



Norfolk

MONDAY



RM

RXDBCCAA

10/08/2009

37

COMPANIES HOUSE

03783205

NCoA 15/09

Norfolk Council on Ageing

Minutes of the meeting held at 10.30am on Tuesday 21 July 2009 in the Training Room, Great House training centre, Age Concern Norfolk, 300 St Faith's Road, Old Catton, Norfolk NR6 7BJ

- Members Present:** Alan MacKim (Chairman of Age Concern Norfolk), Ann Baker (Co-opted Member), David Button (Age Concern Norwich), Celia Cameron (Age Concern Norwich), Cym Cant (Norfolk Deaf Association), Owen Edwards (Age Concern Great Yarmouth), Dr Peter Forster (Co-opted Member/Trustee), Margaret Hardingham (Vice-President of Age Concern Norfolk), Don Johnson (Civil Service Pensioners Alliance [Norfolk]), Michael Lake (Co-opted Member/Trustee), Brian McDonnell (Age Concern Great Yarmouth), Rachel McLean (Age Concern Great Yarmouth), Sam Morton (Vice-Chair of Age Concern Norfolk), Emily Millington-Smith (President, Age Concern Norfolk), Brenda Robinson (Norfolk Federation of Women's Institutes), Jill Rodgers (The Pension Service), Kathy Smithers (British Red Cross), Basil Tibbenham (Norfolk Association of Local Councils), Clifford Walters (Age Concern West Norfolk District), Carole Williams (Co-opted Member), Pat Wilson (Norfolk and Norwich Pensioners Association) and Muriel Yarnall (Age Concern Broadland)
- In Attendance:** Louise Avis (Leathes Prior), Gill Bannister (Audit Commission), Margaret Craske (Age Concern North Norfolk), Linda Gill (Age Concern Norfolk), Hilary MacDonald (Chief Executive, Age Concern Norfolk), Ellis Layward (Audit Commission), Stella Maynard (Norwich Older People's Involvement Network), Caroline Murdoch (Age Concern Norfolk), Cllr John Perry Warnes, Marian Perry Warnes, Jocelyn Rimmington (IAG), Jan Rodda (Age Concern Norfolk), Paula Skelton (Age Concern Norfolk) – minutes, David Sparkes (Age Concern Norfolk), Peter Walker and Phil Wells (Age Concern Norwich)
- Apologies** Kate Arnold* (Age Concern Thetford and District), Bett Barrett* (Co-opted Member/Trustee), Lyn Battrick* (Age Concern North Norfolk), Dr Graeme Duncan* (Co-opted Member/Trustee), Andrew Halsey* (Co-opted Member/Trustee), Joan Hannant* (Age Concern Broadland), Judith Head (Age Concern Norfolk), Margaret Hill* (Norfolk Older People's Forum), Doreen Lemmon* (Age Concern Broadland), Eamon McGrath (Age Concern Norfolk), Jacqueline Middleton* (Age Concern Norwich), Annie Moseley (Age Concern Norfolk), Chris Mowle, Val Purdy* (Age Concern Broadland) and Richard Watson* (Co-opted Member/Trustee)
- *Denotes voting member

The Chairman welcomed everyone to the meeting.

1. Minutes of the Norfolk Council on Ageing Meeting held on 21 April 2009 (NCoA 09/09)

The minutes of the Norfolk Council on Ageing (NCoA) meeting held on Tuesday 21 April 2009 had been circulated prior to the meeting and with an amendment on page 3 in the first sentence to change the number "12" to "11", the minutes were agreed by members as a correct record.

The Chairman signed the minutes.

2. Matters Arising

2.1 Review of the Norfolk Council on Ageing

The Chief Executive reminded members about the review of the Norfolk Council on Ageing (NCoA) which had recently been undertaken. During the review it was felt that it would be useful to draw up Terms of Reference for the NCoA. The Chief Executive said that new members had in the past asked for Terms of Reference.

The Chief Executive drew members' attention to the paper (NCoA 14/09) which had been left on their chairs. She said that draft Terms of Reference had been prepared with the Governance Sub-Committee and at the Board of Trustees meeting held on 30 June 2009, a recommendation had been made to submit the Terms of Reference to the next NCoA meeting for members' approval.

