

## Norfolk Older People's Strategic Partnership Board

**South Green Park Enterprise Centre, Mattishall**

**Wednesday 14<sup>th</sup> November 2012**

<b>Present:</b>	
Joyce Hopwood	Chair of Norfolk Older People's Strategic Partnership, and Chair of Norwich Older People's Forum
Harold Bodmer	Director of Community Services Norfolk County Council
Jan Holden	Community Services (Cultural Services), Norfolk County Council
Niki Park	Norfolk County Council Travel and Transport
Emma McKay	Norfolk & Norwich University Hospital NHS Foundation Trust
Anna Morgan	Norfolk Community Health and Care NHS Trust
David Hansen	Kings Lynn and West Norfolk Borough Council
Tony Cooke	South Norfolk District Council
Phil Yull	Department for Work and Pensions
Phil Wells	Age UK Norwich
Andrew Stevenson	Broadland Housing & Norfolk Housing Alliance
Lesley Bonshor	Carers' Council
Carole Williams	Norfolk Council on Ageing
Mary Granville - White	North Norfolk Older Peoples Forum
Pat Wilson	Broadland Older Peoples Partnership
Shirley Matthews	Breckland Older Peoples Forum
Kate Money	Norwich Older Peoples Forum
Ann Baker	South Norfolk Older Peoples Forum
Hazel Fredericks	West Norfolk Older Peoples Forum
Peter McGuinness	Great Yarmouth Older Peoples Network
Emily Millington-Smith	Norfolk Peoples Forum
Graeme Duncan	Age UK Norfolk & Co-opted member
Sarah Hall	Norfolk County Council/NHS

<b>In Support:</b>	
Paul Anthony	Corporate Support Manager, Norfolk County Council
Annie Moseley	Supporting the Norfolk Older People's Strategic Partnership, Age UK Norfolk

<b>Speakers:</b>	
Debbie Lawrence-Bell	Outreach Service, Great Yarmouth Borough Council
Tom Byrne	Outreach Service, Great Yarmouth Borough Council
Jane Warnes	Outreach Service, Cotman Housing, Norwich
Nick Baker	North Norfolk District Council
Sera Hall	Integrated Health & Social Care Commissioning Team

<b>In Attendance</b>	
Doug Underwood	Norfolk Fire and Rescue Service – Community Safety
Paul Jackson	Norfolk County Council Communications

**Apologies:** Shelagh Gurney, John Perry-Warnes, Chris Mowle, James Bullion, Nigel Andrews, Linda Rogers, Duncan Hall, Carol Congreve, Sam Sirdar, Jon Clemo, Mick Sanders.

<b>1</b>	<b>Welcome by the Chair</b>  Joyce welcomed everyone to the meeting.
<b>2</b>	<b>Minutes</b>  The minutes of the meeting held on 12 September 2012 were agreed.
<b>3</b>	<b>Matters Arising</b>  3.1 Norfolk County Council Care Charter It was noted that the Cabinet had agreed to proceed with a Care Charter. It had been re-named” The Harwood Care Charter”.  3.2 Away Day – 5 December The Board were reminded of the arrangements for the Awayday Conference on 5 December at Breckland District Council Offices, Dereham when the focus would be on Health and Well Being.  3.3 Providing Accessible Web Based Information for Older People and their Carers in Norfolk. Annie reported that, rather than set up a focus group, Gita Prasad of Norfolk County Council had approached a number of individuals for their views to test the adult care part of Norfolk County Council’s website.  3.4 Rural Community Council / Scheme to Bulk Buy Heating Oil Some discussion took place about whether the minimum order for heating oil deliveries was 250, 500 or 750 litres. <b>Action:</b> Ann Baker undertook to check the position and circulate a reply.  3.5 Access to Information in Libraries and Surgeries about Services for Older People that would help them remain independent. Paul Jackson, Consultation and Communications Manager for Norfolk County council reported that Joanna Hannam, Head of Customer Services and Communications had met with Phil Wells to discuss access to information. Phil was working with his counterpart at Age UK Norfolk to develop a solution. <b>Action:</b> Paul to let Annie know whether the ‘Council @Your Library’ service had included Age UK Norfolk’s phone number as their 9th number on their free phone line in libraries.
<b>4</b>	<b>Election of Chair and Vice Chair for 2013.</b>  Joyce Hopwood was elected as Chair and Ann Baker Vice Chair for 2013.
<b>5</b>	<b>Cooption of Board Member</b>  It was agreed to co-opt Graeme Duncan on to the Board for a further year. He agreed to represent the Board at the meetings of Future East, the regional

