

Adult Social Care Committee

**Minutes of the Meeting Held on Monday, 14 May 2018
at 10:00am in the Edwards Room, County Hall, Norwich**

Present:

Mr B Borrett (Chairman)

Miss K Clipsham

Mr J Fisher

Mrs S Gurney (Vice-Chair)

Mrs B Jones

Mr J Mooney

Mr W Richmond

Mr E Seward

Mr T Smith

Mr H Thirtle

Mr B Watkins

Mrs S Young

1. Apologies

- 1.1 Apologies were received from Mr D Harrison (Mr E Seward substituting), Mr G Peck (Mr J Fisher substituting) and Mr M Sands.

2. To confirm the minutes of the meeting held on 05 March 2018

- 2.1 The minutes of the meeting held on 5 March 2018 were agreed as an accurate record and signed by the Chairman.

3. Declarations of Interest

- 3.1 Mrs B Jones declared a non-pecuniary interest as her husband worked for the Mental Health Trust.

4. Urgent Business

- 4.1 There were no items of urgent business discussed.

5. Public Question Time

- 5.1 No public questions were received.

6. Local Member Questions / Issues

- 6.1 No local member questions were received.

7. Executive Director's Update

- 7.1 The Executive Director of Adult Social Care updated Members on:
- Recruitment to senior roles in the Senior Management Team; he would keep the Committee informed as this progressed
 - The Carers' task and finish group which had met the previous week to discuss employment for carers: a meeting would be held about support for young carers. A

Committee representative was needed for the group to replace Cllr Storey.

- Press coverage about Allied Healthcare: the Local Government Association had issued a statement to say that Allied Healthcare had applied for a Company Voluntary Arrangement to restructure their debts; if this was not successful they would consider contingency arrangements. Officers in Yarmouth and Suffolk colleagues in Waveney had been working with Allied Healthcare; contingency plans were in place should the arrangement not proceed as planned.
- Media coverage about Brundall care home, who were rated inadequate by the Care Quality Commission (CQC): Placements into the home had been suspended and the Council were supporting them to improve.

8. Chairman's Update

8.1 The Chairman gave an update to Members from his role as Chairman of the Health and Wellbeing Board:

- Antek Lejk had moved to the Norfolk and Suffolk Mental Health Trust; Melanie Craig, Chief Executive of Great Yarmouth and Waveney CCG, had taken over the role of Norfolk and Waveney STP (Sustainability and Transformation Plan) Executive Lead
- At the last meeting of the Health and Wellbeing Board it was agreed to introduce provision for public questions at meetings
- The Health and Wellbeing Board website now had reports available for the public to view, separately to agendas, making them more accessible

8.2.1 In response to a question about engagement with the STP, the Chairman replied that a key area the Council were looking at was aligning service delivery around GP practices as discussed by the Leader in February 2018. The Chairman did not have a timescale for delivery but felt services were being made more patient centred and money being used more efficiently.

8.2.2 Mr Mooney wished to pass his sentiments to Patricia Hewitt for her good work as Chair of the Sustainability and Transformation Partnership.

9. Update from Members of the Committee regarding any internal and external bodies that they sit on

9.1 The Vice-Chair was due to meet with the Making it Real Group regarding them trialling assistive technology.

9.2 Mr Thirtle had:

- Attended a governors' meeting at the James Paget hospital
- Been approached by the chief executive of Centre 81 in Great Yarmouth about their vision for the future; a pamphlet was distributed, see Appendix A. The Vice Chair had visited Centre 81 before and was keen to visit again.

9.3 Mrs Jones had attended trustee meetings of the Norfolk and Norwich Association for the Blind, Making it Real meetings, and visited the proposed site for the Anchor House assistive technology flat.

9.4 Mrs Young had attended:

- A seminar at the Theatre Royal on combatting loneliness
- Board meetings of the Queen Elizabeth Hospital Trust and West Norfolk Clinical Commissioning Group (CCG)
- A visit of the Fermoy centre at the Queen Elizabeth hospital which had made

positive improvements

- A meeting of the Norfolk Older People's Strategic Partnership
- A dementia pathways meeting in West Norfolk; the West Norfolk Carers Group had received funding to allow them to support carers in rural communities
- A meeting of the Norfolk and Suffolk Foundation Trust

