

Norfolk Older People's Strategic Partnership Board

Cranworth Room, County Hall, Norwich

Wednesday 6 March 2013

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| Present: | |
| Joyce Hopwood | Chair of Norfolk Older People's Strategic Partnership, and Chair of Norwich Older People's Forum |
| James Bullion | Community Services (Adult Social Services), Norfolk County Council |
| Jan Holden | Community Services (Cultural Services), Norfolk County Council |
| Niki Park | Environment, Transport & Development, Norfolk County Council |
| Julie Zipfell | Norwich City Council |
| Phil Yull | Department for Work and Pensions (DWP) |
| Hilary MacDonald | Age UK Norfolk |
| Phil Wells | Age UK Norwich |
| Jon Clemo | Norfolk Rural Community Council |
| Linda Rogers | Voluntary Norfolk |
| Jo Ardrey | Norfolk Independent Care |
| Lesley Bonshor | Carers' Council |
| Carole Williams | Norfolk Council on Ageing |
| Pat Wilson | Broadland Older People's Partnership |
| Shirley Matthews | Breckland Older People's Partnership |
| Ann Baker | South Norfolk Older People's Forum |
| Hazel Fredericks | West Norfolk Older Person's Forum |
| Peter McGuinness | Great Yarmouth Older People's Network |
| Emily Millington-Smith | Norfolk Older People's Forum |

In Support:

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| Paul Anthony | Corporate Support Manager, Norfolk County Council |
| Annie Moseley | Supporting the Norfolk Older People's Strategic Partnership, Age UK Norfolk |

Speakers:

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| Gita Prasad | Community Services Norfolk County Council |
| Alison Spalding | Project Officer, Disabled Facilities Grants |
| Eamon McGrath | Community Development Manager, Age UK Norfolk |

In Attendance:

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| Paul Jackson | Norfolk County Council Communications |
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Apologies

Apologies of absence were received from: Shelagh Gurney, John Perry-Warnes, Harold Bodmer, Graeme Duncan, Mary Granville-White, Kate Money, Chris Mowle, Denise Denis, Carole Congreve, Tony Cooke, Nigel Andrews, Duncan Hall, Emma MacKay.

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| 1 | <p>Alan McKim</p> <p>The Board observed a minutes silence in memory of Alan McKim.</p> |
| 2 | <p>Welcome by the Chair</p> <p>Joyce welcomed everyone to the meeting.</p> |
| 3 | <p>Minutes</p> <p>The minutes of the meeting held on 14 November 2012 were agreed.</p> |
| 4 | <p>Matters Arising</p> |
| 4.1 | <p>Harwood Care Charter</p> <p>It was agreed to endorse and support the Harwood Care Charter.</p> |
| 4.2 | <p>Rural Community Council (RCC) / Scheme to Bulk Buy Heating Oil</p> <p>A noted prepared by Ann Baker on minimum deliveries of domestic heating oil had been attached to the minutes.</p> |
| 4.3 | <p>Age UK Telephone Number freephone number</p> <p>It was noted that the “Council at your Library” service now included the Age UK Norfolk’s telephone number as the ninth number on the free phone provided in libraries.</p> |
| 4.4 | <p>Information Advice and Advocacy</p> <p>Carole confirmed that a number of improvements had been made to the Trusted Trader Directory and several of the points raised by the Board would be included in the marketing strategy. Also, a change in the font had been agreed and a new edition of the publication was awaited.</p> |
| 4.5 | <p>Handyperson’s Scheme</p> <p>Joyce reported that she had had two discussions with Harold who recognised the need for a Handyperson’s scheme and said he would find the funding somehow, possibly shared with other partner organisations such as health and district councils.</p> <p>Ann referred to the 2012 report on the national evaluation of Handyperson’s Schemes which was available on the government website:</p> <p>https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/6247/2075820.pdf</p> |
| 5 | <p>Update on Working Groups and of the Work of the Chair and Vice Chair.</p> <p>Joyce presented the Update on Working Groups and Work of the Chair and Vice Chair which was received and noted.</p> <p>The Board agreed that it would be helpful to receive regular updates at future</p> |

meetings.

