

Norfolk Older People's Strategic Partnership

Terms of Reference

Draft changes for discussion by the Partnership Board on 7th December 2011

(suggested changes in red, but also underlined as not everyone has access to a colour printer)

Aims	<p>To ensure older people in the county lead as independent and fulfilling lives as possible through the implementation of the vision for older people contained in Norfolk's Older People's Strategy, 'Living Longer, Living Well: Promoting Independence and Wellbeing 2011 - 2014'. This strategy reflects the views of older people in Norfolk.</p> <p>To monitor any effect on vulnerable older people in Norfolk of the cuts in district and county council services that will be implemented from April 2011, and raise these with district councils and the county council.</p>
Objectives	<ol style="list-style-type: none">1. Fully involve older people at all stages throughout the entire process of service development and decision-making.2. Make sure Board priorities are reflected in the strategies of statutory and voluntary agencies.3. Ensure all participating agencies aim to achieve equity of outcomes across the county.4. Network, share information and good practice, and identify gaps in services and areas of concern.5. Update the Norfolk older people's strategy on a regular basis to reflect the views of older people and county targets, with a focus on well-being, promoting independence and quality.6. Publicise the work of the Partnership to the public, especially to older people.7. Consider and champion innovative services which meet the needs of the local population.

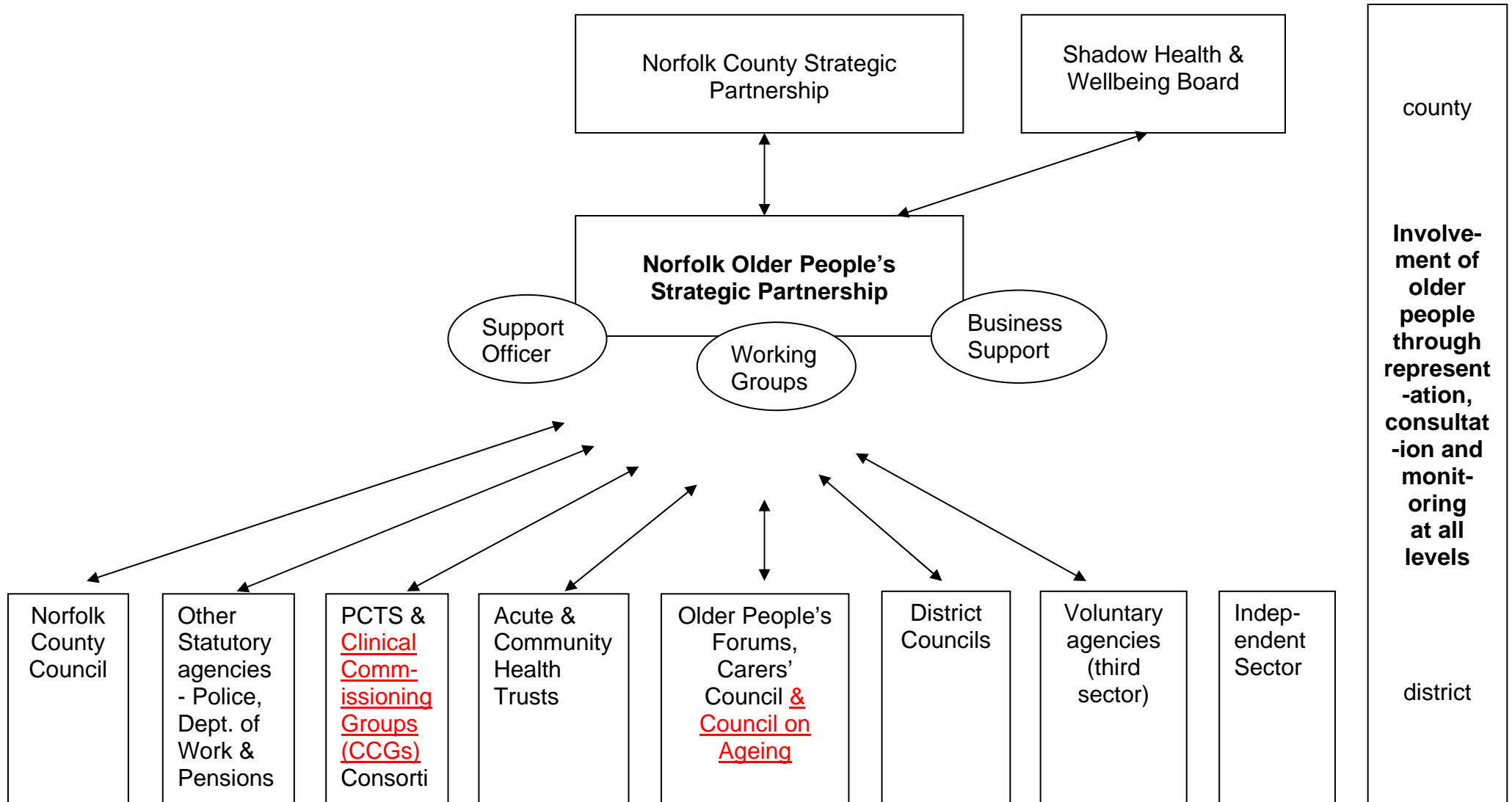
Member-ship <u>(31</u> members)	Agency or Group representatives: (a) If members are unable to attend they should nominate a representative. (b) Members should be prepared to co-ordinate, join or feed into one of the groups working to prepare for Board meetings. (c) Members are accountable for reporting to and from their agencies, partners agencies and groups, e.g. the district council housing lead to their counterparts in the other district councils; the hospital lead to the other 2 hospitals.
