

# Norfolk Older People's Strategic Partnership (NOPSP)

Thursday 6<sup>th</sup> June 2019 1000am – 1330pm

Anglia Room, Breckland District Council Offices, Elizabeth House,  
Walpole Loke, off Kingston Road, Dereham, NR19 1EE

## Meeting minutes

(Abbreviations: STP = Sustainability and Transformation Partnership, NCC = Norfolk County Council; CCG = Clinical Commissioning Group; DC = District Council; NOPSP = Norfolk Older People's Strategic Partnership)

### Present:

David Button	Chair NOPSP
Erica Betts	NOPSP/ Your Voice in Breckland
Mary Ledgard	NOPSP/ Norwich Older People's Forum (NOPF)
Derek Land	Norfolk Council on Ageing
Rebecca Champion	NHS North Norfolk CCG
Debra Lawrence-Bell	NCC
Cllr. Donna Hammond	Great Yarmouth Borough Council
Sue Whitaker	Norfolk Council on Ageing
James Bullion	NCC
Leon Ringer	NCC
Lin Mathews	Age UK Norfolk
Jo Willingham	Age UK Norwich
Chris Goddard	Your Voice in Breckland
Janice Dane	NCC
Verity Gibson	NOPF
Jo Tier	Extra Hands
Judith Berry	Careline/ LILY
Vicky Cullender	Saffron Housing
Ruth Stannard	Your Voice in South Norfolk

### **In Support:**

Janine Hagon-Powley	NOPSP Support Officer
Tasha Higgins	Community Action Norfolk (CAN)

### **Apologies:**

Joyce Hopwood	NOPSP
Penny Carpenter	Great Yarmouth Borough Council (now represented by Cllr. Donna Hammond)
Hilary MacDonald	Age UK Norfolk
Niki Park	NCC
Carole Williams	Norfolk Council on Ageing
Hilary Sutton	Broadland Older People's Partnership (BOPP)

### **Speakers:**

Lin Matthews (Head of Charitable Services, Age UK Norfolk)  
Jo Willingham (Advice, Information and Welfare Manager, Age UK Norwich)  
James Bullion (Executive Director, Adult Social Care, NCC)  
Leon Ringer (Senior Programme Accountant, Promoting Independence Team, NCC)

## **1. Welcome and housekeeping**

<sup>1</sup>David Button welcomed everyone, thanked them for coming and introduced the theme of the meeting 'All about the money'.

## **2. Minutes and Matters Arising**

<sup>1</sup>The minutes of the meeting held on 7<sup>th</sup> March 2019 were agreed as a fair record with the exception of the omission of attendance of Judith Berry from Careline and Rebekah Bensley-Mills from LILY. These will be updated accordingly.

## **3. Introduction (David Button)**

<sup>1</sup>Money underlies everything we do or don't do for both individuals and organisations. Many older people have fixed incomes and few opportunities to enlarge their incomes, in a generation of relatively asset rich and income poor. Currently the average state pension is less than £7,000 a year with the average Norfolk Pension Fund pension just under £5,000 a year.

#### **4. “When you don't have enough money” (Age UK)**

<sup>1</sup>David Button introduced Lin Matthews and Jo Willingham who used Age UK casework to describe the impact on individuals “when you don't have enough money”, including why people don't claim the money / support they are entitled to.

Discussion - Below are the key points raised which were not on their presentation slides.

- Complicated tax, welfare, health / care systems mean many people either struggle to navigate these systems or are not aware of their entitlements as they are not properly informed. Often these issues are the root cause of anxiety, isolation etc., with some people ashamed to ask for help.
- Initial contact with Age UK often leads to the discovery of a wide range of issues and often see people who say they must make the difficult decision between choosing to eat or heat their home.
- Money Matters service is open access across Norfolk and helps people with their budgeting, post etc., allowing them to remain independent and at home for longer, relieving stress and anxiety.
- Often people do not have savings to fall back on. However, many people have money but still don't know which route to take or how to sort things out.
- It's about giving people support to live at home independently by enabling them to make informed choices about their income and expenditure, even if they have disabilities, dementia diagnosis etc.
- There are many sources of income that people are not aware of, particularly for occupations, health conditions etc.
- There will always be people that have no means or confidence to 'reach out' and therefore need to continually raise awareness of Age UK services and its 50 years old plus criteria – using preventative approach to inform / advise people early.

- Age UK produces publicly available factsheets and information guides. It doesn't charge for its lasting power of attorney (LPA) service.
- Challenge for organisations to maintain appropriate skills of volunteers and face to face client contact.

<sup>2</sup>David Button thanked Lin and Jo for their presentation.

## **5. “When you have loads of money but still not enough to meet everyone’s needs” (NCC)**

<sup>1</sup>David Button introduced James Bullion and Leon Ringer who presented dilemmas and constraints around Norfolk’s Adult Social Care Budget.

Discussion - Below are the key points raised which were not on their presentation slides.

- The overarching question is how you deliver the promise of legislation e.g. The Care Act which is about independence, choice and integration, with the financial position that council’s find themselves in while also considering national and local politics.
- Delays to government’s green paper, as they struggle with answering who pays, and no long-term clarity and guidance has created uncertainty in financial planning. Currently a lot of government grants are determined on a 1- or 2-year basis making long term financial planning particularly difficult as don’t know how much money will be coming into the system.
- The £41m Adult Social Care must save over the next 3 years (2019-2022), (minimum) is in addition to the £22m current savings required year on year.
- Expenditure on adult social care is relatively small compared to NHS/ health, which is why in debates on health and social care, health often plays out with more importance. However, there are roughly the same number of people working in NHS and adult social care in Norfolk, but social care is comparatively very low paid.
- ‘Easy’ savings have been made over the last decade which is why looking to central government to provide some sustainable techniques as eventually our ability to make savings will run out.

- Every year it costs adult social services about £6 million in demography – increasing numbers and complexity of people requiring services.
- What appears to be a large care cost to an older person could be a lack of awareness of current costs, given they have been out of the job market.
- Opportunities for technology to reduce costs within social care but this also presents dangers such as cyber-attacks.
- Focus on independence from health putting pressure on social care therefore health and social care can't work in vacuum but need to work across themselves and other sectors e.g. housing. Particularly given common perception / belief that hospitals and health should provide care.

<sup>3</sup>David Button thanked James Bullion and Leon Ringer for their presentation.

#### **4. Any Other Business**

<sup>1</sup>David Button confirmed that the “Living Longer Living Well” Strategy 2019-2021 is with the printers and will be available on the website in due course. Some ‘home printed’ copies available today, printed by David and Janine. The EDP offer has not generated many contributions from members therefore we currently do not have the material to go ahead with this.

<sup>2</sup>Carole Williams has stood down as vice chair to concentrate on her work with Age UK Norfolk in her advice and information role.

<sup>3</sup>David Button thanked everybody for their contributions.

The meeting ended at 13:30.