The Chief Executive asked for comments or proposed changes to the paper. None were offered.

The Terms of Reference of the NCoA were approved by members and it was agreed to circulate them to members not present at the meeting. PS

2.2 Presentation by Cllr Brenda Arthur, Norwich City Council: Independent Commission for Older People Living In and Around Norwich – Final Report

The Chairman invited Mr Wells to update on developments since the publication of the Older People Living In and Around Norwich Report.

Mr Wells reported that the inaugural meeting of Norwich Older People's Forum would take place on 30 July 2009 and would include a board for people to note their concerns as they entered the venue for the meeting.

2.3 Presentation by James Bullion, Assistant Director – Adult Social Services

A discussion took place about the importance of preventative services for older people being available in the county and it was suggested that a letter be sent to Norfolk County Council highlighting the importance of funding for preventative services and expressing concern relating to the level of financial investment in preventative services in Norfolk this year and the implications

that might have for services. It was suggested that the letter should also include reference to the vital role that volunteer based services play and a request that a champion for preventative services be appointed. HM

The Chief Executive agreed to write a letter and also suggested that this issue be raised at the meeting of the Prevention Reference Board taking place the following week. The Chief Executive said that Mr Wells would be attending in her place as she was unable to attend and Mr Wells agreed to raise this. It was agreed to send a copy of the letter to Cllr David Harwood, the Council member who has recently taken up the adult social services portfolio. PW HM

The Chief Executive commented that the Government's Green Paper on Social Care published the previous week highlighted the importance of preventative services throughout the Paper and its commitment to the provision of free preventative services.

3. Board of Trustees Report to the NCoA Meeting being held on 21 July 2009 (NCoA 11/09)

A report prepared by the Chief Executive on behalf of the Board of Trustees had been circulated prior to the meeting.

3.1 Strategic Planning 2010-2011

The Chief Executive provided a verbal update on the Strategic Planning Event of the charity which had taken place the previous week. The Event had been attended by 43 Trustees, managers, staff and volunteers.

The Chief Executive said that 12 proposed Priorities for the charity had been presented. Following a discussion, all 12 Priorities had been agreed in principle and work will now take place to prepare the key activities which will be included in the Operational Plan. This work will include the costing of key activities and will be submitted to the Board of Trustees in November 2009 for approval.

The Chief Executive invited members to contact Ms Skelton if they would like a copy of the Priorities.

3.2 2009 Annual General Meeting

The Chief Executive asked members to let Ms Skelton know if they would be attending the AGM on 08 September 2009 where the Chief Executive of the new charity, Age Concern and Help the Aged, will give the keynote speech. It was likely that there will be a high turn out for the AGM and having an approximate idea of numbers attending would ensure the correct numbers are catered for. ALL

3.3 Campaigns

The Chief Executive reported that Eamon McGrath, Community Development Manager, was attending a day services funding opportunities meeting that morning and had sent apologies to the NCoA meeting.

The Chief Executive reported that Mr McGrath had been re-elected as the

Eastern Regional representative on the national Age Concern federation Campaigns Partnership.

3.4 Careforce

The Chief Executive reported that a report had been written containing findings from the recent survey of older people using home care services provided by Careforce undertaken by Age Concern Norfolk and Age Concern Norwich, on behalf of Norfolk County Council. The report had been submitted to Harold Bodmer, Director of Adult Social Services, and would be discussed that afternoon at the meeting of the County Council's Adult Social Services Overview and Scrutiny Panel.

The Chief Executive invited members to contact Ms Skelton if they would like a copy of the report.

3.5 Five-Minute Update: David Sparkes: Development Worker LINK (Local Involvement Network)

Mr Sparkes explained that he was part of the Community Development Team managed by Mr McGrath at county office.

Mr Sparkes gave an overview of his role which was to engage with hard to reach communities in Norfolk with an emphasis on issues around health and well-being. Hard to reach communities including gay, lesbian and transgender groups, gypsies and travellers, and black and minority ethnic groups. The diversity of Norfolk was changing rapidly with 108 languages now being spoken within the county.