	Norfolk County Council (4 members) Community Services (including Adult Social Services) - Director Environment, Transport and Development (Transport) – Client Services Manager, Travel & Transport Cultural Services (Libraries) – Assistant Head of Service (Localities & Older People) Cabinet Member for Community Services (Adult Social Services)
	Health (4 members) NHS Norfolk & NCC Community Services - Director of Commissioning Representative of the three acute hospitals – Director of Nursing, Norfolk and Norwich Hospital NHS Foundation Trust Norfolk & Waveney Mental Health Foundation Trust – Director of Operational Services Norfolk Community Health and Care – Director of Service Pathways
	District Councils (3 members) Borough Council of Kings Lynn & West Norfolk - Strategic Housing Manager Norwich City Council – Tenancy Support Manager South Norfolk District Council – Housing Standards Manager (District councils will continue to provide a key role in linking to the seven local strategic partnerships - LSPs - which are currently reviewing their role in the light of changing government policy and an increasing focus on localism).
	Other Statutory Agencies (2 members) Norfolk Constabulary – Inspector, Partnerships Department for Work and Pensions (DWP) – Co-Partnership Development Manager, Norfolk, Suffolk, Cambridgeshire and Lincolnshire
	Voluntary / Third Sector Agencies (5 members) Age UK Norfolk / Age UK Norwich – Chief Executive Registered Social Landlords Alliance – Deputy Director, Housing Services, Broadland Housing Voluntary Norfolk – Head of Operations Racial Equality Council – Vice Chair Rural Community Council – Chief Executive
	Carers Council (1 member)
	Older People’s Groups (11 members) Norfolk Council on Ageing (3 members) Norfolk Older People’s Forum - Chair North Norfolk Older People’s Forum - Chair Broadland Older People’s Partnership – Chair

