

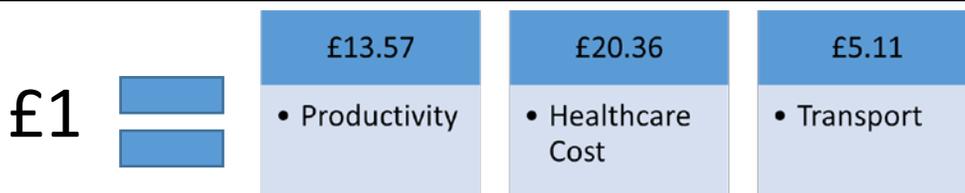
Minutes of the meeting held on Friday 11th September 2015 (Final)

Present:	
Name	Organisation
Cllr Gul Khan (Chair)	RBC
Cllr Sandra Vickers	RBC
Cllr Rachel Eden	RBC (Lead Member Adult Social Care)
Neil Scott	Reading Buses
Cris Butler	RBC Transport
Richard Pike	RBC Housing Strategy
Julie Waterworth	Royal Berkshire Fire & Rescue Service
Mark Drukker	
Brian Oatway	
Mickie Robinson	Firtree Reading Retirement Centre
Ian Hester	
Mary Kent	
Carol Munt	
Princess Cudjoe	
Olga Small	West Indian Women Circle
Ann Coddington	
Yvonne Antiobus	
James Penn	
Sylvia Millgate	
Frank Millgate	
Barbara Hobbs	
Miriam Sparkes	
Miss Joan Walker	NHS Retirement Fellowship
Nina Crispin	RBC
Tony Hall	Civil Service Pensioners Alliance, Reading Group
Elaine Jalland	
Pearl Gibson	
Janice Scruby	U3A
Jean Hutton	Firtree & U3A
Brenda Jenkins	Pegasus Court / Macmillan Cancer Support
Diane Seydoux	
Brian Haines	Southcote Forum

Dianne Hilfi	
Judith El-Nager	
John Walford	Whitley Community Development Association
Derek Woad	
Peter Staples	
Barbara Hobbs	Grovelands Walking Group
Laxmi Kachwaha	Readibus
Hilda Kirkpatrick	Readibus
Caroline Langdon	
Jill Hodges	Southcote Residents Association
Valerie Bond	
Jennifer Ingram	
Valerie White	
Patience Odunsi	Unison

Apologies	
Name	Organisation
Dorothea & Alan Witchelo	
Douglas Dean	Thames Valley Pensioners Convention
Carol & Michael Froud	
Lorna Walker	
Gyll Curtis-Machin	Berkshire Carers Service
Cllr Rose Williams	RBC
Ruth Johnson	
Elizabeth Grugeon	Chair of Reading UNISON Retired Members' Section
Lucinda	Caversham Older Adults Fitclub

Agenda item 1: Previous minutes & matters arising <i>Cllr Gul Khan</i>
The minutes of the meeting on 26 th June 2015 were approved. The minutes are available from the Older People's Working Group page on the RBC website at: www.reading.gov.uk/opwg



Around 24,000 people took part in Reading Borough Council travelled 306 640 miles

50 Events were promoted and run in cooperation with various activities and organisations.

This year we had more adults than children take part - 13,161 adults vs. 10,831 children. A lot of children with long term conditions got involved and were invited through GP practices.

Physical activity improves 23 long term conditions including:

- hypertension, coronary heart disease, stroke, diabetes,
- breast and colon cancer and depression

it also helps with:

- Muscular and cardiorespiratory fitness
- Mental health and wellbeing
- Bone and functional health

20% of adults joined via their GP surgery (2538 people). Tilehurst Surgery, Western Elms did a lot to promote the programme.

Community Cohesion

84 teams took part: 53 schools, businesses and voluntary groups

23,992 participants of all ages

11% of residents in Reading, Burghfield, Mortimer, Pangbourne and Theale

50% increase in Reading Museum visitors

Fun competition for the players

It's a fun competition - free - be part of a team - talk to lots of people and chances to win prizes

- Prizes for teams of £1000

- £4000 to RBH Cancer Centre

“Thanks to all those involved in this great scheme. Not only has it encouraged loads of children to walk more but adults have played a key part too. I am a 67 year old grandfather and I have never walked as much as I’ve done in the past few weeks.”

