

DATE	OUTCOME
21/05/09	WG: First Working Group (WG) meeting; produced Terms of Reference (ToR)
25/06/09	WG: Review draft of ToR; plan 1 st Full Forum meeting (FF)
30/07/09	<p>FF: The focus for the first meeting was the citizen services department of the city council, with a presentation on the services they provide, including refuse collection, recycling, street cleaning, pest control, tree maintenance, fly posting, fly tipping and graffiti removal.</p> <p>Following the presentation the forum split into three groups to discuss the issues that had been raised. The issues were recorded on post-it notes, collected together and collated into themes. Following refreshments Adrian Akester, the head of citizen services, responded to the main themes and promised to take away and analyse all of the comments made.</p>
19/10/09	<p>FF: The focus for the second meeting was the highways department of the city council, First Bus – how they take into consideration the needs of older people whilst providing their service, and a bite size update from Adult Social Services.</p> <p>Following the presentations from the highways department (Andy Ellis) and First Bus (Alan Pilbeam) the forum split into three groups to discuss the issues that had been raised. The issues were recorded on post-it notes, collected together and collated into themes. Following refreshments Andy Ellis and Alan Pilbeam responded to the main themes and promised to take away and analyse all of the comments made.</p>
10/12/09	WG: Plan and prepare for next FF
02/02/10	WG: Plan and prepare for next FF
02/03/10	<p>FF: The focus for the third forum was the Address by Chloe Smith MP & Simon Wright MP about the government's plans for older people's services and how they apply in a Norwich context.</p>
28/05/10	WG: Plan and prepare for next FF
14/06/10	WG: Plan and prepare for next FF
21/07/10	WG: Plan and prepare for next FF
05/08/10	<p>FF: The focus for the third forum was the Norwich integrated care organisation pilot project, the Norfolk and Norwich hospital</p>

	<p>enablement project, the proposed reorganisation of day services by the county council and personal budgets.</p> <p>Following the presentations the forum split into groups to discuss the issues. At the end of the forum the discussion groups put questions to a panel of experts.</p>
27/09/10	WG: Plan and prepare for next FF
01/11/10	WG: Plan and prepare for next FF
19/11/10	<p>FF:</p> <p>Three panel members from Norfolk County Council's Community Service, Harold Bodmer, James Bullion and Councillor David Harwood attended. They agreed to come along to discuss the proposed social service cuts as a result of the comprehensive spending review.</p> <p>Outcome: Panel to take comments into consideration when making decisions.</p>
22/11/10	WG: Plan and prepare for next FF
14/02/11	WG: Plan and prepare for next FF
28/02/11	WG: Plan and prepare for next FF
11/03/11	<p>FF:</p> <p>Four panel members from NHS Norfolk and a Norwich GP, Sheila Childerhouse, James Elliott, Catherine Underwood and Dr Chris Francis attended. They agreed to come along to discuss the coming changes in health care and how they affect older people.</p> <p>Outcome: Older people heard first hand from the professionals how the changes would affect them all, and panel were able to hear what the concerns were of the older people in Norwich.</p>
21/03/11	WG: Plan and prepare for next FF
26/05/11	WG: Plan and prepare for next FF
27/06/11	WG: Plan and prepare for next FF
14/07/11	<p>FF:</p> <p>Outcome: Was to ascertain from older people in Norwich what their "Top 3 Concerns" were. This would form the basis of the work the working group would concentrate on for the year ahead to make sure that the older people's voice in Norwich is heard.</p>
28/07/11	WG: Plan and prepare for next FF
07/09/11	WG: Plan and prepare for next FF
28/09/11	<p>FF:</p> <p>This meeting has not yet taken place, however this will be about celebrating "Older People's Day" and the forum will be having numerous fun activities for older people.</p>

Acronyms used:

WG	Working group
FF	Full Forum
ToR	Terms of Reference