	<p><u>Breckland Older People's Forum - Chair</u> Norwich Older People's Forum - Chair South Norfolk Older People's Forum - Chair West Norfolk Older Person's Forum - Chair Great Yarmouth Older People's Network - Chair</p>
	<p>The Board may co-opt not more than two non-voting members who can bring particular experience for a period of up to 12 months at a time.</p>
<p>Board members who represent Older People and Carers</p>	<p>Board members representing the Council on Ageing, the Older People's Forums and the Carers' Council will be supported by the Board Support Officer.</p> <p>They will be provided with expenses and an involvement fee linked to NCC guidance and administered by the Support Officer/Norfolk County Council, unless they do not wish to receive one or both of these payments.</p> <p>Representatives of the Older Peoples' Forums and the Carers' Council should nominate a named person to deputise for them, and give their deputy's name and contact details to the Board Support Officer to ensure that the deputy's expenses and/or involvement fee are paid when they deputise.</p> <p>The older people and carers' representatives can be contacted by email where they are on-line. However, the telephone numbers of these Board members are personal and confidential so must not be shared without their permission. People wanting to phone them should ring Norfolk County Council's Administrative Support Officer on 01603 222237 and ask her to check directly with the older person whether they agree that their phone number can be given to that third party.</p>
<p>Decision-making</p>	<p>The Board makes decisions by consensus. It can make recommendations to individual agencies but can't commit individual agencies to particular actions.</p>
<p>Conflicts of interest</p>	<p>Board members who have a personal interest in any business of the Partnership Board including a financial interest, must declare this.</p>
<p>Business arrangements</p>	<ol style="list-style-type: none"> 1. The Board will meet 4 times a year, <u>plus an annual event to review progress.</u> 2. The meetings will be alternately in county hall and at Breckland District Council offices in Dereham. They will last from 10.0am to 1.0pm with a short break in the middle, followed by a buffet lunch and an informal discussion til 2.0pm. 3. Business support (minutes, agendas etc) will be provided by Norfolk County Council's Democratic Services. 4. The agenda for the Board's December meeting will include (1) the election of the Chair and Vice Chair through a secret ballot managed by the Business Support Manager, (2) the up-dating of the Board's terms of reference, and (3) agreement of the next year's work plan. 5. The Chair will receive an hourly fee and expenses if they are not an agency representative. The Vice Chair will receive expenses <u>and an involvement fee when covering for the Chair.</u> Training will be provided for the Chair and/or Vice Chair if required. 6. The minutes of the previous meeting and other papers will be circulated within 15 working days of the meeting.

	<p>7. Agendas and other papers will be circulated at least 10 working days before the meeting. Agendas will be drawn up by the Chair and Vice-Chair.</p> <p>8. Time-limited working groups drawn from, and led by, Board members and agencies and groups represented on the Partnership Board will meet to achieve a particular purpose</p> <p>9. A Support Officer employed and managed by Age UK Norfolk will support the Board including supporting the older people's representatives on the Board.</p>
Budget	<p>1. The NCC Business Support Manager will administer a small annual budget provided by Norfolk County Council to fund the Chair's fee <u>and expenses, the Vice Chair's expenses</u>, the Board's venues, refreshments, older people's representatives' expenses and involvement fees, <u>plus the small annual grants for the eight older people's forums</u>.</p> <p>2. The Board's Support Worker will be funded by Norfolk County Council through Age UK Norfolk.</p> <p>3. The production, publication and distribution of the up-dated three year strategy will be funded by Norfolk County Council.</p>
Communications with other agencies and the public	<p>1. The Support Officer will arrange for the Board's webpage (www.norfolkambition - click on 'Key Theme Partnerships', then on 'Norfolk Older People's Partnership') to be updated regularly, including with all meeting dates, minutes of meetings and linked papers, and Board membership.</p> <p>2. Partnership Board members are responsible for linking with specific partner agencies to ensure they can contribute to and hear of the work of the Partnership Board.</p> <p>3. <u>The four annual meetings</u> will be open to the public.</p> <p>4. Agency staff and members of the public will be copied into Board papers on request.</p>
Reporting arrangements	<p>1. The Board will report to and from the County Strategic Partnership through the Chair or Vice Chair <u>as appropriate</u>.</p> <p>2. <u>Representation into the shadow Norfolk Health and Wellbeing Partnership would be appropriate and should be sought</u>.</p> <p>3. The Board will link to and from the 7 Local Strategic Partnerships (LSPs) through the district older people's forum representatives, <u>and the district council representatives</u>.</p> <p>4. All members have a responsibility to report to and from their agencies or groups.</p>
Accessibility	<p>1. Venues will be accessible to people with physical disabilities or visual or hearing impairments.</p> <p>2. Board meetings will be accessible:</p> <ul style="list-style-type: none"> • abbreviations and technical jargon will be avoided • name cards will be used at meetings to identify Board members • cards will be used by members wanting to speak or vote or have something explained, to make sure all members have equal opportunity to contribute. • minutes will be in accessible English • members will have a choice of receiving papers electronically or