Colin Pik

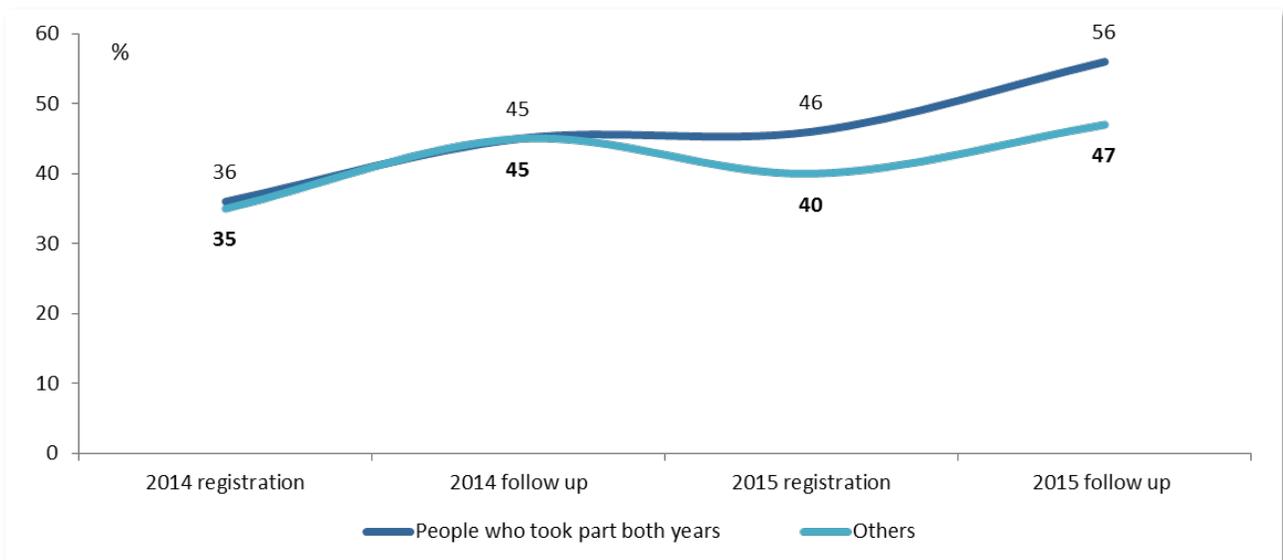
Benefit to Funders:

Commitment to run and well-being approach of whole community - it’s a good way to raise awareness of inactivity and the benefits of being active.

2015 saw a 63% increase in participants from 2014 (15000-24000 people)
Over two years there has been a 20% increase in the number of people reaching the government recommended activity levels of 150 minutes a week.

Activity levels rose - from 36% to 56% now meeting Department of Health recommendations.

Evidence of sustained change:



Partnership work

£4000 funds went to Royal Berks Charity for the area completing the 8 week challenge.

Sponsors Royal Society of Oddfellows, Decathlon and LEGO provided prizes.

We want to have a lot more groups involved

Questions / Answers

Q2. If free to enter, where did £4000 come about?

A2. £2000 came from funding received from Reading Borough Council - £2000 came from Royal Society of OddFellows who funded part of the work.

Q3. Increasing number of people taking part - is there a breakdown by age? How many older people?

A3. Not enough older people are taking part - but we can do a breakdown - the available data is currently based on LTC (Long Term Conditions), and whether someone is an Adult or Child.

Q4. Beat boxes should be near bus stops not just outside schools. Could it be merged with other cards - i.e. bus passes - so that we don't have so many cards in wallets? Also can the bip noise be changed?

A4. We are going through the process to re-do the map and this will be put out for consultation. The boxes can be distributed better throughout the town; we are working with the council and the transport section to facilitate this better. People can use the card they had last year for the new year.

Q5. A child was seen transporting beat the street boxes.

A5. There are some cheats - people are also self-policing. We can wipe cards out and we have talked to schools about that, but unfortunately we will always have some people cheating. We can tell by the data if someone is cheating. We are aware of this issue and we do what we can. We don't want them to spoil it for those having a good time.

A6. When we looked at the scheme for last year, we saw how successful it has been for young people. It's good that GPs are getting more involved. Would be good for groups to get involved, Firtree etc....it makes a lot of difference to people's lives and they can stay happy and healthy longer.