10. Internal and External Appointments

- 10.1.1 The Committee considered the report asking them to review and make appointments to external and internal bodies and Champions positions.
- 10.2.1 The Chairman reported that one representative of the Independence Matters Enterprise Development Board was required to be the Chairman of the Committee; he proposed that the Vice Chair of the Committee remain in the other position.
- 10.2.2 The Committee **AGREED** this proposal, and **APPOINTED** Cllr Bill Borrett and Cllr Shelagh Gurney as the Adult Social Care Committee representatives on the Independence Matters Enterprise Development Board.
- 10.3.1 The Chairman had received a nomination for Mrs S Young for the Norfolk Council on Ageing and proposed her for this position. Mrs Jones nominated Mrs K Clipsham.
- 10.3.2 With 2 votes for Mrs Clipsham, 7 votes for Mrs Young and 3 abstentions, the Committee **APPOINTED** Cllr Sheila Young as the Adult Social Care Committee representative on the Norfolk Council on Ageing.
- 10.4.1 The Committee **DULY APPOINTED** Cllr Greg Peck as the Adult Social Care Committee representative on the Norfolk Safeguarding Adults Board.
- 10.5.1 The Committee **DULY APPOINTED** Cllr Julie Brociek-Coulton as Carer's Champion.
- 10.6.1 The Chairman reported that the Older People's Champion was usually the Member appointed to the Council on Aging and therefore proposed Mrs S Young. Mrs Jones nominated Mrs Clipsham.
- 10.6.2 With 2 votes for Mrs Clipsham, 7 votes for Mrs Young and 3 abstentions, the Committee **APPOINTED** Cllr Sheila Young as Older People's Champion
- 10.7.1 For the Learning Difficulties Champion Role, Mrs S Squire was nominated by the Chairman and Mr D Rowntree nominated by Mrs Jones.
- 10.7.2 With 7 votes for Cllr Squire, 4 votes for Mr Rowntree and 1 abstention, the Committee **APPOINTED** Mrs S Squire as Learning Difficulties Champion.
- 10.8.1 Cllr Brenda Jones was **DULY APPOINTED** as Physical Disability and Sensory Impairment Champion.
- 10.9.1 Mr C Foulger was proposed for Dementia Champion by the Chairman, and Mrs Jones nominated Mrs Clipsham.
- 10.9.2 With 7 votes for Mr Foulger 7 and 5 votes for Mrs Clipsham, the Committee **APPOINTED** Cllr Colin Foulger as Dementia Champion.
- 10.10.1 Mrs Clipsham requested regular updates from Champions; the Chairman **agreed** all Committee Champions provide updates for future meetings.

11. Norfolk's Better Care fund and Integration Plan 2017-19: Progress Report for 2017-18

- 11.1.1 The Committee reviewed the report outlining progress with Norfolk's Better Care Fund (BCF) and Integration Plan and initiatives funded through BCF, and heard a presentation by the Executive Director of Adult Social Services; see Appendix B
- 11.2.1 Benefits brought to the market by the Improved Better Care Fund (iBCF) were queried; initiatives to support the market and providers were summarised in appendix 3 of the report and the Director of Integrated Commissioning was also working with a company to look at micro-commissioning. iBCF funding had been earmarked to support providers with sleep-in care costs and when in financial difficulty.
- 11.2.2 A Member queried whether Officers had the resources to support more people with learning difficulties to live independently as reported. The Executive Director of Adult Social Services was confident in the model as there were too many people living in residential care who could be helped to live in supported housing, and felt that the department could work with the housing sector to provide appropriate levels of suitable housing, but felt the pace of change may be a challenge.
- 11.2.3 The first phase of the new unit mentioned on page 19 of the report would be in Swaffham; Officers were working with colleagues to identify additional units in the West of the County.
- 11.2.4 The Commissioning Manager reported variance in the handy person services in Districts was caused by some choosing to fund the service more than others. District Councils were encouraged to move beyond the facility of disabled facilities grant and provide more innovative schemes and had met to share ideas.
- 11.2.5 A query was raised about funding of Swifts and Night Owls and extending these services; the Executive Director of Adult Social Services clarified this was funded by the Council, not iBCF, and felt a conversation was needed with the NHS in Norfolk to identify how well the system supported people in crisis.
- 11.2.6 North Norfolk's poor performance in the enhanced health care at care homes framework compared to other Districts was queried. The Director of Integrated Commissioning clarified performance had been variable due to care homes' starting points. Officers were working with North Walsham care home on recruitment issues, and national and local initiatives were underway to address staff retention in the care sector. The Director of Integrated Commissioning **agreed** to bring back data on staff recruitment and retention in Districts.
- 11.2.7 A Member requested more information on social prescribing, including what evidence was being gathered about its efficacy. The Director of Integrated Commissioning reported that activities prescribed depended on infrastructure in areas. Obtaining evidence on its success elsewhere had been difficult as studies had varying results, however, Officers were confident that the evidence they had gathered was robust; she could provide further information from Public Health for Members on this.
- 11.2.9 The Director of Integrated Commissioning was working with Norfolk and Suffolk Foundation Trust and CCGs to develop additional units in Norwich for people across Norfolk with mental health issues stepping down from hospital, before going to independent housing.
- 11.2.10 Some members felt reports were not accessible as they were long and contained lots of information. They asked for appendices to be incorporated into the report in some

way. The Chairman was keen for Officers to keep information simple but recognised that the issues discussed were sometimes complicated. He noted that Members decided to move away from paper copies for environmental and cost reasons. It was **suggested** that hyperlinks be put into reports to take the reader to information elsewhere in the report, referred to by the author.

- 11.2.11 A Member was concerned about possible closure of 12 step-down flats; the Director of Integrated Commissioning clarified that not all of these flats would close.
- 11.3 The Committee **REVIEWED** and **AGREED** the report, noting progress had been made with integration.
- 11.4 The Chairman informed Members that a presentation would be given to the Committee about Liquid Logic after the formal meeting had finished.