	<p>through the post.</p> <p>3. Older people and carers' representatives on the Board will be paid expenses and an involvement fee.</p> <p>4. Minutes and papers will be posted on the Partnership's page of the Norfolk Ambition website at www.norfolkambition (click on 'Key Theme Partnerships', then on 'Norfolk Older People's Partnership')</p>
Performance management & work programme	<p>The Board will produce an annual work programme for the following year drawn from areas of work identified in the older people's strategy.</p> <p>The key task of the Board is to monitor these areas of work, identify gaps in services and work to achieve successful outcomes for older people.</p>
Fairness and equality	<p>Discrimination on the basis of ageism, disability, gender, faith, sexuality, ethnicity or transgender will be challenged.</p> <p>Specific attention will be paid to making sure older people are aware of and can access services.</p>
Operational risks	<p>Partners do not feel the partnership is effective in improving support for older people and making a difference.</p> <p>Partner agencies do not take the actions they committed to in the older people's strategy e.g. because of pressures on budgets.</p> <p>The Board fails to monitor performance.</p> <p>The Partnership fails to let the public know what it is doing.</p> <p><u>The Board does not plan for future progression of chair, vice chair and support officer.</u></p>

Norfolk Older People's Strategic Partnership Board: Structures



Norfolk Housing Alliance Services for Older People

Andrew Stevenson

Broadland Housing Association

Nigel Andrews

Norwich City Council

The Alliance



- 13 Registered Housing Providers
- 50,000 Homes - 10.2 % of all homes in Norfolk



What we do

- Sheltered Housing
- Housing with Care
- Repair Services
- Aids and Adaptations
- Community Alarm Service
- Housing Related Support Services



Housing with Care

- 13 Schemes
- Average turnover 20% (BHA)
- Average re-let times 21 days (BHA)



Key area of Focus

- Welfare Reform
- Redundant Stock
- Low demand & High demand



Setting the scene.

- 28 sheltered housing schemes in the City
- Scheme Managers
- Funding
- Traditional accommodation based service
- Assistive technology

Key drivers to remodel the service.

- *Undertaken a review of the sheltered housing service:-*
 - *Value for money*
 - *Assets*
 - *Tenant data and support needs*
 - *Staffing*

Tenant profiling and support need data

- Low levels of health/ social care support.
- Role of scheme manager/ Daily visits.
- Out of Hours
- Demographics

New service model

- New structure with effect from 1 April 2012:-
- Two team leaders – Home Support and Housing Management.
- Home Support Officers
- Sheltered Housing Officers

Accommodation and Support Needs

- Need to look at stock - need/demand/supply.
- Accommodation and support need strategy
- HWC with partners, but what does HWC look like in Norfolk and who are / will be our potential customers?

Opportunities for the Future



- Extra Care
- Personal Budgets
- Funding for New Build
- Advice , Guidance and Advocacy Services
- Floating Support Services
- Day Opportunities



Partnerships

- Norwich Integrated Care Organisation pilot.
- Norwich Community Alarm Service
- Age UK Norwich
- Norwich Older People's Forum

Partnership working

- How do partners work together and engage older people in developing services?
- How can we as housing providers work in partnership with the locality commissioners and the clinical commissioning groups?
- What role will the community alarm services play in the emerging changes to the NHS, specifically looking at the use of telehealth and monitoring patients with long term conditions?