Mr Sparkes described some of the challenges within his role which included some groups being suspicious of authority and the isolation of some people, particularly older men. Mr Sparkes said communication with different groups could be difficult given the wide range of languages and there was always a challenge to provide literature in formats that were accessible for everyone. Good communication was vital to ensure everyone knew about the services Age Concern Norfolk and the voluntary sector offer.

Mr Sparkes reported on the successful collaboration with Norfolk Police and said that Age Concern Norfolk had signed up to the Multi Agency Protocol (MAP), a protocol to deal with reporting hate crimes and hate incidents. Other successes included involvement with Norwich InterFaith Link which brings together people of different faiths and beliefs within Norfolk and aims to build good relations between faiths groups in the local community. Norwich's first gay pride event would take place in The Forum in Norwich the following weekend and Age Concern would be represented at the event.

Finally, Mr Sparkes reported on the work undertaken by Norfolk LINK which brings together volunteer groups to consider health issues.

The Chairman thanked Mr Sparkes for his presentation.

4. Special Resolution to Amend the Governing Documents of Age Concern Norfolk (NCoA 11/09)

A Special Resolution and copies of the amended governing documents (The Articles of Association and The Memorandum of Association) had been circulated within the required statutory period of three weeks to NCoA members.

The Chairman explained that work had been undertaken over the last six months to amend the charity's governing documents in line with the changes required following the granting of Royal Assent to the Charities Act 2006 and Companies Act 2006.

The work for Age Concern Norfolk had been undertaken by the Chief Executive's Office and the Governance Sub-Committee, together with the charity's solicitor, Chris King.

At its meeting held on 30 June 2009 the Board of Trustees had considered the amended governing documents and recommended that they be submitted to NCoA members for approval.

NCoA members had been issued with voting cards and were asked to vote on the following Special Resolution:

"That the amendments as detailed in the attached Memorandum of Association and Articles of Association as shown (as to additions) in red and (as to deletions) in blue and struck through, be approved."

A vote on the Special Resolution took place and votes were counted as follows:

For: 19
Against: 0

The Chairman declared that the Special Resolution was carried.

5. Norfolk Older People's Strategic Partnership Board

5.1 Norfolk Older People's Strategic Partnership Board: Older People's Representatives – Future Elections (NCoA 13/09)

Following agreement at the previous NCoA meeting held on 21 April 2009, a paper had been circulated setting out the proposals on how to implement future elections. The following was agreed:

- a) That the current representatives' (Ann Baker and Emily Millington-Smith) terms of office are terminated one year early so that, as agreed, the new system of electing three representatives to serve a three-year terms, can commence in 2010. After the first election, the three successful representatives would draw lots to decide who serves for one year, two years and three years.
- b) That the three deputies are not "linked" to a particular older people's representative, rather that they have the remit to deputise for any one of the three representatives should the need arise. This would be decided by the representatives and deputies as and when required.

- c) That the election timetable runs along the same lines as this year's ie starting the process in November and running a postal ballot with votes counted at the January 2010 meeting of the NCoA.
- d) Two nomination papers will be sent to voting members of the NCoA – one for the representatives role and one for the deputies roles, so that (up to) three names are entered onto each form. The proposer must sign to say that they have gained the permission of the people they are nominating.

5.2 Verbal Report from the Older People's Representatives: Ann Baker and Emily Millington-Smith

Mrs Baker noted that the minutes of the Norfolk Older People's Strategic Partnership (NOPSP) Board meeting held on 08 April 2009 had been circulated to members with their NCoA meeting papers. Mrs Baker reported that one further meeting of the NOPSP Board had taken place since then.

Mrs Baker reported on the publication of the Living Longer, Living Well: The Norfolk Older People's Strategy Next Steps 2009-2011 booklet. She said that in future an update report on a different section would be provided at each NOPSP Board meeting. Mrs Baker reported that a summary version of the booklet would be available soon.

Mr Wells said that there were concerns from Age Concerns in the county that there was little acknowledgement of the work undertaken by their organisations and within the voluntary sector in general. Mr Wells said there was too much focus on services provided and funded by the County Council.

