

Norfolk Older People's Strategic Partnership Board

7 December 2011

Conference Suite, Elizabeth House, Dereham

Present:

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| Joyce Hopwood | - Norwich Older People's Forum (in the Chair) |
| David Harwood | - Norfolk County Council - Cabinet Member for Adult and Community Services |
| Lesley Bonshor | - Carers Council for Norfolk |
| Harold Bodmer | - Norfolk County Council - Community Services |
| Chris Mowle | - Norfolk Council on Ageing |
| Carole Williams | - Norfolk Council on Ageing |
| Pat Wilson | - Broadland Older People's Partnership |
| Emily Millington-Smith | - Norfolk Older People's Forum |
| Alan MacKim | - Norfolk Council on Ageing |
| Kate Rudkin | - Age UK Norfolk |
| Sam Sirdar | - Race Equality Council |
| Sally Cornwell | - Department for Work and Pensions |
| Sarah Plume | - Acute Hospitals – James Paget University Hospital |
| Nick Coveney | - Acute Hospitals – Norfolk & Norwich University Hospital |
| Catherine Underwood | - Commissioning - NHS Norfolk & Community Services Norfolk County Council |
| Niki Park | - Norfolk County Council – Environment, Transport & Development |
| Jan Holden | - Norfolk County Council - Community Services (Cultural Services) |
| Anna Morgan | - Norfolk Community Health and Care & Norfolk Safeguarding Adults Board |
| Tony Cooke | - South Norfolk Council |
| Peter McGuinness | - Great Yarmouth Older People's Network |
| Andrew Stevenson | - Broadland Housing & Registered Social Landlords Alliance |
| Laura Apps-Green | - Breckland Older People's Forum |
| Nigel Andrews | - Norwich City Council |
| Hazel Fredericks | - West Norfolk Older Person's Forum |
| Ann Baker | - South Norfolk Older People's Forum |
| Annie Moseley | - Age UK Norfolk - Supporting the Norfolk Older People's Strategic Board |
| Paul Anthony | - Norfolk County Council - Corporate Support Manager |

Apologies:

Apologies for absence were received from Linda Rogers, Jon Clemo and Carol Congreve

1 Election of Chair

Joyce Hopwood was elected as Chair for the coming year.

2 Chairman's Remarks

The Chair welcomed everyone to the meeting.

The Chair congratulated Emily who had recently attended at Buckingham Palace to be presented with her MBE.

3 Election of Vice-Chair

Ann Baker was elected Vice-Chair for the coming year.

4 Minutes

The minutes of the meeting held on 21 September 2011 were agreed.

5 Matters Arising

(i) Contact Number for Social Services

- Harold expected a single telephone contact number for Social Services to be in place by April/May 2012.

(ii) Park and Ride System

- Pat reported that, thanks to the NCC transport department combining the Sprowston and Postwick park and ride services, the use of the Castle Meadow stop by passengers joining the bus at Postwick had been restored.

(iii) Voluntary Works and Benefits

- It was confirmed that the DWP may consider revising its leaflet on expenses and involvement fees received whilst voluntary working and the effect of these on benefits. Also noted that any payments received in relation to the Partnership/local Older People's Forums would not impact on benefits because such participation was regarded by the Benefits Agency as consultation with people receiving services.

(iv) Awayday

- It was noted that a summary of outcomes from the Awayday on 18th November would be produced for circulation to Commissioners.

(v) Criteria for the Prevention Fund

- Harold circulated copies of the criteria for applications to the Living Well in the Community Fund (Norfolk's Prevention Fund).

(vi) Conference for Care Providers

- Catherine confirmed that she would be reporting to the Board on the Conference for Care Providers in Norfolk. The event had been well attended with Joyce and Ann representing the partnership.
- Following concerns about service user representatives not being invited, Harold explained that the Conference was essentially to provide an opportunity for independent service providers (both of residential and domiciliary care) to engage with commissioners on a range of issues.

(vii) Future of Public Health in Norfolk

- It was noted that, following her presentation at the last meeting on the future of Public Health in Norfolk, Jenny had agreed to come back to the Board to be held to account if necessary.

6 Review of the Partnership Board's Terms of Reference

Presenting the proposed changes to the terms of reference, Ann said that three other amendments were proposed:

- NCC representation – add Assistant Director, Community Services (Prevention)
- Business arrangements – no 5 – amend to read “The Chair will receive an annual fee and expenses if they are not an agency representative”
- Communications with other agencies and the public – no 3 amend to read “Four meetings per year will be open to the public”.