6 'Strong and Well' – Norfolk County Councils New Five Year Fund to Support Older People in their Communities

- 6.1 Gita Prasad, Head of Prevention Solutions for Norfolk County Council (NCC) Community Services, introduced Denys Ngu, Norfolk County Council lead on the Ageing Well Programme.
Action: an update on the Norfolk Ageing Well programme to be circulated with the minutes of the meeting.
- 6.2 Gita reported on 'Strong and Well', the new £5million five year fund established by NCC to support older people in their communities. Details were set out in the Cabinet paper circulated with the agenda.
- 6.3 Gita said that 'Strong and Well' was motivated by a number of national/regional/local drivers with the aim of helping older and vulnerable people remain independent.
- 6.4 NCC would co-ordinate 'Strong and Well' visits to targeted older people, focusing on those aged 75+ with emerging social care needs. Information shared between the community and organisations would help to identify older people with such needs, and link them to the support they needed to remain independent and well for longer.
- 6.5 Gita described the 'Strong and Well' process: volunteers would need to (1) identify older people who needed support; (2) use the telephone or a letter to arrange, with their permission, a face-to-face visit at the person's home or at an alternative venue; (3) provide information and signposting to services, drawing on a 'hamper' of information; and (4) monitor the take-up of services for evidence of effectiveness. She circulated a paper about what information might be included in a Strong & Well 'hamper'(attached with these minutes), and asked Board members for feedback about what was missing.
- 6.6 During discussion, the following points were raised:
- a) There was a need to understand what might be limiting the independence of older people over the age of 75, why people weren't accessing services and whether there were gaps in existing services which would need to be filled.
 - b) Age UK Norfolk / Norwich Information, Advice and Advocacy (IAA) services, which were commissioned by NCC, already provided information and signposting; their home visits could last over two hours as there were so many issues to cover.
 - c) James explained that NCC was proposing to provide resources through the Strong and Well process using existing channels to help older people remain independent in their communities.
 - d) Gita confirmed that NCC would be working with District Councils and Housing Associations on the Strong and Well project as older people very often had concerns about their housing.
 - e) She explained that the Strong & Well Reference Group would include representatives of Age UK Norfolk and Age UK Norwich, the Rural Community Council and the Older People's Strategic Partnership (Joyce

Hopwood). The membership could be extended if necessary. Their first meeting would be in March.

- f) Jo Ardrey said that most of the 400 older people supported by her home care agency didn't have access to a computer, so they needed printed information such as the very informative Age UK factsheets.
- g) Phil was not confident that older people would agree to be approached by someone they didn't know and suggested approaching them via a friend or neighbour. Also, not all older people who were vulnerable would perceive that they had a problem and needed support.
- h) Hazel suggested that both rural and urban areas should be represented on the Reference Group, and also suggested that they would be asking a lot from their volunteers who would be undertaking these visits.
- i) Gita assured the Board that the face to face meetings with older people would be pre-arranged and there would be no "cold calling". However, meetings could take place outside the home if requested. They would liaise with the new older people's outreach services and with the Community/Village Agents services currently being piloted in North Norfolk and Norwich.
- j) It was suggested that a Clinical Commissioning Group (CCG) Engagement Officer be invited to join the Reference Group.
- k) Carole noted that Age UK Norfolk had used banks and pharmacies to get information out to the public. She believed that the Reference Group should look at current examples of good practice in determining the delivery model for Strong and Well, rather than 'reinventing the wheel'. James emphasised that NCC wanted to work through existing channels, (both formal and informal) with the aim was of adding capacity where it was needed.
- l) Hazel suggested that a reference group be set up in each locality to represent interested parties including district councils, CCGs, charities and older people themselves as the focus would be in localities.
- m) It will be important to identify the services such as Age UK Norfolk/Norwich that older people were being signposted to through the Strong and Well process and by the new Norfolk-wide older people's outreach services as this could considerably increase their workload.

7 Update on Changes in Adult Social Services

7.1 James presented the Adult Social Care update report (circulated with the agenda) and also copies of "Transformation News" containing information about the progress being made with projects in the County Council Adult Social Care Transformation Programme.

