



Norfolk Older People's Strategic Partnership (NOPSP) Minutes
Thursday 20th June 2024 at Aldiss Park, Dereham Football Club,
Norwich Road, Dereham, NR20 3PX

Attendees

Mary Ledgard	NOPSP
David Button	NOPSP
Janine Hagon-Powley	NOPSP
Tasha Higgins	Community Action Norfolk (CAN)
Brian Wells	Broadland Older People's Partnership (BOPP)
Hannah Begley	Home Instead
	Norfolk County Council (NCC) Development
Debra Lawrence-Bell	Team
Jamie Price	Age UK Norwich
Niki Park	Head of Passenger Transport
Nicky Galway-Woolston	NCC
Denise King	Orwell Housing
	Office of the Police and Crime
Sarah-Jane Niles	Commissioner for Norfolk
Catherine Van Battum	North Norfolk District Council (NNDC)

Julie Smith	Norfolk Community Health and Care (NCH&C) Norfolk and Norwich University Hospital (NNUH)
Sharon Wrath	Careline Community Service
Lorcan Parnell	University of East Anglia (UEA)
Bridget Penhale	Broadland Housing Group, Housing for Older People (HOP) Panel
Rita Wright	Broadland Housing Group, Housing for Older People (HOP) Panel
Jean St Clair	NCH&C
Amanda Miller	Headway
Tim Gardiner	Great Yarmouth Borough Council (GYBC)
Susan Lake	Watton Medical Practice
Silvana Cassinelli	CAN
Rik Martin	Breckland District Council
Nicola Robinson	NCC
Nathan Jarvis	Adult Social Care Committee Older People's Champion
Michael Chenery of Horsburgh	Age UK Norfolk
Ann Donkin	

Apologies

Sue Whitaker	Age UK Trustee
Sharon Brooks	Carers Voice
Julie Davies	Norwich City Council
Audrey Harnden	BOPP
Jacci Dowling	Breckland District Council
Anneliese Merz	Age Concern North
Alastair Roy	Chair of Age UK Norwich

Gaye Hailstone	Anna Chaplaincy Great Yarmouth Older People's Network
Valerie Pettit	(GYOPN)
Malcolm Court	South Norfolk
Trevor Wainwright	Councillor - Great Yarmouth Borough Council
Becky Booth	Norfolk Safeguarding Adults Board (NSAB)
Derek Land	Public
Julie Helsby	South Norfolk
Judith Berry	Careline Community Service

1. Welcome and Introductions

¹Mary Ledgard welcomed everyone and led a round of introductions.

2. Speaker: Bridget Penhale on behalf of Becky Booth, Deputy Manager, Norfolk Safeguarding Adults Board (NSAB)

¹ The following points were made by Bridget in addition to the presentation shared:

- We think of safeguarding as a relatively recent topic but looking back in history there have been concerns for a very long time, but in the last few decades increasingly recognised. In terms of demography, we have an ageing population that need care and support.
- Those at risk can be unsure about what to do, what the situation might hold for them, and whether it's safe to be in contact with other individuals.
- There have been investigations recently around lasting power of attorney where named and trusted individuals have taken advantage and appropriated money - hard to know who you can trust.

- Scam example - people receive messages from someone pretending to be a relative saying they are facing difficulties and need some funds to assist them.
- Recently a lot of concern in West Norfolk about courier fraud, with Nextdoor being used by individuals to warn wider community of scams. Individuals pretending to be police officers have been contacting people by phone asking for information. The police will never ask for personal information over the phone and would always arrange to visit.
- There can be situations where carers may not be intending to cause harm but in need of respite/break and don't know how to achieve that e.g. adjusting medication causing cared for to go into hospital, or not understanding conditions.
- Important to try and help people recognise the situations they are in as these become normal / part of what they live with. They may not be happy with the situation but don't know what to do about it. Therefore, it's about assisting people to get the care and support they need and to build in support systems and separation/breaks. Caring may not be the best thing for someone to do practically, emotionally or physically so may need to enable them to say no I can't do this.
- Perpetrators may also include volunteers. [Hidden Harms Animation](#) has British Sign Language interpretation. There is a [Norfolk Against Scams Partnership](#) and an annual Scams Awareness Week.