The revised terms of reference were approved subject to the following observations/further changes being made:

- Aims – first paragraph amend to read “to ensure older people in the county lead independent and fulfilling lives ...” ; and second paragraph amend to read “to monitor the effects on vulnerable older people in Norfolk of reductions in public funding and ...”
- Membership – Harold suggested that at some stage the Board would need to consider how to involve the new Clinical Commissioning Groups in the work of the Partnership. (The Chair confirmed that she had already been in contact with the Norwich CCG who had offered to provide a speaker at a future Board meeting).
- Agreed that the County Safeguarding Team should be represented on the Board (Anna to wear two hats).
- Noted that the DWP was now represented by the Partner Development Manager, Norfolk and Suffolk.
- Agreed that Graham Duncan should continue to be a co-opted Member of the Board.

7 Update from the Working Groups

(a) Information, Advice and Advocacy –

Ann Baker presented the update from the Information, Advice and Advocacy Working Group.

The Board congratulated Ann on the production of the leaflet “Quality Standards for Printed Information for Older People” which has been distributed widely.

Ann reported on the process for the provision of a new Norfolk County Council (NCC) Information, Advice and Advocacy (IAA) Service which included

- Wide consultation on what older people/agencies want in terms of a specialist IAA Service
- Developing a new service model.
- Now in the procurement phase with the “procurement intention” notice due to be published in the next two weeks.

- NCC anticipated the new specialist service starting in the latter part of 2012.

It was noted that the Chair and Vice-Chair would be meeting with Age UK Norfolk and Norwich, who were likely to tender for the service, and feeding in the concerns of older people, carers and the Partnership Board.

(b) Norfolk Celebrates Age: Older People's Day 2011 – Evaluation –

Jan circulated a paper evaluating the Older People's Day 2011.

Jan thanked the group who had co-ordinated the activities for Norfolk Older People's Day 2011. She said that there had been over 50 events throughout the county which were attended by well over 1,000 people. From the feedback received, the events had succeeded in affecting older people's lives.

Jan felt some aspects could be improved in future years namely:

- The group had emailed/posted information about Norfolk Celebrates Age to over 500 groups and organisations in Norfolk. Unfortunately, very little response was received.
- More organisations across Norfolk could have been involved – although perhaps insufficient notice was given.
- Marketing activity was limited to press releases (which were not widely taken up) and a website. Greater attendance could have been achieved if more publicity was produced but no money was available for this.

The Board confirmed that the working group would co-ordinate another Older People's Day of celebrations in October 2012 and that planning would commence in January. Board members were welcome to join this group.

The Board also agreed that an application be made to the Living Well in the Community fund to support the marketing of Older People's Day activities next year.

8 The Partnership's Work Plan for 2012

The Chair said that the Board would need to review their approach in order to meet the challenges of the year ahead with the resources available. However, following the Awayday on 18 November, this work was well underway.

The Chair presented the feedback from the various discussion groups on 18 November. She highlighted in particular section C, namely:

- That a working party comprising the Chairs of the local forums was being set up to consider how they could better influence the District Councils (6.1.4).
- That statutory/voluntary agencies would be held to account for their past activities and future plans (6.2.1).
- That NCC would report to the Board in June on the effects of the cuts, including impact assessments (6.2.2).

- That the Board would continue to promote information, advice and advocacy as the foundation of prevention services (6.2.4).
- That there would be an ongoing dialogue about developing the relationship (through the Chair) between the Older People's Partnership and the Health and Wellbeing Board (6.2.5).

During the ensuing discussion, the following observations were made:

- That communications should be improved so that the public are better informed about the work of the partnership. It was suggested that perhaps it might be possible to persuade one of the statutory agencies to provide some assistance by seconding a specialist communications person for a short period (the Chair to pursue).
- It was suggested that a further working group be set up to support the Chair, Vice-Chair and Annie. The Chair commented that there was no clarity yet about what was needed in terms of long term sustainability; and Annie also emphasised the importance of being able to respond quickly to an ever changing situation.

The feedback from the Conference was endorsed as the basis for the work plan for 2012.

9 Norfolk Community Health and Care – the Service, Future Developments and Challenges and Delivering on the Preventative Strategy “Living Longer Living Well: Promoting Independence and Wellbeing 2011-14”

Anna Morgan, Director, Service Pathways, gave the presentation on Norfolk Community Health and Care (NCH&C).