12. Adult Social Care Finance Outturn Report Year End 2017-18

- 12.1.1 The Committee received the report giving a review of the budget position for the last financial year, 2017-18, based on information to the end of March 2018.
- 12.2.1 A Member queried how the underspend would be regarded in light of cuts to the resilience budget. The Chairman clarified the funding position related to these services.
- 12.2.2 An update on efficacy of the new targeted approach was requested; the Executive Director of Adult Social Services **confirmed** this information would be in the quarterly “Promoting Independence” report.
- 12.2.3 A concern was raised that the review of day-care services may leave those with less acute needs behind; the Executive Director of Adult Social Services was confident the right process was being followed. He clarified that “alternative approaches” referred to moving away from a buildings based approach and towards more community based activities, taking individual need into account.
- 12.2.4 Variances in the table on page 89 of the report were queried. The Finance Business Partner, Adult Social Services, clarified that more income had been received than budgeted for because the number of people in residential care had decreased less than expected. Expenditure and income related to shared arrangements with health had also generated more income than anticipated.
- 12.2.5 The Finance Business Partner, Adult Social Services, confirmed for Members that overall debt provision had not decreased, however, most NHS debt was not long term and debt related to care was improving.
- 12.2.6 Reductions in salary costs through delays in recruitment were queried as savings moving forward; the Finance Business Partner, Adult Social Services, clarified that the service had budgeted for these posts to have been filled.
- 12.3 A training session for Committee Members on Adult Social Care finances was **requested**; the Chairman **AGREED** that a training session for Members be arranged.
- 12.4 With 9 votes for and 3 against, the Committee **RESOLVED** to **AGREE**:
 - a) The outturn position for 2017-18 Revenue Budget of an underspend of £3.696m
 - b) The outturn position for the 2017-18 Capital Programme

13. Performance Management Report

- 13.1.1 The Committee considered the report giving the latest available performance position for Adult Social Services using data from the new Liquid Logic system.
- 13.2.1 The predicted effect of the new social work model on care and cost implications was queried. The Assistant Director of Strategy & Transformation replied that care need at different levels and times of the year had been modelled, and less assessments should be needed due to working with people more effectively. Reablement services claimed to give an 80% reduction in demand for ongoing services; £27m would be saved in 2018-19 due to social work services preventing need from arising.
- 13.2.2 Referencing page 111, paragraph 2.4.2b, it was queried what was being done for people with dementia and also asked what happened to individuals who had to wait for the availability of staff to undertake double up visits. With regards to the latter the Director of Norfolk Adult Operations and Integration replied that each person was assessed and suitable alternatives discussed. They may wait in a community unit, or a short term bed until care was available. It is anticipated that there should be fewer declines to requests for double-ups of care with the increased investment.
- 13.2.3 A Member asked if people with mental health needs received the same standards of care following an acute admission as those with physical needs; the Assistant Director of Strategy & Transformation reported that work with the Norfolk and Suffolk Foundation Trust was underway to ensure mental health support was in place for people at discharge. A Multi-Agency Discharge Event in July 2018 would look at the discharge process across the system.
- 13.2.4 The Director of Norfolk Adult Operations and Integration reported that there had been some additional national investment in mental health services such as liaison posts in the acute hospital. The A and E Delivery Boards at each acute hospital had representation from various partners and included a focus on people with mental health needs.
- 13.2.5 The Vice Chair would accompany the Executive Director of Adult Social Services to the Norfolk and Norwich Hospital on 4 June 2018 to discuss support for people with mental health needs.
- 13.2.6 The Assistant Director of Strategy & Transformation **agreed** to circulate data on the backlog of holding list work from each District.
- 13.2.7 It was queried where Norfolk's Social Care ranked out of statistically similar Counties. The Business Development Manager (Adult Social Services) **agreed** to circulate this information to Committee. Statistics were produced by the NHS and the Chairman was not happy they represented an accurate figure of Norfolk.
- 13.2.8 A Member queried what actions had been taken to ensure issues discussed in the Ombudsman's Report would not happen again. The Assistant Director of Social Work replied that communications had been issued to staff about discussing and recording conversations about financial implications with families. Finance teams were due to talk with operational teams about how to raise this issue with families.
- 13.2.9 The backlog of annual reviews in districts was discussed; additional social work practitioners and managers had been recruited to tackle the backlog of work in Adult Social Care, including annual reviews; 4 of the additional social care posts remained vacant; 2 teams had been created to tackle the backlog of reviews for adults in care, people with learning disabilities and people with mental health issues.

- 13.3 The Committee unanimously:
- a) **AGREED** the overall performance position for adult social care as described in section 2 of the report
 - b) **CONSIDERED** the findings of the Local Government Social Care Ombudsman's report included in full in Appendix 2 of the report.

