

 **NCoA 06/15**

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

## **Minutes of the Norfolk Council on Ageing Meeting held at 10.30am on Wednesday 29 April 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), Judith Brown (West Norfolk Carers), John Carrick (Community Action Norfolk), Roy Dickinson (co-opted member/Trustee of Age UK Norfolk), Margaret Drury (Age Concern North 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]), Simon Green (Co-opted Member/Trustee 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), Chris Mowle (co-opted member/Trustee of Age UK Norfolk), Dr Charlotte Salter (Norwich Medical School, UEA), Pam Spicer (Proxy for Aliona Derrett [Norfolk Deaf Association]), Carole Williams (Co-opted Member), Pat Wilson (Norfolk and Norwich Pensioners Association / Norfolk Older People’s Forum) |
| **In Attendance:** | Anne Bunting (The Norfolk and Norwich Association for the Blind), Helen Chapman (Age UK Norfolk), Jon Clemo (Community Action Network), Aileen Francis (Age UK Norfolk), Renata Hutton-Mills (South Norfolk Older Peoples Forum), Hilary MacDonald (Chief Executive of Age UK Norfolk), Lin Mathews (Age UK Norfolk), Eamon McGrath (Age UK Norfolk), Frank Rosenberg (Age UK Norfolk), Paula Skelton (Age UK Norfolk) – minute taker, Peter Walker (Norfolk Council on Ageing) and Paul Ward (Age UK Norfolk),  |
| **Apologies:****\*Denotes voting member** | John Bracey\* (Broadland Older People’s Partnership), Aliona Derrett\* (Norfolk Deaf Association), Stephen Drake\* (Co-opted Member/Trustee of Age UK Norfolk), Dr Graeme Duncan\* (Co-opted Member), Margaret Hardingham\* (Vice-President of Age UK Norfolk), Joyce Hopwood\* (Norwich Older People’s Forum), Mary Ledgard (Norfolk Council on Ageing), Chas Lockwood\* (Norfolk and Suffolk NHS Foundation Trust), Jacqueline Middleton\* (Age UK Norwich), Emily Millington-Smith\* (President of Age UK Norfolk), Cllr Elizabeth Morgan (Norfolk County Council), Annie Moseley (Age UK Norfolk), John Perry Warnes, Graham Robinson\* (Co-opted Member/Trustee of Age UK Norfolk), Jackie Rogers\* (The Royal British Legion), Jack Sadler\* (Norfolk Association of Local Councils), Vernon Simmons\* (Breckland Older People’s Forum), Paul Slyfield\* (Treasurer of Age UK Norfolk), Richard Watson\* (Co-opted Member/Trustee of Age UK Norfolk), Cllr Sue Whitaker\* (Norfolk County Council Adult Social Care Committee) and Emma Williams\* (Age UK Norfolk),  |

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 28 January 2015 (NCoA 05/15)** |  |
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|  | The minutes of the Norfolk Council on Ageing (NCoA) meeting held on 28 January 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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|  | **2.1 Norfolk Celebrates Age** |  |
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|  | It was agreed that Jayne Evans (Marketing Manager at The Forum) would provide an update at the end of the meeting under Any Other Business. |  |
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| **3.** | **Board of Trustees Report to the NCoA (NCoA 04/15)** |  |
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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.The Chair referred to the appointment of three new Trustees and welcomed Mr Dickinson who was attending his first NCoA meeting. Also appointed recently were Mrs Williams and Mr Robinson. The Chair reported that Graham Jones had resigned as a Trustee and member of the NCoA.The Chair welcomed three new Age UK Norfolk managers (Helen Chapman [Relationship Fundraising Manager], Paul Ward [Retail Development Manager) and Frank Rosenberg [Business Development Manager]) who were attending their first meeting of the NCoA and explained that their appointments were part of the strengthening of the management team around fundraising and income generation.The Chair reported that plans to open a charity shop in Sheringham were progressing and it was anticipated that the shop would open soon. The shop would also have an Information and Advice Hub inside. **3.1 Lin Mathews: New Information and Advice Services in South  and West Norfolk**Mrs Mathews reported that since January 2015 Age UK Norfolk was operating two new pilot projects in the West and South of the county. The **West Norfolk Care Navigator Service** was being run in partnership with Independence Matters, providing support to individuals over 75 living in West Norfolk who had a health or social need. This involved mainly housebound people and long-term medical conditions. Funding was provided by West Norfolk CCG (Clinical Commissioning Group). Support was provided on a number of issues:* Social isolation.
* Information about support already in place in the West of the county.
* Home adaptions including a review if a service user’s condition deteriorated.
* Care options eg housing.
* Managing medication.
* Benefit entitlement and reviews.
* Referrals to other services as appropriate.

Following a referral, the service user would be contacted within three days by a care navigator leader who would pass the information to a care navigator who provided intensive support for one month. Referrals could be received from health and social care officials, community matrons, Norfolk First Support etc. The aim was to improve the wellbeing of the service user. Assistance was also provided to self-funders who did not know how to access support they needed in their own home. The **GP Information and Advice Service** was being operated in 13 GP surgeries in South Norfolk. It was funded by health and social care from the Better Care Fund. Age UK Norfolk advisers attended the GP surgery once a week to act on a “social prescription” from a Doctor or other health professional in the surgery to provide support around:* Social isolation.
* Benefit entitlement.
* Housing.
* Legal issues such as LPA (Lasting Power of Attorney).
* Aids and adaptions at home.