Q7. Do you need internet access to get involved?

A7. No, you don't need internet to get involved. We can post a registration form to you. We have also registered people with the automated pad if people are happy we can do it. To take part you need card and feet.

Q8. Where do people go to get a form?

A8. At the Central library, all GP surgeries, Reading Leisure Centers, the Museum. You can collect cards without registering and start collecting points. Cards are available at the aforementioned locations in towns. People can

contact us to set up a team and for further details and to make it possible for people to take part. If anyone has any idea on how we can finish with a party, please get in touch too.

Q9. Do you have to be in a group?

A9. No you can play on your own if you want to.

Contact details:

Email: info@intelligenthealth.co.uk

Tel: 118 935 7371

Intelligent Health Ltd, Reading Enterprise Centre, University of Reading, Earley Gate, Whiteknights Road, Reading RG6 6BE

Agenda item 3: Reading Buses Routes through the town center

Neil Scott, Reading Buses

Concerns were raised at the meeting on 26 June 2015 as follows:

- 'The Number 33 buses are not comfortable - they rattle and need to be sent back to the scrap yard'

The response from Reading Buses is that the buses on the 33 route will be replaced in 2016

- Bus stop for 16/15 /33 outside Hickies - too many buses for one bus stop

The response from Reading Buses is that buses on the 15/16/33 routes go to a similar place - mega stop can have two buses. We have been looking into the concerns raised and hopefully any congestion at the bus stop has been eased.

Q1. Location for stop for 23/24 going north. Need to move that stop from its location. It's a terrible place if you have to wait for a bus late at night time. Not a very pleasant area to be sat in.

A1. We can't move the bus stop due to the road plan and infrastructure of the roads, but will make a note for future.

Q2. Bus 23 - waiting outside station there at night time is awful. My point is that the 23 bus is coming up to Sainsbury and then has to go next to Apex Plaza to get out of town - we are still not having a satisfactory response from Reading Buses.

A2. Station North is covered by CCTV cameras. The bus route taken by

number 23 is the common route out to Caversham - a number of people have talked about having a Caversham-Reading route - but the issue is the road space in the town centre.

We will have to provide another bus to cover this gap. Action for Reading Buses - to follow up.

Q3. Bus 22 - it's a long time since anyone in Caversham has been able to go through the town centre. From Caversham you have to stop outside M&S and have to walk through the town to get to where you want to go, there's no bus route to go through up to the RBH.

A3. There are many areas of Reading that do not have a direct link to the Royal Berkshire Hospital. From Reading town centre during the daytime off-peak period there are eight buses per hour to the hospital.

Q4. The number 9 route is now a 30mns wait, no longer every 10mns. Making the journey is packed now when there's a big demand.

A4. The timing was changed for reasons of economics as number of people using it has decreased.

Q5. The stop outside the RBH hospital is crazy, very steep to get on the bus. This bus stop needs to be shifted.

A5. This is a highways matter so any concern should be addressed to Reading Borough Council.

Q6. The number 5 is not stopping in Friar Street - it is now stopping in West Street and Station Road - why this change?

A6a. The first part of Friar street is very congested - we took the decision to have bus routes 5/6 stops in West Street. Bus routes 3/9 have now moved to the stop opposite Subways so that all buses going to the RBH hospital from the same stops.

A6b. Bus routes 5/6 need to have information about the reasons for the why change. This will be passed to our marketing team.

Q7. When the information system at a bus stop is not working - where do we go for assistance?

A7. You can call our service desk - and we will get it sorted. Tel: 0118 959 4000.

Q8. The advertised timetable for bus routes 4 / 4X is incorrect (requested amendment 20/10/2015)

A8. The timetable displays at Hamilton Road will be checked.

Q9. Bus at Wokingham station - it would be good if 4 / x4 called in at Wokingham station

A9. Good suggestion, this is being considered for some changes in January 2016.

Agenda item 4: Healthwatch Reading Advocacy Services

Rebecca Norris, Healthwatch

Healthwatch was launched in Reading in April 2013.