13.4 There was a break from 12:05 until 12:15

14. Risk Register

- 14.1.1 The Committee received the report presenting the full departmental risk register, for information on the department's risks for 2018/19.
- 14.2.1 Risk 13925 would be updated to reflect the change from CareFirst to LiquidLogic.
- 14.2.2 Page 147 of the report about the Cheshire West ruling showed NCC was not meeting responsibilities around deprivation of liberty safeguards (DoLS). The Assistant Director of Social Work clarified that this was in common with all Councils, who had not been able to keep up with the ruling. Information from Government on the DoLS white paper was delayed so Officers were looking for ways to reduce the backlog.
- 14.2.3 It was queried why risk scores related to care providers had not changed since the last review; it was reported that problems with some care providers had been assessed as not causing a risk to the overall market.
- 14.2.4 The Director of Norfolk Adult Operations and Integration clarified that the Department was refreshing how it utilised the professional skills of Occupational Therapists. In Norwich a trial was to begin whereby health and social care Occupational Therapists would blend their skills and target their resources in a more integrated way, which it was hoped would benefit individuals and be a more efficient way of working.
- 14.2.5 The Executive Director of Adult Social Services clarified that the Council's strategy for care home providers was to work with fewer, larger care providers; the Department urged small providers to expand their capacity to support the Care System.
- 14.2.6 It was suggested that the Business Support position in the DoLS action plan should be extended. The Assistant Director of Social Work confirmed DoLS vacancies were due to go out to recruitment again
- 14.2.7 Future reports were **requested** without acronyms, or with acronyms explained.
- 14.3 With 8 for and 4 abstentions, the Committee:
- a) **CONSIDERED** the main changes since the first Risk Management report of 2017/18 and the last Risk Management report presented in January 2018
 - b) **DISCUSSED** and **AGREED** the risk register as set out in Appendix B of the report
 - c) **AGREED** to the removal of risk RM14290 as set out at paragraph 1.3 of the report

15. Norfolk Against Scams Partnership

- 15.1.1 The Committee received the report from Norfolk Trading Standards Scams Team who were looking to form a partnership with Norfolk County Council to prevent people becoming victims of financial abuse through mass marketing scams.
- 15.1.2 The Manager of the Norfolk Safeguarding Adults Board reported that from April to September 2017, 2678 scam related crimes were reported, 42% of which were against

individuals.

- 15.1.3 A Member highlighted that there were also hidden victims who did not report crimes due to feelings of shame.
- 15.1.4 The 85th scam referred to in the report was queried; the Head of Trading Standards could not give specific details as the case was ongoing, however reported that it involved an individual accumulating direct debits to different scammers, which was fairly common. Scammers were often based overseas and flooded the UK market. Work was underway to stop supply and remove mail from the system before delivery. Call blocking devices were available from trading standards.
- 15.1.5 Work with banks about 'drives', where scammers drove people to banks to withdraw money, was queried; the Safeguarding Adults Board Manager/Business Lead replied that a protocol was in place between banks, police and trading standards, to detect this type of scam.
- 15.2 The Committee unanimously **RESOLVED** to:
- a) **SUPPORT** the development of a Norfolk Against Scams Partnership (NASP) with the National Trading Standards (NTS) Scams Team and communities in our County
 - b) **SUPPORT** Norfolk County Council becoming one of the flagship Friends Against Scams local authorities.
 - c) members **RESOLVED** to **BECOME** a Norfolk "Scambassador" as part of the Friends Against Scams network

16. **Integrated Community Equipment Service (ICES) provision into Waveney Health and Social Care**

- 16.1.1 The Committee considered the report discussing expanding the provision of community equipment to Waveney, to align with the Sustainable Transformation Partnership's Norfolk and Waveney footprint

The Committee unanimously **APPROVED** that:

- a) Norfolk County Council **ACCEPT** the delegation of powers from Suffolk County Council for the purchase of community equipment for social care in relation to the Waveney area
- b) Norfolk County Council **ACCEPT** the inclusion of Waveney health into the contract and for Norfolk County Council to extend its purchase of community equipment for health in relation to the Waveney area
- c) The delegation in 1 and agreement in 2 would be **SUBJECT** to the execution of the relevant agreements which would include the contributions that Suffolk County Council and Great Yarmouth & Waveney CCG would make towards the contractual and management costs of the wider ICES arrangements. The completion of this agreement would be **DELEGATED** to the Head of Integrated Commissioning (Norwich)

The meeting finished at 12.45

**Mr Bill Borrett, Chairman,
Adult Social Care Committee**





Backing for the future

Centre's "supporters club" is vital to promotion push and fund raising



Centre enriches people's lives - thanks to our supporters

Centre 81's activities and community transport services are run to transform and enrich people's lives.

The Centre encourages members with disabilities to try new things, and enjoy fun experiences - from cooking and crafts to sailing and sport.

Our fleet of fully-accessible minibuses provide affordable door-to-door transport to people who would otherwise struggle to get out and about to medical appointments, shopping and social visits.

But we cannot carry out these vital functions in the heart of the

community without the help of the community.