James highlighted in particular:

7.2 A review of web-based and printed Information and Leaflets

- That Gita Prasad was leading work on updating the Adult Care section of the NCC website to ensure easier access, to enable people to complete forms online ('self-service') and to include short films. James emphasised that people who didn't have access to the internet or needed to talk to a staff member could still use NCC leaflets/booklets and contact NCC Adult Care through their phone line (0344 800 8014).

- That a film about the changes in Adult Social Care “starring” Harold would be added to adult care web pages in the next few months.
- Gita was also leading a review of all NCC social care printed information, and had set up a group of readers to identify any gaps and ensure accessibility.

Supporting Older People Funding their own Care (‘self-funders’).

7.3

- That NCC adult social care staff should provide information and advice to anyone needing support, so should not ‘filter out’ those older people who were not eligible for funded care.
- That NCC’s Care Connect service, their front line service responding to calls from people needing social care, was being co-located in April with NCC’s Customer Services Centre, so that queries could be dealt with in the most efficient manner and at the earliest opportunity making the service more customer focussed.
- The NCC care arranging service would advise people on buying the care they needed.
- That the rules on eligibility for local authority funding for social care were due to change in 2017

8 Update on Community Agent Pilots.

8.1 Norfolk Rural Community Council (RCC) Village Agents

Jon presented a paper on the RCC Village Agent model (attached to these minutes), highlighting in particular:

- Norfolk RCC was currently running a pilot Village Agent service funded through ‘Living Well in the Community’ and Broadland District Council. The five agents were paid, and were locally recruited and based in villages around Aylsham, Cromer and North Walsham.
- That this was a tried and tested model initially developed in Gloucestershire, and which produced significant results in identifying and supporting older people who didn’t have other sources of help.
- That the Village Agents had needed an extended period of training and the service was still at a relatively early stage; they had exceeded their target of making links to local services and were now moving to the delivery phase. They were able to support each other – an important aspect where a new service is being set up.
- That the RCC approach was to focus their services in those areas where the community wasn’t able to respond easily (i.e. where there was relatively low community capacity).
- That the service was ‘intelligence-led’ as people knew the area and already had networks, and one of its strengths was that it was identifying and supporting people of all ages, and linking people into local activities.
- That additional outcomes included circulating information from local agencies e.g. around the ‘Warm and Well’ work, and receiving referrals from outside their areas.
- That the RCC also promoted voluntary good neighbour schemes, thereby providing a balanced approach.

8.2 Age UK Norfolk Volunteer Mentors

Eamon McGrath, Community Development Manager for Age UK Norfolk, circulated a paper on the Age UK Norfolk Voluntary Community Mentor Model (attached with these minutes). He highlighted the following:

- That Volunteer Mentors had a similar role in identifying older people who needed support, signposting them on to Age UK Norfolk or other support agencies
- That they can work with all ages
- That they are funded through a £49,500 Living Well in the Community grant.
- That they could only progress at the speed they could recruit suitable volunteers, and this can be a challenge as many agencies are looking for volunteers
- That working with volunteers is not cost free - management costs have to be covered.
- That it is difficult to work over a very large geographical area, and that volunteers want to focus on their local 'patch'

8.3 Age UK Norwich Community Agents

Phil Wells outlined the Age UK Norwich approach highlighting in particular:

- That this service was funded through NCC's Ageing Well, would last for 18 months and had had a later start
- That their focus was on areas of deprivation in Norwich, and they were supporting older people with local networking and supporting individuals to take on roles in the community.
- That they were planning pilots in Bowthorpe and Mile Cross and possibly Lakenham, and to recruit people already active in the community who would be paid for one or two days a week and who would be able to support each other.
- That Age UK Norwich's experience had shown that, once a staff member had supported the setting up of a new group, it was difficult to 'back out'

8.4 During discussion, the following points were raised:

- James referred to the 'enabling community' work stream of Enterprising Norfolk (refer to minute 10 on page 7 of these minutes) and the need to develop a business case for sustaining Community/Village Agent schemes – it was crucial to get evidence of the effectiveness and of value for money of these pilots.
- A number of questions were raised about the collection of prescriptions for older/vulnerable people who are unable to get to their local surgery/chemist. Some volunteers have been told they shouldn't transport medication; home care staff sometimes have to collect people's medication. It was important to make sure older people's medication was reviewed regularly - the medicine management review service was there to help prevent older/vulnerable people taking unnecessary medication. It was also noted that the local project on the medication of care home residents could be a possible agenda item for

a future meeting. Jon said that the collection/delivery of prescriptions wasn't part of the Village Agent role – the challenge is what you do where there aren't volunteers in the community prepared to pick up prescriptions; also, you couldn't ask volunteers to ensure that older people took their medication 24/7.