voice of older people's forums and strategic partnerships, and to report back. Graeme said he had been appointed as a governor of the Eastern Region Ambulance Service and would also report back to the board on any developments that might have implications for older people. His email is: [canarydunc@hotmail.com](mailto:canarydunc@hotmail.com) if anyone wants to contact him with concerns about the ambulance service.

## **6 Terms of Reference**

The terms of reference were agreed subject to the paragraph "to monitor the effects on vulnerable older people in Norfolk of the reductions in public funding that are being implemented from April 2011, and raise these with District Councils, the County Council and all appropriate agencies" being listed as an objective rather than an aim, and some other very small changes.

## **7 Update on the Working Groups**

### **7.1 Celebrating Older Peoples Day on 1 October**

Jan presented the report on the various events organised over two weeks to promote 'Norfolk Celebrates Age'. She highlighted in particular the very positive feedback from people who had attended events. She believed that the two weeks had been successful in involving a wider pool of organisations.

Jan pointed out that funding was unlikely to be available to print an events booklet in 2013.

### **7.2 Information Advice and Advocacy**

Carole reported that the Information Advice and Advocacy Group had discussed a number of ideas to improve the Trusted Trader directory with Norfolk County Council Trading Standards, in particular to clarify the headings to reflect the content of the page. There were ongoing concerns about the lack of certain professional services such as chiropodists. Also the Group would like to see the term "domiciliary care" replaced by "home care services" not only in the directory but all Norfolk County Council (NCC) publications.

Other suggestions for the Trusted Trader included:

- Listing more frozen food delivery services
- Making the index more user friendly
- Producing a large print version for those with impaired vision
- Use of white on black for headings.

The Group also concluded that a less rigorous checking system would not help recruit more traders and could undermine confidence in the directory.

So far as the comments about the use of the term "domiciliary care" were concerned, Paul Jackson said that the County Council was committed to the use of plain English, and asked the Board to let him have any examples of where this policy was not being applied in council publications.

Hazel commented that Kings Lynn and West Norfolk Borough Council produced their own directory of services but not a trusted trader type of

booklet. She suggested that the Working Group could contact the district councils to ask whether they could identify appropriate businesses in their respected areas that could be targeted for the publication. Carole said the Working Group recognised that there were geographical variations in the spread of services across the County. She also said that the Working Group would welcome sight of the Kings Lynn and West Norfolk publication.

**Action:** David Hansen to contact NCC Trusted Trader service to recommend they link to the West Norfolk directory.

Mary suggested that the Group should also contact Age UK North Norfolk about their database of services available within the district.

## **8 Holding Agencies to Account on the Delivery of the Older Peoples Strategy (Living Longer, Living Well: Promoting Independence and Well Being 2011/2014).**

### **8.1 Secure Three year funding for Norfolk Handyperson Schemes (Section 4.1 of the strategy).**

[Note: Handyperson schemes undertake small essential repairs including home safety -smoke detectors, key safes, grab rails, removing trip hazards; home security - security locks and chains, door viewers; minor electrical work - wiring plugs, replacing fuses; minor plumbing work - replacing tap washers, fitting lever taps; home energy efficiency – draught proofing, fitting low energy bulbs; general repairs and other minor jobs - installing phone extension cables, shifting furniture, easing sticking doors, fixing curtain rails, changing curtains, lowering shelves, cleaning bungalow gutters, minor repairs to gates and fences.]

Tony Cooke reported that the temporary funding from Norfolk County Council's Supporting People budget for all the Norfolk Handyperson schemes had come to an end, and although NCC had then received funding from central government which included funding for Handyperson schemes, this hadn't been ring fenced and the Supporting People Commissioning body/NCC decided not to continue funding any Norfolk Handyperson schemes. The seven district councils were therefore having to decide whether and how to continue their schemes.