Yes, we have our paid staff, but the range of activities Centre 81 runs is only possible because of the generosity of our supporters - from fundraisers and sponsors to hands-on volunteer helpers.

This newsletter is an appeal for more people to join our "supporters' club" - at an important time in the Centre's history, as we work towards the vision of rebuilding our headquarters at Tar Works Road.

That vision will create a pioneering landmark complex that offers many new facilities

for the community.

And we would like the public, including local businesses, to join us in our exciting new chapter, by linking arms with us as valued supporters.

Our newsletter highlights the many things Centre 81 does each day, benefiting 70 skills and activities members and more than 500 community transport passengers. If you are inspired to join us, see the back cover for contact details.

Diana Staines, chief executive officer.



Cash boosts fuel bus fleet

Public votes have helped land two big grants to boost the lifeline community transport fleet run by Centre 81.

People clicking on online polls have secured us £13,000 from two charity pots, which shows how important community support and funding is to the Centre's work.

Centre 81 topped a Norfolk-wide public vote to be chosen as Hopkins Homes' Norfolk charity of the year. It saw us win a £7000 top prize which will be put towards a new bus.

It came hard on the heels of a £6,000 grant from a national charity pot marking the 300th anniversary of the Freemasons, which will go to core running costs for the transport service.

Chief executive Diana Staines said: "People see our buses on their journeys all over the



Members turn cheerleaders to back the online vote campaign for grant cash.

borough, but may not realise the good work they do and the high cost of keeping this lifeline service running.

"So we are absolutely delighted with these grants, which will help our vital transport service, and hopefully has also raised awareness of our work.



Centre 81 chief executive Diana Staines (left) and her PA Jackie James, collect the Masonic cash from Norfolk Provincial Grand Master Stephen Allen.

"We are very grateful to the Masonic Charitable Foundation Community Awards and the public for their support."

The buses help with a range of door-to-door transport trips including: journeys for everyday shopping, medical appointments, or club meetings; day trips to museums, gardens, tea rooms and local attractions; and dining club visits to a range of Broads eateries.

Passengers say that without the Centre 81 buses they would feel isolated, lonely and unable to see friends, family or to carry out volunteering work. They call it their "social club on wheels."

Ms Staines stressed that community bus services were not just for the elderly and infirm, but helped a wide range of people with transport needs.

Skills and activities

Fun and fulfilment come in many shapes and forms at Centre 81. A solo sailing success and panto production have been among the highlights of recent months.

Trophy success is plain sailing for Lynn

Lynn Jackman has the wind in her sails after winning a top trophy for learning new skills on the water.

She is a long-standing member of Centre 81 whose skills and activities mix for members includes sailing sessions at the

She first boarded a dinghy in 2009 and during weekly summer sessions has improved so much that she can now sail solo.

is now a volunteer at the centre helping members, in the office and at the tea bar."



Lynn Jackman receives her sailing trophy from Centre 81 chairman Karl Jermyn (right) and Rob McCartney who is a committee member at Waverney Sailability and member at Centre 81.



Lynn Jackman enjoying a sailing session at Waverney Sailability.

Waverney Sailability Centre at Oulton Broad.

Lynn, 39, from Bradwell and who has cerebral palsy, has just won the Sailability Centre's most improved sailor award.

Centre 81 skills and activities manager Julie Charles said: "It is a tremendous achievement

for Lynn. We have seen her gain in confidence over the years on the water and in general - so much so that she

The Centre, whose ethos is "ability not disability", encourages members to explore activities that enrich their lives. Other sessions - which are chosen to fulfil the wishes of members - include art, drama, gardening, singing, swimming, pool, archery and visits to shops and tourist attractions.

Waverney Sailability, a charity run by volunteers, uses specially-adapted dinghies to give summer sailing experience to people with a range of physical and learning disabilities.

Beanstalk tall story mixes panto fun with serious message

An all-ability cast from Centre 81 staged a panto with a point to make - about being "different."

Members of Centre 81 performed their home-spun version of the classic Jack and the Beanstalk tale.

But, amid the fun and jokes, the production questions whether the giant is really a "baddie" after all - or is just treated like one because he is different to other people.

The cast members have a range of physical and learning disabilities. Some are wheelchair users, others

"It takes about a year to prepare. The members help write the script, make the scenery, props and costumes," he added.

The show involves a 13-strong cast who are supported by staff and volunteers.

There is even a bit of reality TV laced in, with a scene where the giant goes on a lie detector on the Jeremy Kyle Show to prove he is a good guy after all.

Mr Caley added: "The giant has had a bad press over the years. But he is actually someone who is actually minding his own business then has people come along and steal his possessions."

After the traditional tale of beans, stalks and golden eggs, there is a happy-ever-after ending with everyone living in pantomime harmony.



Centre 81 panto cast during rehearsals.

have no sight or speech. But they are all taking part in the annual show, and enjoying it, said assistant facilitator Robert Caley.

The cast members were: John Solomon, Nicky Welsh, Wayne Brooks, Sam Potts, Carmela Ewels, Lorraine Pearce, Julie Swindlehurst, Jordan



Darren Hoare as Jeremy Kyle.