²Attendee Comments:

- More needs to be done and quicker to support the Mental Health and development of young carers facing abuse/harm.

- [Safeguarding Adults Reviews \(SARs\)](#) are real life cases e.g. abuse in care homes. Safeguarding training courses are available.
- Example shared of an individual raising a safeguarding issue and subsequently taken to a place of safety, however it transpired this wasn't true. They had dementia and it was a fantasy.
- Often bus drivers report seeing something they are worried about e.g. neglect. When trying to make a referral told we need to get the person's permission meaning nothing happens, even though drivers are doing the right thing, as can't expect them to do this.
- GP surgeries, supermarkets, post office etc are places to promote safeguarding messages.
- For Lasting Power of Attorney, you need three signatures in addition to your own meaning there is an opportunity for collusion in terms of taking people's assets. A lot of older people are spending up to £1,000 or more on a solicitor to help with their claims which isn't necessary as Age UK Norfolk are able to go to people's homes to help with this process.

3. Speaker: Sarah-Jane Niles, Modern Slavery and Human Trafficking Coordinator, Norfolk Office of Police and Crime Commissioner

¹ The following points were made by Sarah-Jane in addition to the presentation and handouts shared:

- There is a [modern slavery & exploitation helpline](#) and [Gangmasters and Labour Abuse Authority](#) (protects vulnerable and exploited workers). A [House in Multiple Occupation](#) needs a licence. The government has a [register of licensed sponsors](#) (list of organisations licensed to sponsor workers on the Worker and Temporary Worker

immigration routes). There is also [Companies House](#). Ask questions, talk to people to identify safeguarding concerns - even if you are not sure report it.

- 606% rise in modern slavery reports stated on 'care sector fact sheet' related to increased awareness and labour shortages meaning overseas workers are used creating supply chain risks.
- When a perpetrator, or someone who might be a perpetrator, is identified a risk order can be used by the police which imposes restrictions on a person's behaviour.
- On slide 6 the number 269 is the number of victims identified by the police. The most common nationality of victims was Albanian for year ending June 2023. In December 2023 it was British. Really difficult for victims to come forward so about asking the right questions at the right time.
- St Giles Modern Slavery Victim Navigator working with the police on planned operations and goes with them to do the first contact. About to start [Clear, Hold, Build](#) in Great Yarmouth.
- Cuckooing is where people take over a person's home and use the property for some form of exploitation. It is not easy to identify a victim.
- Norfolk Safeguarding Adults Board has a Business Group, who are leads from the main agencies in Norfolk as well as other sectors, such as Trading Standards, Border Force. Agriculture is one sector not represented.
- Seen a lot of visa abuse - need to talk to recruitment agencies about improving their processes and the checks they have in place.

²Attendee Comments:

- The poor living conditions for some agricultural workers.

4. Speaker: Nicky Galwey-Woolston, Housing and Capital Programme Team, Norfolk County Council and Denise King, Operational Service Lead, Orwell Housing (Norfolk Refuge and Disperse Services)

¹ The following points were made by Nicky and Denise in addition to the presentation shared:

- Not all domestic abuse incidents are crimes. In our experience there is a lot of underreporting. Older people can have more traditional attitudes, such as towards marriage vows, and feel they must put up with their situation. Always see an increase in referrals during the football season because drinking is involved.
- We are seeing a lot of men and people from the trans community fleeing domestic abuse. Caring breakdown is a growing area of concern. We must be really careful as anything we do could trigger a flight risk.
- Orwell Housing help with schooling, doctors etc as often for people to be safe they need to leave an area. We are not getting many men come forward. There is a [ManKind](#) initiative.
- [Leeway](#), [Daisy Programme](#) and Sanctuary Scheme (helps domestic abuse survivors across Norfolk to continue living in their own homes when it is safe to do so) can offer support.

²Attendee Comments:

- Factors around pets and raising awareness of dog and cat fostering services by [Dogs Trust](#) and [Cats Protection](#).
- Seeing an increase in prevalence of coercive control and financial abuse.

- DASH Risk Assessment isn't specific enough in relation to older people and how this wouldn't necessarily be used if a domestic abuse situation hasn't been identified. How to assess risk effectively?

AOB

NOPSP is looking for someone to support with the role of Coordinator as Janine has been seconded to the Tech Skills for Life Project for a year.