- It was suggested that, as a county, there should be a consensus about what is and is not appropriate in terms of administering medication and other matters for managed volunteers/good neighbours/staff to do in support of older/vulnerable people in the community.

9. Update on the delivery of Disabled Facilities Grants

Alison Spalding, Project Officer for improving delivery of Disabled Facilities Grants, presented an update on changes to the delivery of disabled facilities grants (her paper was circulated with the agenda for the meeting). She highlighted in particular:

- That the aim was to make the process of applying for grants / adaptations more efficient and integrated between the County Council and district council service, so that applicants were dealt with more quickly. They had done this by basing NCC Occupational Therapists (OTS) in a single team in the district council offices.
- That there was a phased implementation with five districts now up and running. The other two, Norwich and Great Yarmouth, would go live in the next month or so.
- That the service was means tested; and currently all districts provided an element of discretionary top up which was particularly needed where people couldn't fund the part they were assessed to pay.

10. Enterprising Norfolk

James updated the board on Enterprising Norfolk ,highlighting the following:

- That a review of NCC's organisation and functions called 'Enterprising Norfolk' had begun in November 2012. This was in response to continued restraints in public service funding, a radical policy of public service reform from the coalition government, rising public expectations of customer service and continued rising demand.
- A revised management structure would result, and Norfolk County Council had already agreed that the Chief Executive role be replaced by a Managing Director.
- That the aim was create a more business focused/entrepreneurial organisation with permeable barriers between NCC and partners/service providers.
- That new powers given to local authorities to operate differently if in the public interest would give the County Council considerable flexibility in determining the future operating model.
- That reductions in resources of some 25% over the past three years, and the possibility of up to a 25% decrease over the period 2014 to 2017 would require the County Council to improve the commissioning of services, to better understand its customer base and to enable communities to help themselves.

- That, later in the year, the County Council would launch a second consultation – ‘Big Conversation’ - to open a debate at all levels about how it might want to deliver services in the future in the light of the continuing financial constraints.
- That officers wanted to remove unnecessary bureaucracy from County Council processes.
- That, as a major partner of the County Council, there would be opportunities for the Older Peoples’ Strategic Partnership to help shape the debate over the coming few months. A paper would go to NCC Cabinet in April on this issue.

During discussion, Joyce commented that a cut of up to 50% on NCC funding from 2012-17 was having, and would continue to have, a massive impact on the support it provided for older people.

10 Any Other Business

10.1 Personal Health Budgets

Ann referred Board members to the information on personal health budgets which she felt might be of particular interest to the local forums/the carer’s council.

After the meeting, an informal discussion took place over lunch and the following topics were raised:

- 1) Administration of medicine to older/vulnerable people. The possible use of assistive technology to remind people to take their medication, the need to determine boundaries and the need to contact individual CCG Clinical Action Teams for older people to raise the issue of the need to review patients’ prescriptions, particularly if they are house bound.
- 2) The NCC Care Arranging service and support for people funding their own social care.
- 3) The impact on older people of the wider welfare and benefit reforms about to be introduced by the Government
- 4) NCC assessments of need – the social care teams in localities have been strengthened and staff can undertake home visits if necessary including to undertake carer’s assessments. James asked to be advised of any problems over assessments and the way they are carried out. The NCC Customer Service Team would, after April, be co-located in Vantage House, Norwich, with the NCC Care Connect staff who undertook specialised social care work. James said that it was very important to give instant feedback if the Care Connect system appears not to be working, and wanted to encourage a culture of feedback and complaints.

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

Wednesday 12th June 2013 at Breckland District Council’s Conference Suite, Elizabeth House, Walpole Loke, Dereham NR19 1EE, from 10.0am – 1.0pm, followed by a sandwich lunch & informal discussion from 1.00 - 2.0pm

Members of the public are welcome.