Wayne Brooks and Jordan Richardson in rehearsal.



Linda Pike with the golden egg.

Richardson, Linda Page, Darren Hoare, Paul Williams, Kathryn Hanton and Rob McCartney.

Cast member Jordan Richardson said: "It's great fun and has helped me to become more confident."

The show was staged at the King's Centre in Great Yarmouth in December and the John Grant School in January.

Community Transport

You may have seen the minibuses emblazoned with the Centre 81 signage driving around the area. But who is on board and where are they going?

Buses are a lifeline for the likes of Bill and Cathie

Centre 81's fleet of minibuses buzzing around the streets of Great Yarmouth provides a lifeline for people like Bill and Cathie Pike.

Without the service the car-less couple in their 80s would be unable to get out and about for shopping, social and medical trips.

The pair were among members of the public who supported the Centre's on-line campaign which saw them win a £6,000 share of a national £3m pot marking the 300th anniversary of the Freemasons.

Cathie, 81, and Bill, 84, from Bradwell, both lodged their votes to support the service that means so much to them.

She said: "Bill has been in a wheelchair for six years ago. He gave up driving and we gave up the car. I cannot push him so the Centre 81 bus is a god send - we could not manage without it."

The couple are both retired care home workers - a chef and nurse - so they know the value of the service.

Cathie added: "We have been married 48 years and do everything together. The Centre 81 bus service enables us to still do that."

10-strong fleet which operates across the borough. Chief executive officer Diana Staines said: "Our community bus service helps a whole range of people with transport needs, not just the elderly and

Centre 81 aims to use its grant to help with core costs for the



Cathie and Bill Pike from Bradwell using the Centre 81 bus service, with driver Mark Weavers.



A Centre 81 bus on its rounds.

infirm. Without it people can be isolated, lonely and find it harder to live fulfilling lives."

Outings add to centre's fulfilling activities

Bus outings are part of the route to fun and fulfilment at Great Yarmouth's Centre 81.

Many of the skills and activities sessions run for people with disabilities - from crafts and cookery to games and personal pampering - are at the charity's Tar Works Road headquarters.

But members also head out into the community for life-enriching outings ranging from shopping trips and pub meals to swimming, sailing and bowling.

Recent trips have included visits to Highway Garden Centre and Nursery near Norwich, and fundraising singing sessions in Sainsbury's supermarket at Great Yarmouth.

Skills and activities manager Julie Charles said: "We try to go out as much as possible. It is about people being able to do activities they like doing.

"Members decide on the activities they do and really look forward to the outings," she added.

The trips use the centre's fully accessible community transport minibuses.



Centre 81 members heading out on the bus to Highway Garden Centre.



Having fun among the fluffy toys at the Highway Garden Centre.



Centre 81's buses are accessible to all.

Vision for the Future

We have a dream - a multi-million pound new Centre 81 that will transform our work, the services we provide our members and integrate us fully into the local community.

As we work towards that vision we also have to rise to current funding challenges to enable us to carry on our activities until that new era dawns, bringing

with it new income streams.

Both now, and in the future, support, volunteering and fundraising from our community is vital and appreciated.

Our current centre sees staff and volunteers doing amazing work in a range of second hand buildings that are well past their "use by" date.

Our new centre vision includes:

- Improved space and facilities for skills and activities
- An incubator hub for start-up businesses - for the disabled and marginalised as well as the wider community
- A warm water hydro pool to aid fitness and recovery from injury
- A fitness gym
- A training facility for people wanting to work in health and social care
- Riverside shop and café open to the community
- Toilets, showers and launderette for visitors to the nearby yacht station marina.
- Undercover minibus drop-off
- Underground parking

The centre vision is backed by Norfolk County Council, Great Yarmouth Borough Council, and the Broads Authority. It is seen as a key regeneration scheme which links into road, station approach and pedestrian improvements in the area.

Most of the cost will come from national and regional funders, but community fundraising and sponsorship is also vital - and such support will be influential in gaining major grants.

The New Centre 81 will enable us to provide more services, and give members, staff and volunteers more space to deliver activities and skills. It also aims to provide facilities for use by allcomers so our members are



A café for use by all the community is also part of the vision.

fully integrated with others in their community.

The current Centre 81 is also having to deal with immediate funding pressures, including the introduction of the National Living Wage over the next four years. As core funding gets tighter because of such factors, the more important community fundraising becomes to maintain and enhance services.

You will have read about how recent funding successes have helped put £13,000 into the community transport coffers. We are closing in on being able to buy a new bus, which will be "greener" than our current vehicles.

Our green credentials will also include low-cost heat for the Centre from a heat exchange pump using water from the River Bure, as well as solar panels, and rainwater collection for washing vehicles and flushing toilets.

We hope more people will get excited by, and involved in, our vision. After reading about our work here, if you can help in any way, Centre 81 would be

pleased to hear from you. We are on an exciting journey and would love more people to join us on board.



A fitness gym is also part of the plan.



A hydrotherapy pool is planned for the new Centre.