As a result of this decision, there was no longer any consistency of provision of Handyperson schemes across the county. There were still schemes in the west, the south, and Great Yarmouth and restricted services in Broadland, but they varied in the funding they had been able to find and the service they provided. He said he was still getting phone calls from hospitals and carers asking about the Handyperson service.

The following points were made in discussion:

- a) David Hansen reported that the Primary Care Trust in the West had allocated some funding for a local scheme, but the charge for the service had had to increase to £34 per hour – i.e. full cost recovery. As a

consequence, take-up had reduced and a number of people who needed help were now being missed. The majority of their clients were women aged 80+ who were living on their own. The district council was trying to access grants for home security from Kings Lynn and West Norfolk and Breckland which, if forthcoming, would bring down the cost of the service.

- b) Tony confirmed that there was already a great deal of evidence to show how Handyperson Schemes helped older people to remain independent, and in particular following discharge from hospital. A cost benefit analysis clearly showed the financial benefits of early interventions like Handyperson schemes, and perhaps agencies such as the NHS could be approached to make a small contribution from the savings they make as a result.
- c) Andrew said that Broadland Housing had an aids and adaptations budget to help tenants remain independent but he recognised that, with so many different housing providers, there was no consistent approach across the county. He felt the Norfolk Housing Alliance could work towards consistency in provision across the county although, being realistic, funding was likely to be very limited in 2013-14 as a result of welfare benefit reform and the changes in housing benefit.
- d) Phil suggested that the scope of the Handyperson Schemes might be too broad and perhaps it should be more targeted towards the most vulnerable, and an approach made to Health and Social Care Commissioners for funding on that basis.
- e) Sera suggested that, rather than relying on a single funding stream, there should be more of a partnership approach to funding Handyperson schemes in localities, and the move of the focus on health and social care commissioners to localities would help with this.
- f) Andrew pointed out that Alison Spalding was leading a review of aids and adaptations, but it was not in her brief to work on this.
- g) David Hansen said that the Cambridgeshire Health and Wellbeing Board was already leading on this, and that one-off funding had been obtained from health.
- h) Overall, Board members were very concerned that this service which had been fully evaluated and, with relatively small funding had a key role in supporting people to live at home, had not secured three year funding. It was felt that these concerns should be taken up by the Partnership

**Action:** Tony undertook to document the level of service available in each area, and to talk to Emma McKay about the implications of this decrease in service on older people who were being discharged from the Norfolk and Norwich Hospital.

**Action:** Joyce Hopwood to consider how this should be followed up.

## **8.2 Ensure Local Plans to Develop Activities for Older People and Support them to get involved (Section 5.1 of the strategy) and provide voluntary agencies with support to deliver leisure activities (Section 5.2)**

Nick Baker, Corporate Director for North Norfolk District Council, presented a paper highlighting in particular:

- a) That substantial amounts of money had been taken out of the Adult Social Care budget, and therefore it was essential to make the most of what resources are available in localities to reflect local need/promotion of healthy lifestyles/health inequalities /support older people to remain independent. His council had developed a health improvement strategy focusing on localism, prevention and promoting health lifestyles, with a dedicated budget and a health improvement officer post (Sonia Shuter)
- b) The need to work in partnership to avoid duplication and to deliver together in order to make the best use of available resources.
- c) That around 40% of the resident population of North Norfolk were aged over 60 and the District had the third highest percentage of people over 65, and fourth highest over 75.
- d) That it was about shaping what could be delivered on discretionary services (i.e. services that the council wasn't required by law to provide), and ensuring they are protected as far as possible in these difficult financial times – district councils had a key role in housing and leisure which were very relevant to health and wellbeing.
- e) That the new North Norfolk corporate plan was based on developing the Big Society concept.
- f) That their Health Improvement Forum would bring partners together to influence small local projects. The new Clinical Commissioning Groups (CCGs) were key to many of the smaller initiatives and it was really important to work with them in localities.
- g) North Norfolk was trying to ensure that leisure provision was accessible to older people at discount rates. Since March 2012 GPs had been involved in an Activity Referral Scheme where people were linked into one to one sessions in council leisure centres. A mobile gym was providing facilities in village halls and other venues; and the council organized group walking activities for older people the benefits of which were evident. Their workout project enabled volunteers to undertake conservation activities. Their 'Stay Warm and Cosy' initiative linked into the national Warm and Well funded programme and aimed at helping improve insulation and fuel efficiency in people's homes and advise where they had identified fuel poverty..
- h) That, as part of their community engagement role, North Norfolk District Council had used their second home council tax to set up a fund for community projects. (Norfolk County Council and the Police Authority get 90% of this funding, and district councils 9.9%, North Norfolk District Council receiving just under £500,000). A condition for receiving a grant was that projects had to evidence an increase in volunteering and community involvement.
- i) That the new Health and Well Being board would need to recognise local priorities, and take into account the needs of different areas/communities and reflect their demographic make up.
- j) Following a question, Nick said that his council had helped to fund some community transport schemes, but normally councils could only influence rather than provide transport. Niki agreed that rural transport was an issue in Norfolk, and it was therefore important when deciding on the location on new facilities e.g. mobile gyms, to consider their accessibility for people using them. She felt that community transport