The objectives of Healthwatch Reading are

- to give information and advice about local health and social care services, to take feedback about people's experiences about those services and to campaign for any changes or improvements needed
- to provide an NHS Complaints Advocacy service (from April 2013) to support people who make a complaint about NHS services, and to coordinate a Care Act advocacy service (from April 2015) for people with care and support needs
- to raise serious concerns or feedback through the Reading Health and Wellbeing Board, to Healthwatch England, and/or to the Care Quality Commission.

Quiz to find out what people know about advocacy services:

Q1. The main role of an NHS complaints advocate is to:

A1: Give people information about their options and rights, and any other support they might need, to help them speak up about their concerns and how they would like them resolved, or speak up for them if they are unable to.

We do not give legal advice and cannot help with claims for compensation from the NHS but we can signpost to other organisations who can help with this. We are independent of the NHS, our service is free, and we focus on what the person making the complaint would like to achieve, rather than telling people what to do. As well as giving information and discussing options, we can help with practical things such as contacting organisations, if people need help with writing letters or expressing themselves.

We make people aware of their rights, which are set out in the NHS Constitution, and also remind organisations of their legal obligations towards patients. (please follow this link to download a copy of the NHS Constitution:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/448466/NHS_Constitution_WEB.pdf

The terms of the NHS Constitution are renewed every 10 years. The latest version was produced in July 2015. The constitution covers topics such as:

- Rights of patients (page 8. Respect/consent)
- Informed choice (page 9)
- Complaint and redress (page 10)

Q2. Which service was most complained about in Healthwatch Reading's first year of providing NHS complaints advocacy (2014-2015)?

A2: Royal Berkshire Hospital (RBH)

Out of the 50 complaints in total we handled during the year, 24 were for RBH, then complaints about GPs, then complaints about mental health services. We have found that these three services consistently remain the top three complained about and sometimes the order switches around.

Most informal concerns we get are about GPs and we can often help people resolve these quickly without people needing to make a formal complaint. The fact we get so many concerns raised about GPs is not surprising, given that 80% of NHS contact the public has is with GPs. Hospital complaints tend to be about more serious issues such as care of people near the end of their life.

Q3. Are people who want to raise concerns about social care services, entitled to an independent advocate in the same way as NHS complainants?

A3: In some circumstances

There is no universal complaint advocacy service for social care, as there is for NHS complaints across England. If somebody wants to raise a concern, Healthwatch Reading can log it, and may investigate this issue more generally if a lot of people raise the same concerns. However we are not funded to support people's individual complaints - we will signpost to the social services team manager and/or the Council's Complaint Team.

There is a new type of advocacy called Care Act advocacy which has come in from April 2015 under the Care Act 2014, which requires councils to arrange advocates for people who would have substantial difficulty in taking part in any care and support planning process, and who have no one else appropriate or available in their life to help them with this.

So a person coming up for an annual review by a social worker, of how much

home care they receive in their home to stay independent, would be entitled to this advocacy, if they had for example, onset dementia which made it difficult for them to remember, and had no living family nearby to help express their needs.

An advocate would spend time with the person to ensure they could communicate their preferences about how the care they received helped maintain or improve their 'wellbeing'.

RBC is arranging Care Act advocacy for local people through Reading Voice, a local network of advocates from various charities, including

- Mencap Reading,
- Age UK Reading,
- Talkback
- Healthwatch Reading,
- and Deaf Reach UK.

More charities may join the network in the future. Healthwatch Reading is the coordinator of the network and can take any initial enquiries about the service.

Q4. "There is no point in complaining because "it's not the fault of staff they don't have enough funding for the service"/"it might affect my future medical treatment"/"it doesn't change anything"."

Do you Agree / Disagree?

Some people tell us they are reticent about making complaints because of the impact it may have on the service they receive, but advocates work with people to reassure them that they will stand up for them and ensure services continue to treat them fairly through any complaint process.

Healthwatch Reading believes it's good to raise concerns or complain, because:

- it can be a quick way to alert managers to make changes that they hadn't been aware of
- it ensures things are change or improved for future service users
- it allows unfair or discriminatory practice to be challenged
- it reminds organisations to value and treat fairly people from all different types of backgrounds.

The NHS Complaints Advocacy Service run by Healthwatch Reading allows people to make a complaint about hospitals, GPs, mental health services,

nurses, pharmacists, dentists, opticians, 111, walk-in centers, NHS-funded private care and more.