Work and vision impresses visiting MP

The work and vision of Centre 81 has been praised by a visiting MP.

North Norfolk MP Norman Lamb, a former Liberal Democrat shadow health spokesman, met members and staff who explained what the centre does, and outlined its plans for a rebuild of its riverside headquarters at Tar Works Road.

Mr Lamb pledged to support the centre where he could, adding: "The vision is very impressive. It helps with regeneration of the area, would be a fantastic symbol for Great Yarmouth and would give members the cutting edge building they deserve."



MP Norman Lamb meets Centre 81 members Joseph Smith and Darren Hoare during his visit.

Centre 81 chief executive Diana Staines said: "We are delighted Norman Lamb found time to visit and that he was supportive of both the work that we do and our vision for the future."



A bird's eye view of the New Centre 81 vision from above the River Bure.



The river frontage of the new complex.



Back view of the new Centre including the covered bus drop-off.

Help us with your time

Volunteers play a vital role at Centre 81. The time they give free of charge is priceless in the mix of activities we provide for our members. The tasks they carry out range from washing up to working with members or using their special skills to help with sessions such as sailing, swimming, baking, gardening or helping in the main kitchen. Our volunteers get satisfaction, fun and fulfilment from "giving something back" to the community, but it can also develop new skills and boost your CV when job-seeking. The members, and the Centre staff, are grateful for the help our volunteers provide.



Centre 81 member Michelle Osborne with assistant facilitator Sharon Lamb and a paper hedgehog made at the craft session.

Putting the fun into fund-raising

Community fundraising is hugely important to Centre 81's finances as an extra income source to support and enhance its services. And more people are needed to plan, organise and man money spinning events. They will be involved in creating and running stalls such as tombolas, cake stalls, nearly-

10am until noon. And anyone with any craft skills is welcome to come along and help.

new sales and other stands at events, such as the Centre's annual fun day and summer classic car rally and show.

The need for fundraising is particularly important as the Centre channels its efforts into its vision to rebuild its headquarters - which will also seek to increase community involvement.

The Centre is also keen to hear from people involved in village fetes, events, carnivals who might be able to run a stall on its behalf.

Chief executive Diana Staines said: "Community fundraising is a vital part of our appeal, and we need more people who are willing to find out about Centre 81, those we support and how it benefits our members."

"These kind of events not only raise money, but also awareness of the work that we do."



Fundraising volunteers Mary Jex and Mary Frawley.

How community fund raising helps

Much of Centre 81's income is from members' fees - but community fundraising is vital in supporting its work.

The Centre does its own events and collections, but is very grateful to a range of organisations and individuals who generate cash for the coffers. These range from national charitable foundations to local companies and clubs. Whether they give £10,000 or £10 it all makes a difference.

Construction company builds funds

Centre 81 was the winner in a building company's big raffle - after being given the £1,000-plus proceeds.

The £1,035 sum came from the raffle held at Beccles-based Ovamill's Christmas party at Gorleston Golf Club. The money will be put towards general improvements at the Centre.

Ovamill director Mark Everard is a long-standing supporter of the centre, where his friend Joseph Smith is a member, and has raised more than £20,000 for the cause over the past five years through company-backed golf and social events.

Mr Everard, who is also now a trustee at Centre 81, said: "The centre offers a unique and valuable service in the area and



Centre 81 members gather with Ovamill director Mark Everard (front left) and estimator Liam Betts (right) to hear of the company's £1,035 donation.

Ovamill is delighted to support the work it does." Chief executive Diana Staines said: "We are tremendously grateful for the fantastic support we get from Mark and his company."

Masonic gift was a marathon effort

A marathon-running comeback by a Freemasons member has helped give a £2000 boost to Centre funds.

Great Yarmouth's East Norfolk Lodge handed over the

cash after making the cause its adopted charity for the year. The sum came through collections and raffles, and holding an annual barbecue at the Centre.

Its Worshipful Master during the year Mark Thompson, also completed the Bungay marathon after a 15-year break to help the campaign.

Centre 81 chief executive Diana Staines said: "We are delighted to get this donation - and continuing support - from the Freemasons. The donation will help with our core costs."



East Norfolk Lodge Freemasons visiting Centre 81 members after their £2,000 donation.

What we do at Centre 81

Ability not Disability is the ethos at Centre 81 - and our members get involved in a vast range of experiences to challenge them and enrich their lives.

For one member it was simply learning to boil an egg. For another wheelchair user it was standing on her own two feet for the first time, thanks to the buoyancy of a swimming pool's water and support of the trained facilitators.

At our Tar Works Road centre activities include craft and cookery as well as personal pampering such as a bath and manicure.

We also venture out into the wider community to take part in 10-pin bowling, sailing, shopping and trips to the pub, theatre and restaurant.



Craft class member Richard Jex designed these horse brasses.



Gardening fun - with a wheelbarrow donated by the local In Bloom committee.