was the appropriate solution in rural areas.

### **8.3 Strategic Review of Norfolk Community Alarm Schemes (section 4.3 the strategy)**

Sera reported that there had been a 12% reduction in NCC's Supporting People budget and a strategic decision was then taken by the Supporting People commissioning body not to fund hard wired community alarms (i.e. those built in to the fabric of the building) where they weren't part of existing supported housing schemes. Supporting People funding is still used for hard-wired alarms in sheltered housing.

It was reported that the planned 2011 review of Norfolk community alarms schemes hadn't taken place due to lack of funding and the very complex pattern of systems provided by a range of agencies across the county.

Phil commented that commissioning was about more than procurement, and he suggested that an exercise be carried out to take a wider view of what is not now being provided by the County Council.

### **8.4 Develop delivery options for the Housing Support Strategy for Older People (Section 4.2 of the strategy)**

Sera Hall, NCC County Commissioning Manager, Peter McGuinness (Red Cross), Debbie Lawrence-Bell (Great Yarmouth Borough Council), and Jane Warnes (Cotman Housing) reported on developing the new Norfolk-wide housing outreach service for older people which had been commissioned in 2012 for a three year period with a potential for a further two years by Norfolk County Council, highlighting in particular:

- a) That independent research carried out in 2009 showed that whilst support was funded for older people in sheltered housing, it was not extended for the much larger group of older people who wanted prevention-focussed support in their own homes.
- b) That there was a need to embed sheltered housing provision into their local communities and strengthen these links.
- c) That the prime outcome of the housing support strategy for older people should be to maintain independence and to work in partnership to achieve this.
- d) From September 2012 the new older people's housing outreach services are being provided in the north, south and west Norfolk by the Red Cross; in Norwich by the Cotman Housing and in Great Yarmouth Scheme by the Borough Council. The Red Cross also had a role in co-ordinating the three schemes to ensure all schemes provided the same outcome (though might deliver their service in different ways). All three schemes were providing low level prevention service free of charge for up to two years and anyone could refer people. People using the service could live in their own housing, be renting privately or from a social landlord
- e) . They provided one-to-one support tailored to meet individual requirements. The aim was to keep it as simple as possible.

- f) That by working to provide support for older people when they came out of hospital they were helping to speed up discharges and make savings in the acute sector.
- g) Sera confirmed that this was not a reablement service, and Harold explained that the County Council reablement service was designed to provide intensive intervention support for up to 6 weeks to help people regain the largely physical skills needed for daily living.

### **8.5 Ensure that services are provided according to need not age (Section 7.1 of the strategy)**

Harold reported that the County Council was moving towards the personalisation of services, and that people's social care needs, including residential care, were now being translated into a cash sum which was applied in the same way to all adults whatever their age. They used a resource allocation system ('RAS') to do this. This meant that people were not discriminated against because of their age.

### **8.6 Include in home care contracts the requirement for the staff to be trained to recognise and support people with anxiety and depression (Section 7.3 of the strategy).**

Harold explained that the County Council was currently in the process of renewing 'block contracts' for home care, and their working party was asking for a number of changes to strengthen the training. The new contracts would be let next year.

Harold reported that NCC supplied some free training to providers funded by the Workforce Development grant, and other training was made available to independent home care agencies at cost.