At the start of the presentation, Anna emphasised in particular that:

- She wanted to better involve older people in service redesign.
- She wanted to hear about patient experience and their views on the services being provided by NCH&C.

Anna provided an overview of NCH&C's services, namely:

- Community nursing and therapy
- Community rehabilitation
- Children's Services
- Community wellbeing and prevention
- PALS [Patient Advice & Liaison Service]/website (including a pilot with NCC on integration with Care Connect).

Anna reported that NCH&C was responsible for providing 70 different services across 200 different sites helping to prevent some 450 acute admissions per month.

There was a focus on:

- Community nursing and therapy

- Community rehabilitation
- Wellbeing and prevention
- Case managers/community matrons
- Safeguarding
- Assistive technology
- Patient/carer experience
- End of life care
- Integration
- Falls.

In conclusion, Anna said that she wanted to make a connection between the Living Longer Living Well 2011-14 strategy and the delivery of NCH&C Trust services.

10 Housing for Older People – Integration and the Preventative Agenda

Nigel Andrews and Andrew Stevenson gave a presentation on the Norfolk Housing Alliance Services for older people highlighting in particular:

The Alliance (comprising 13 registered housing providers with 50,000 homes i.e. 10.2% of all homes in Norfolk) was responsible for:

- Sheltered housing
- Housing with care
- Repair services
- Aids and adaptations
- Community alarm service
- Housing related support services.

Their three key areas of focus were:

- Welfare reform
- Redundant stock
- Low demand and high demand.

The key drivers to remodel the service.

- Undertaking a review of the sheltered housing service in terms of value for money/assets/tenant data and support needs/staffing.

The new service model for housing support as exemplified in Norwich:

- New structure with effect from 1 April 2012.
- Two team leaders – home support and housing management.
- Home Support Officers.
- Sheltered Housing Officers.

Opportunities for the future included:

- Extra care

- Personal budgets
- Funding for new build
- Advice, guidance and advocacy services
- Floating support services
- Day opportunities.

Partnership working and engaging older people in developing services including working in partnership with the Locality Commissioners/Clinical Commissioning Groups and the role of the Community Alarm Services in the emerging changes to the NHS.

Tony Cooke (South Norfolk Council) gave a presentation on Older People – The Housing Challenge.

Tony described the role of District Councils in terms of:

- Strategic housing authorities
- Meeting housing need
- Planning
- Enabling
- Homelessness
- Existing stock.

The challenge:

- Over the next 30 years, the number of people aged 85 years and over was expected to increase by 185%
- An older person dies every five hours as a result of a fall
- Older people's falls cost the NHS £750m per annum
- Older people were twice as likely to be unable to afford fuel.

Government aims:

- Health protection resilience: protecting people from major health emergencies and serious harm
- Tackling wider determinants of ill health and address factors that affect health and wellbeing.
- Health improvement – promote the option of healthy lifestyles
- Prevention of ill health – reduce the number of people with preventable ill health
- Healthy life expectancy and preventable mortality – preventing people dying prematurely
- Ladder of interventions
- Range from eliminating choice to doing nothing
- Confidence building/improving client outcomes.

11 Any Other Business

(i) Swifts/Night Owls

Ann suggested that perhaps it might be possible to persuade the District Councils/Registered Social Landlords to contribute towards maintaining the Swifts/Night Owls Service.

Harold commented that, whilst the Swifts and Night Owls had been very valuable, in the current financial climate they might not represent the most cost effective way of delivering the service. He suggested looking at alternative models in partnership with other agencies.

(ii) Norfolk Care Charter

David reported that he had asked Harold to look at the possibility of introducing a Norfolk Charter for residential and domiciliary care services in the county. This would include possibly a star rating arrangement and would be developed over the coming months in partnership with other agencies.

12 Informal Discussion

An informal discussion took place about housing for older people which was led by Tony Cooke and Andrew Stevenson.

The discussion included questions on housing adaptations to assist with hospital discharges; disabled facilities grants; and the role of organisations such as the Red Cross/British Legion/Alms Houses.

Reference was also made to the reduced staffing of the Homeshield service and the need to ensure that it is financed properly in future.

In reply to questions about the Welfare Reform Bill, Andrew confirmed that the under-occupancy provisions would not apply to older people.



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