

**Working Group Meeting Minutes
Monday 28 February 2011 – 10am to 12.30pm
Wymer Room, City Hall, Norwich**

Item

Action

1.00 Apologies and Absence

| | |
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| Jeanne Norman | Norwich Carers Forum |
| Anne Parsons | Older people's representative |
| Jeff Palmer | Social Services – Norwich Locality Manager |
| Mary Ledgard | LINK |
| Steve Rees | N.O.P.I.P. |

1.01 Present

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| Joyce Hopwood | Chair |
| Bob Russell | Age UK (Norwich) |
| Boyd Taylor | NCC Financial Inclusion Manager |
| Brenda Arthur | Norwich City Council - Executive Member for Housing and Adult Services |
| Brent Pearson | NCC – (forum support) |
| Liz Radford | Norwich Carers Forum (stand-in for JN) |
| Louise Curtis | NCC - Community Engagement Officer |
| Nigel Andrews | NCC – Tenancy Support Manager |
| Phil Wells | Age UK (Norwich) – Chief Executive |
| Stella Maynard | N.O.P.I.P. |

2.00 Declaration of interests

None

3.00 Minutes of the last meeting & matters arising

The minutes from the last meeting were agreed.

4.00 Matters arising

- 4.01 – JH will contact Helen this week.
- 11.01 – BP to send letters to non-active members.

JH
BP

5.00 Report on help with loan sharks / credit unions (BT)

5.01 One of Boyd's roles includes identifying geographical areas where full use of financial products has not been accessed. One of the aspects of his role is to look at loan sharking (illegal money lending & legal loan sharking) taking place in the city.

BT handed out x2 maps (showing areas in the city where it is very difficult to get a hold of affordable credit). The map also highlighted areas where Norwich City Council knew illegal money

| <u>Item</u> | <u>Action</u> |
|--|----------------------|
| <p>lending was taking place. This also correlated to areas of deprivation.</p> <p><u>Why is this a problem for Older People?</u> BT gave examples of how expenditure has gone up, and no income matching that increase in expenditure – so a lot more pressure on people.</p> <p><u>How can Older People mitigate from these?</u> BT said that Credit Unions are a good tool and there are 4 good Credit Unions in the City namely; Ketts, West Norwich, Norwich & Wherry Dragon. Loans can also be made available for a very small amount and are much more flexible than bank loans. People can become members of the Credit Unions.</p> | |
| <p>6.00 <u>Arrangements for next Full Forum meeting</u></p> | |
| <p>JH proposed that the set up in the hall and the process should be very similar to the previous full forum meeting.</p> <p>We went through a list of providers/stalls to invite to full forum relevant to health. BP to invite suggested providers.</p> | <p>BP (done)</p> |
| <p>7.00 <u>Advance questions for members of March 11 panel</u></p> | |
| <p>There were a few suggestions for questions from the floor and JH had a list of questions she had in mind. This list will be circulated with the minutes as an attachment by BP once agreed by JH.</p> <p>The Working Group members will act as facilitators to roundtable discussions and JH expressed the importance of making sure that all members of the public have a chance to say what they think - what is worrying them and what is it that they want to ask, etc.</p> <p>BA suggested that when feedback or a question is given from a table that it should come from an older person. Everyone agreed.</p> | <p>BP / JH</p> |
| <p>8.00 <u>Progress with associated charities for July 14 meeting</u></p> | |
| <p>8.01 JH had spoken to x3 blind/deaf organisations; Norfolk and Norwich Association for the Blind and Action for Blind People (seem to be competitors). Action for Blind People seem to be working closely to the hospitals.</p> | |

| <u>Item</u> | <u>Action</u> BP |
|--|---------------------|
| JH also spoke to PACT (Partners Against Crime Taskforce) – BP to invite PACT to the meeting in July 14. | BP |
| 9.00 <u>Membership of Working Group</u> | |
| We will aim to achieve a balance of people from different geographical areas in Norwich and representatives from minority groups. | |
| JH pointed out that representation from different geographical areas is virtually an impossible task, although very open to people coming forward, but nobody from the multiple attempts has come forward so far. | |
| 9.01 Number 25 of the Terms of Reference indicates the Working Group membership should comprise 13 people (volunteers), 7 of whom will be older residents of Norwich, the other 6 representatives of organisations that work with older people locally. | |
| A discussion raised by SM about suggestion to invite older people from the audience to show an interest in joining the working group. JH agreed to do this at the next full forum. | JH |
| 9.02 The main reason for discussing this was about the cuts to the Sensory Support Team – more than 80% of their clients are older people (and therefore they will be suffering a lot under the cuts). | |
| JH was asking the floor whether they felt that the Sensory Support Team should be represented on the NOPF. There are 2 deaf and 2 blind organisations. JH suggested inviting 1 of them to be representing the views of a sizable group of people who are then able to report to us what effects the cuts are having. That way we will be able to take that back to the County Council. | |
| Response from floor: Concern about not giving other organisations a chance (there are so many other organisations out there – why the Sensory Support Team?). JH explained that in this particular case the cuts will have dramatic effects to this one specific group. | |
| Question about whether the membership would be permanent. JH explained that it did not have to be permanent, but for a 12 month period. | |

ActionItem**10.00 Any Other Business**

10.01 JH went to a launch of “Poppy Calls” on the NOPF’s behalf where she met many of the organisations referred to above.

The Poppy Calls service (new in Norfolk) aims to help give veterans and members of the ex-Service community the freedom to stay independent in their own homes. This scheme is designed to offer help with awkward jobs such as minor repairs, or fitting essential devices such as smoke detectors and care phones.

Poppy Calls is offered to beneficiaries who qualify for assistance under The Royal Charter, which includes those who have served in the Armed Forces and their widows or dependents: more details can be found on their [website](#).

10.02 SM suggested regular input to the media about certain issues regarding/following forum meetings. JH felt that it would eventually become boring for all parties involved, but would be happy to do so if there were some specific issues that arose.

SM suggested having this as standard agenda item in future so the Working Group could discuss the feasibility of whether this is something they wanted to progress or not.

JH explained that she is not in favour of the idea, but if SM is happy to lead on it and take this forward she will agree the standard agenda item for future meetings. SM agreed.

JH asked **SM to forward BP an agenda item for next meeting 2 weeks prior to meeting.**

SM

11.00 Next meetings

11.01 11 March 2011 – Blackfriars Hall, 10am-12.30pm (full forum)

11.02 21 March 2011 – Council Chamber, 10am – 12.30pm (working group)

If you have any queries regarding these minutes please contact Brent Pearson:

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