## **9 Health and Social Care Commissioning responses to the key issues affecting older people raised at the Partnership's November 2011 Away Day conference.**

Sera Hall, NCC County Commissioning Manger, presented a detailed report on commissioning responses to the Norfolk Older Peoples Strategic Partnership November 2011 priorities and, during discussion, the following points were made:

- a) Harold confirmed he would continue to reinforce the message to his staff that information/advice on care was available to all, irrespective of income/financial status
- b) Joyce suggested that planning for old age should involve employers in large organisations of people aged 50+. Harold agreed that this was part of raising awareness generally around care and care funding.
- c) Joyce noted that County/District Councillors were well placed to identify vulnerable people in their local communities.
- d) Harold reported that continuing NHS funding for the reablement service would depend on the five Clinical Commissioning Groups (CCGs) agreeing to transfer money to the County Council.

- e) Ann noted that, under the new Harwood Care Charter, the County Council would provide a back-stop for those organising their own care, and she emphasises this was a valuable commitment on the part of the authority.
- f) Need to recognise that people can “fall through the net” and therefore it was important to align the public health needs assessment with the provision of services. Harold confirmed that all commissioning activities were backed by evidence/outcomes.

**10 Norfolk Adult Social Services’ response to the Partnership’s July 2012 report giving recommendations for action on key issues affecting older people** (this report was written as a response to the consultation on the NCC’s proposed care charter)

Harold circulated a paper (attached) outlining the response to the key issues and recommendations from a working group of Norfolk Older Peoples Strategic Partnership Board in cooperation with individual home care and care home providers.

During the discussion, the following points were raised:

- a) Harold explained that the Harwood Care Charter was really a simple way of listing the standards they want independent agencies to sign up to, and a way of fostering a shared approach to improving services
- b) Harold confirmed that everyone needing a care assessment should receive one, irrespective of income.
- c) Also he pointed out that the County Council were looking at merging of Adult Social Services’ information, advice and assessment service, Care Connect, with the County Council Customer Service Centre which would produce a saving of £1.5M by restructuring/streamlining the process.
- d) Hazel asked how self funders are made aware of the support that is available from the County Council particularly those who have no help from relatives and/or no access to a computer. Harold said that he was asking staff to account for the number of assessments they do; and the aim was get advice/information into GP practices and to ensure that it is available across a wide network. He emphasised that providing a safety net was a clear part of the County Council’s safeguarding strategy; and that the authority had a legal duty of care.

**11 Changes in Housing Policy and Practice that will follow the early 2013 “Care and Support “ Bill**

Andrew Stevenson and Jane Warnes, Director of Neighbourhood Support Services for Cotman Housing and Chair of the Norfolk Housing Alliance, gave a powerpoint presentation overview (attached) of the changes in housing policy and practice that will follow the early 2013 “Care and Support” Bill highlighting in particular:

- a) That new responsibilities would be placed on local authorities to ensure Adult Social Services and Housing Departments work together.
- b) The need to help stimulate the market for new housing options - the government will provide a new ‘care and support housing fund’ of

£200M capital (£160million excluding London) over 5 years from 2013 to encourage providers to develop new accommodation for older people and adults with disabilities including cost-effective extra-care homes and specialist housing

- c) That the NHS and Department of Health need to identify land they own that could be developed including in particular for housing for older people both in social housing and privately owned.
- d) The need to be realistic about what can be delivered - real support for the mixed development model. Look at new uses for sheltered housing stock and need to engage with the social housing sector.
- e) Locally agencies in Norfolk need to work together **now** to access the grant funds, to prove that the need is in line with older people's aspirations, and to develop well designed schemes that people want to live in.

Harold noted that a local analysis of care placement need in Norfolk over the next 15 years would be useful background research material.

## **12 Any Other Business**

Graeme reported that Alan McKim had been admitted to a nursing home in Swanton Morley and he undertook to pass on the Boards best wishes to him. The Chair said that she had sent Alan a card on behalf of the partnership.

The Board asked that their thanks be recorded for all the support (paid and unpaid) that Annie provides to the partnership.

The next meeting of the Norfolk Older People's Strategic Partnership is on

**Wednesday 6th March 2013 from 10.0am – 2.0pm at County Hall, Norwich**  
in the Cranworth Room.

This meeting is open to the public