Ms Craske highlighted GP practices' involvement in North Norfolk saying there was little recognition of this work. The Chairman advised that currently there was one GP practice linked to the NOPSP Board and said that involvement by GP practices was encouraged but there appeared to be a reluctance to attend meetings.

5.3 Election of a Temporary Third Older People's Representative to the Norfolk Older People's Strategic Partnership Board

The Chairman explained that the NOPSP Board felt it would be useful to make a temporary six-month appointment of an older people's representative rather than waiting for the elections to take place in January 2010. It was hoped that this would ensure wider engagement of older people and greater representation of their views.

A letter had been sent to voting members with their NCoA meeting papers proposing that the election of a third older people's representative take place at the meeting.

It was agreed to appoint a temporary third representative and the Chairman invited volunteers to put themselves forward. There were two volunteers, Ms Craske and Ms Williams who gave a brief outline of their experience which they felt would be relevant to the role. Both were asked to leave the meeting whilst votes were cast.

The result of the election was that Ms Craske was elected to be the third older people's representative. The Chairman thanked both Ms Craske and Ms

Williams for volunteering.

6. The Joint Health, Social Care and Voluntary Sector Strategic Forum – Election of Representative from the NCoA

Following discussion at the previous NCoA meeting, minutes of the most recent meeting of the Joint Health, Social Care and Voluntary Sector Strategic Forum had been circulated to NCoA members together with a copy of the Forum's Terms of Reference.

The Chairman invited volunteers to put themselves forward to be the NCoA's representative on the Forum and Mr Morton volunteered.

It was agreed that Mr Morton should be the NCoA's representative on the Forum.

7. Presentation: Gill Bannister, Audit Commission – Central Region: Comprehensive Area Assessment – A New Way of Assessing Local Public Services

Ms Bannister thanked the Chairman for inviting her and her colleague, Ellis Layward, to give a presentation about the work of the Comprehensive Area Assessment (CAA).

Ms Bannister explained that the CAA was a new way of assessing local public services and had a strong outcomes focus in local priorities. The CAA was relevant to people of all ages but has staff who specialised in particular areas. Mr Layward specialised in younger and older people's areas.

Ms Bannister explained that there were four themes that run through the assessment that is undertaken: sustainability, inequality, vulnerable people and value for money. Green and red "flags" will signal exceptional performance, improvement or innovation, and significant concerns about future outcomes.

Ms Bannister explained the reporting system once an assessment has been undertaken which will include reporting in December. It was hoped that where a green flag was awarded it will help share good practice.

Ms Bannister said the main emerging areas for further exploration for Norfolk were: health and well-being, thriving economy, environmental sustainability, safer communities, supporting independence, improving skills and fulfilling aspirations, improving housing and stronger communities.

Ms Bannister gave details of how people could get involved in CAA and encouraged people and organisations to put their views forward in time for the report being published later in the year. She said that a way of getting points across was to answer the three questions on the last slide of her presentation.

It was agreed to append Ms Bannister's presentation to these minutes and circulate to NCoA members, asking members to respond to the Chief Executive who would collate all responses and forward them to the CAA. HM

Ms Bannister and Mr Layward responded to queries relating to skills and attainment levels in Norfolk, issues relating to dementia, unitary status, and the workshop that took place in June 2009 on CAA. Mr Layward confirmed that

feedback from the workshop had been received and fed in to the Assessment.

Mr McDonnell reported on positive progress being made in Great Yarmouth with the establishment of an older people's network which should ensure that older people's voices and concerns are heard.

The Chairman thanked Ms Bannister and Mr Layward for their presentation and wished them well in the work being undertaken by the Audit Commission.

8. Any Other Business

8.1 NCoA Feedback Forms

The Chairman encouraged everyone to complete and return their feedback forms.

9. **Date of the Next NCoA Meeting:** A provisional date of Tuesday 20 October 2009 at 10.30am has been arranged. This will be confirmed at the AGM on 08 September 2009 and the venue will be confirmed nearer the time.

There being no further business, the Chair closed the meeting closed at 12.15pm.

Signed.....

Position.....

Date.....

Circulation:

Norfolk Council on Ageing Members and Non-Members
Intranet
Minutes Book at county office
Companies House
Charity Commission