‘whatever door you go through is the right door’.
* Provide support for informal carers.
* Reduce loneliness and social isolation by developing activities in communities and supporting older people to use them (prevention).

The Chair thanked Mrs Williams and noted that the NOPSP Board was an excellent example of how a Board could work together and achieve successes. Mrs Williams said this was down to the positive attitude to partnership working. The Chair referred to an event being organised by Saffron Housing Trust in Great Yarmouth and undertook to send the details to Mrs Williams.  | JB |
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| **5.** | **Health and Wellbeing Board (NCoA Representative is Joyce Hopwood)** |  |
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|  | The Chair reported that Mrs Hopwood had tendered her apologies for today’s meeting. The next Health and Wellbeing Board would take place on 04 February 2015.  |  |
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| **6.** | **Presentation: Chief Inspector Amanda Ellis, Norfolk Constabulary, Harm Reduction Chief Inspector – Norfolk Constabulary’s Response to Mental Ill Health** |  |
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|  | The Chair introduced Ch Insp Ellis to the meeting.Ch Insp Ellis thanked the Chair for the invitation to speak at today’s meeting. Ch Insp Ellis explained that she had been in her current role for four years and her remit included mental health, learning disability, domestic violence and forced marriage. She had been a nurse for 18 years prior to joining the police. Ch Insp Ellis said she was fortunate that whilst some areas of police services were being affected by cuts to their budget, there had been an increase in areas dealing with high risk. Funding had been secured for years two and three.The Norfolk MASH (Multi-Agency Safeguarding Hub) related to children and adults, and involved a number of agencies working together in a multi-disciplinary environment to provide a better service to people who needed help and support by working closely together and sharing information. Ch Insp Ellis worked closely with Norfolk and Suffolk Foundation Trust (NSFT) and sat on a number of their committees and vice versa. Norfolk MASH had taken a form of Street Triage and adapted it to work in a large rural county such as Norfolk. Funding for the new scheme had been secured from the Home Office with mental health nurses being seconded to Norfolk Police and partly funded by NSFT. Ch Insp Ellis explained that a senior mental health nurse worked in the police control room along with a team of mental health nurses. They were able to provide advice to police on dealing with calls from people who might have a mental health problem. This could be where the caller was already known to the police and where the caller was not known to the police.Ch Insp Ellis said there were three types of calls that the mental health team could provide support:1. An incident being attended by the police. They could give advice to police officers or in some instances speak to the person who the police were concerned about. Ch Insp Ellis explained that the police have Section 136 powers which meant they could take a person to a place of safety and were given 72 hours to investigate. In the case of high risk missing people eg people with dementia, the mental health team could give advice to the police.

 1. Dealing with non-urgent calls to the control room. The callers may not require urgent assistance but they did need help of some kind. The mental health team would talk to them and help with relevant matters eg someone with dementia may think items had been stolen from them. Working with partners was important in this area.
2. Repeat callers sometimes had mental health problems. The mental health team could talk to these callers and try to find out the reason for the repeat calls, assess the risk and respond if necessary. Ch Insp Ellis said that this was where the multi-agency working was crucial because where the team had access to a caller’s background, it helped tremendously in assessing risks and offering help.

Ch Insp Ellis reported that she was looking at how Norfolk Police could become a dementia friendly organisation and would be keen to look at involving third sector partners in this work. The Alzheimer’s Society had already provided training on becoming a Dementia Friend and 50 of Norfolk Police’s staff had participated. A survey had recently been sent to staff asking about their experiences of dementia. Ch Insp Ellis responded to a number of questions and comments:* Supporting witnesses and victims who have dementia. A conversation may be taped rather than providing a written statement and evidence given to a court could be done so by satellite link rather than attending a courtroom, which could be a distressing experience.
* Mental health nurses attended daily briefings with senior police staff to be aware of any allegations being discussed which might have been made repeatedly and providing help to those people.
* Providing staff, including ambulance staff, with good awareness training of mental health issues such as mental capacity. All student officers spent a day with Ch Insp Ellis to gain understanding of relevant legislation and of the attitudes expected of them when dealing with people with mental health problems.
* The importance of the police to involve carers of someone with a mental health problem who has been involved in an incident. Crucial information can be provided by carers that can help the police deal with the situation.
* The mental health team worked in the control room from 8.00am to 10.00pm.
* Feeding back to the NHS when an individual has to remain in police care because there was nowhere else for them to be cared for.
* The NSFT is currently looking at consultant cover at weekends.
* Hate crime was high on the police’s agenda and they encouraged anyone who had been a victim of hate crime to report it. Ch Insp Ellis said that the police were aware that some people were afraid to report incidents of hate crime, but said that more reporting would help to deal with the problem.
* Using technology to assist in tracking vulnerable people who may have wandered. The police were now allowed to put markers on the addresses of people who had a history of wandering, but were not currently allowed to put markers on individuals.
* Potential issues around involving the police, particularly if it involved uniformed officers calling at someone’s home. Ch Insp Ellis said that the police were aware of the discomfort that some people felt in relation to civil liberty and their intervention where a third party might feel someone is in danger. She said that issues around capacity had to be taken into account when making a decision to intervene.
* The role of Norfolk County Council’s Assistive Technology team to help vulnerable people in the county, allowing them to remain safe in their own homes.
* Accessibility for people with hearing difficulties. Ch Insp Ellis said that Norfolk Police provided a text service and were always looking to improve communication and accessibility for everyone.

The Chair thanked Ch Insp Ellis and wished her and her team well in their work. There was a round of applause for Ch Insp Ellis. |  |
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| **7.** | **Date of the Next Norfolk Council on Ageing Meeting:** At 10.30am on Wednesday 29 April 2015 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 12 noon.Signed ……………………………………………………Position ………………………………………………….Date …………………………………………………….. |  |
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| **Circulation:** |  |
| NCoA MembersNCoA Non-MembersAge UK Norfolk Website |  |