The advisers were making links locally to ensure they could provide a local, personal service relevant to where the patient lived. Referrals to the service were received from GPs, health professionals, community matrons and also by self-referral. Mrs Mathews reported that staff at the GP surgeries had been very welcoming and were responsible for arranging appointments for patients with the advisers. In response to a query, Mrs Mathews confirmed that there was a mechanism in place should the demand for appointments be greater than the number of appointments available. Mrs Mathews reported that an evaluation exercise was undertaken. Mrs Mathews concluded by providing a number of case studies of people who had been supported by both services. Mrs Mathews responded to a number of queries including around the funding and the timeframes of the services being provided. The Chair thanked Mrs Mathews for her presentation. |  |
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| **4.** | **Age UK Election Campaign – Why the May 2015 General Election Matters for Older People: Update – Eamon McGrath (Community Development Manager)** |  |
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|  | The Chair reported that a hustings had taken place the previous day in Cromer. Issues discussed included pensions, the NHS and health and social care integration. Mr McGrath reported that Age UK’s document about key areas of concern for older people in the General Election covered well-being, finances, security at home, active communities and health and social care. A copy of the document was available for members. Mr McGrath reported that Age UK was asking all Parliamentary candidates to become “age champions”. A query was raised around grants for disability aids at home and Mrs Mathews advised contacting the relevant Local Authority in the first instance for information on energy efficiency schemes. |  |
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| **5.** | **Norfolk Older People’s Strategic Partnership Board** |  |
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|  | **5.1 Verbal Report from NCoA Representatives (David Button, Dr  Derek Land and Carole Williams)** |  |
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|  | Mrs Williams reported that at the last Norfolk Older People’s Strategic Partnership (NOPSP) Board meeting there had been a focus on transport including community transport and accessibility. There had been a presentation by the business manager from First Eastern Counties. Issues discussed included bus drivers and customer service. Mrs Williams responded to a query about taxi tokens and said that this had been raised at an NOPSP Board meeting. |  |
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| **6.** | **Health and Wellbeing Board (NCoA Representative is Joyce Hopwood)** |  |
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|  | The Chair reported that Mrs Hopwood had tendered her apologies for as she was attending another meeting that day.  |  |
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| **7.** | **Presentation: Jon Clemo, Chief Executive, Community Action Norfolk: Community Action Norfolk and Ensuring Strong Support and Voice for the VCSE** |  |
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|  | The Chair introduced Mr Clemo to the meeting.Mr Clemo explained that Community Action Network (CAN) was a new organisation following a merger of Norfolk Rural Community Council (NRCC) and West Norfolk VCA (Voluntary and Community Action). The aim was to safeguard services and provide the best possible support to the organisations and people they worked with. There was a strong local focus alongside a countywide organisation. Mr Clemo reported that CAN was the main organisation, commissioned by Norfolk County Council (NCC) to support engagement with voluntary, community and social enterprise organisations. CAN could also help with funding and running an organization. CAN also ensured that people in Norfolk were treated fairly. Mr Clemo said that CAN retained the rural element of NRCC and this was an important part of their remit.The work had included:* Running workshops and one to one interviews, with approximately 200 participants.
* A survey to which approximately 300 responses had been received.
* Undertaking desktop research.

Mr Clemo explained that the findings of the report would be launched in the Summer and said that the early findings he was sharing came with a health warning as they had not yet been analysed in detail. Mr Clemo said that one of the challenges had been to define the sector. Factors to take into consideration included the “Norfolk” element eg is a Norfolk organisation one that was based in Norfolk or one that operated in Norfolk, or did both criteria apply? Other factors included whether an unregistered charity or an independent school were part of the sector. Because of these factors, it was not possible to define the sector in Norfolk, although the number and income of charities that had the postcode of their main office in Norfolk were 3,387 and £826M respectively. Mr Clemo said that of the charities in the sector in Norfolk:* The vast majority were small and operated locally. However, collectively had a huge impact and income.
* There was an issue with aligning that value.
* Few very were large but they were a significant proportion of income.
* Older people’s charities were the second largest beneficiary group (survey).

With regards to funding, charities had responded:* 69% reported demand for their services had increased in the last 12 months.
* 50% reported income had increased in the last 12 months.
* Charity Commission data was seeing a growth in income.
* There were some winners and losers.
* Were resources keeping pace with demand?
* Need versus want.

Mr Clemo said that a key message being received was that charities’ voices were not being heard and cited interaction with CCGs (Clinical Commissioning Groups) as an example. Funding was also a priority.Mr Clemo concluded by saying that the sector was a huge asset to the county of Norfolk but there were some key challenges.The Chair thanked Mr Clemo for his presentation and wished him well with the work. |  |
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| **8.** | **Any Other Business** |  |
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|  | **8.1 Norfolk Celebrates Age** |  |
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|  | Ms Evans reported on the Norfolk Celebrates Age project which had included a competition to recognise and reward innovative community projects that bring people of school age and retirement age together. The winners would be announced at a free event taking place on 18 May 2015 at The Forum.It was agreed that Ms Evans would provide an update at the next NCoA meeting.  | PS |
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|  | **8.2 Cards** |  |
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|  | The Chair announced that there was a new selection of greeting cards available to purchase at a price of 99p each from the registration desk in the Great House Training Centre at the end of the meeting. |  |
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| **9.** | **Date of the Next Norfolk Council on Ageing Meeting:** To be agreed at the 2015 annual general meeting. |  |
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| There being no further business, the Chair closed the meeting at 12.15pm.Signed ……………………………………………………Position ………………………………………………….Date …………………………………………………….. |  |
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| **Circulation:** |  |
| NCoA MembersNCoA Non-MembersAge UK Norfolk Website |  |