Other sessions enjoyed by Centre 81 members include:

- Archery
- Art and crafts
- Bingo
- Computers
- Drama
- Fundraising
- Gardening
- Karaoke
- Model railways
- Photography
- Pool
- Scrapbooks
- Singing
- Social Media
- Swimming
- Tracing ancestors
- Visiting tourist attractions
- Wii games

Activities are enhanced by the funds raised by our supporters, and the work of our volunteers. So, by helping Centre 81 with funds or time you are helping improve the lives of scores of people. Together we are really making a difference.

How to contact Centre 81

Skills and Activities 01493 852573 reception@centre81.com
Community Transport 01493 332253 transport@centre81.com
Follow us on Facebook @Centre81GreatYarmouth
Follow us on Twitter @Centre81GY

Centre 81
Tar Works Road, Great Yarmouth, Norfolk, NR30 1 QR
Registered charity number 1045514

Integrated Health and Social Care – Drivers, Development and Aspirations

James Bullion
Executive Director
Adult Social Care

Drivers for change

- Increasing demand for services – 2000-2010 hospital admissions up by 38% and for over 75s by 66% (Bosanquet 2012)
- Pressures of demography – aging population and workforce
- Improvements in health care – long term conditions and longevity-25% of patients in hospital beds don't need to be there (DOH 2009)
- A major shift to working in the community – a shift 'left' to prevent ill health and dependency by earlier intervention and building on people's own assets
- Adult Social Services – commitment to be a strong partner with health

Integration, cooperation and partnerships are not new concepts

- Health Act 1999
- Independence Wellbeing and Choice 2005
- National Health Service Act 2006
- Health and Social Care Act 2012
- Care Act 2015

“The vision is for integrated care and support that is person-centred, tailored to the needs and preferences of those needing care and support, carers and families.”

- Improve the service user experience
- Eliminate duplication
- Streamline care pathways
- Collaborate on early intervention and prevention
- Improve safeguarding

Working together: examples of integration, cooperation and partnerships

- **Strategic planning** by building better commissioning arrangements or joint commissioning teams
- **Commissioning** integrated services, or jointly commissioning specific services such as advice and advocacy services
- **Assessments, information and advice** such as integrated health, care and housing assessments
- **Delivery or provision of care** via integrated community teams, working with housing providers to ensure that adaptations support independence, reablement or recovery

Context for NORFOLK

- Norfolk County Council and the NHS in Norfolk and Waveney have a sound track record on integration
- Community health and community social care teams working within single management structure
- Mirrored by Integrated Commissioning teams with CCGs
- Integration health and social care critical to the Norfolk and Waveney Sustainability Plan Transformation Plan (STP)

Workforce Implications – improving integrated care

- Community based Support people as close to their own homes possible, particularly those with long term conditions
- Health promotion and self care Health promotion, develop individuals' families' care and communities self care and resilience
- Supported Carers Support unpaid and paid carers e.g. care plans, information, hands on

Our working model for integration

- Work with primary care partners to shape new local care services across the 5 localities
- Work closely with GPs to identify people most at risk especially to avoid admission to hospital
- Build on our existing joint management with community health services to create a joint health and social care offer to primary care
- Refresh joint commissioning arrangements for health and social care, being clear about what is commissioned locally, and what is commissioned once, at scale, across Norfolk

Our working model for integration (2)

- Work with health colleagues to build strong community mental health services and to ensure people with learning disabilities are able to live their lives to the full in their homes and communities and working with our hospitals to get people home safely and promptly
- Put in place core components to support integrated care including connected IT systems, better use of estates, co-location, information sharing

Aspirations

- A strong social care approach with strong leadership of social work
- A standard level of service across the county with delivery devolved locally
- Strong links with primary care – we don't want to first meet people in hospital
- Simple processes, swift solutions
- Saving money and avoiding demand
- Fewer organisations for the public to deal with
- Providing for the local population with a clear local budget
- Ensuring that social care does not become dominated by a medical model
- A focus on person centred care and personalisation, choice and control

Tools to support Delivery

- Workforce – senior practitioners in all caring professions to coach others and work collaboratively
- Leadership – change in behaviours, doing more a local, relational and national level
- Patient, service user and people power at the centre of any model
- BCF - plays a role in bring partners together, acts as a catalyst facilitating change – one of the vehicles to drive transformation

Our core offer across all 5 localities

- Living Well: 3 Conversations approach across all social work teams
- Reablement – universal offer to help people regain skills and restore independence
- Crisis response – Swifts (NFS)
- Rapid response – escalation avoidance
- Full participation in MDTs. (Social workers, OTs and Integrated Care Co-ordinators aligned to local primary care clusters)

NCC – core commissioning

- Short term care and support – re-ablement, active assessment beds
- Maximising the offer of Norfolk County Council's care companies
- Market management and regulation
- Workforce and development of skills to support the sector
- Supported housing development
- Residential, nursing and dementia care
- Domiciliary care

Locality Delivery

- Focus on what the locality offer looks like in the new world of ICOs
- Supporting the formulation of local commissioning and delivery partnerships
- BCF – delivering at pace locally
- Brokering and facilitating local relationships
- Commissioning provision that fits the locality – health, social care and housing