Healthwatch Reading's advocacy team can help:

- Explain how the NHS complaints process works.
- Listen to your concerns and answer your questions.
- Explain your rights.
- Discuss all your options.
- Get your complaint to the right people.
- Put you in touch with other organisations.
- Prepare with you for local resolution meetings.
- Build up your confidence to speak for yourself.
- Attend meetings with you.
- Speak on your behalf if you are unable to.
- Refer you to more specialist advocates if needed.
- Help you go the Parliamentary and Health Service Ombudsman, if you are still dissatisfied.

We will seek the outcome people want which may be a written explanation from the NHS on why something went wrong, a simple explanation about your care or treatment, a meeting with a senior NHS person, an apology or an explanation of how the NHS will improve.

Our service cannot pursue compensation, give medical advice, give legal advice, get staff disciplined or cover complaints about privately-funded care.

If you wish to make a complaint through our service please contact us at info@healthwatchreading.co.uk or phone 0118 937 2295

Q5. Any Questions for Healthwatch?

Q1. A lady's husband was moved to another ward - wife not told. Shock to wife not knowing where her husband was when she got to hospital.

A1. Healthwatch gets a lot of concerns raised about communication problems. 'On-the-spot' issues can be raised by the public with the Patient Advice and Liaison Service, which is based on 2nd floor of RBH, or on telephone 0118 322 8338.

Q2. What do people think about Healthwatch new premises at the Library and why did you have to move from Duke Street?

A2. We have found that the Library location is very popular with the public and more people are dropping in to see us. The move is due to our strong partnership with RVA (Reading Voluntary Action), which has joined a

community hub called Elevate to increase advice to young people.

Q3. Does Healthwatch Advocacy liaise with RBH PALS (Patients Advice And Liaison Service)?

A3. We work with PALS all the time - we sometime recommend that people try PALS first. Sometime people feel that their concerns with PALS are not addressed, and then they come to us. In July this summer we held the first Reading workshop for complaint handlers, PALS staff, and GP practice managers, to discuss how complaints are handled, and to look at scenarios, in a bid to improve the way complaints and concerns are handled by organisations.

A4. Leaflets are available on our service. You can get in touch confidentially or come to the 3rd floor of the Library. Telephone us on 0118 937 2295

Agenda item 5: Disruption to the traffic in the town center (Thames Tower)
Cris Butler, RBC

Update on Thames tower:

The crane has been lifted into place - there were issues with the weather but now all done. We will follow the same process to get the crane down, road will be closed. This will take place in the latter part of next year.

Update on Station Hill development:

The walkway to cross from Garrard Street to Friar Street will come down the weekend of 19 Sept.

Garrard Street will be closed. Taxi ranks will be moved to outside the Apex Plaza

Update on Western Tower (Station hill)

The tower will come down following some asbestos removal work during October

Station hill work will not affect any bus stops - just walkways and diversions to walking

Questions/Answers

Q1. Why do you allow 4 storeys to go up on the building and when you know the terrible amount of disruption such decisions cause to traffic/people/bus drivers?

A1. The development of major construction schemes it does come with disruption. It is the right scheme for Thames Tower and we try to minimise the disruption as much as we can. We apologies for the disruption caused.

Q2. What is going on above Jessops? Jessops don't know. RBC doesn't have the courtesy to let people know what is happening with the Jessops building.

A2. There is a residential development at Jessops - they should know as there are consultations and discussions before starting any work.

Q3. What is the update on the pedestrian cycle bridge over the Thames?

A3. It is going well and should be opened at the end of September 2015.

Q4. The high tower lights in the town center have been replaced with LED lights. Any faults go directly to the control rooms.

A4. This is a better system - we don't have to rely on people to let us know when lights fail.

Agenda item 6: Planning for UK Older People's Day - Progress update
Michelle Berry/Nina Crispin, RBC

The planning is going well.

Venue: St Laurence Church

Time: 10.30 - 3.30 pm

Programme:

- Morning session (10.30 am - 12)
Welcome by Cllr Sarah Hacker, Mayor of Reading and Salvation Army Brass Band Singing for Pleasure Choir, Caversham Older People Adults FitClub, Music
- Lunch provided and a chance to browse information stalls
- Afternoon session (1 - 3.30 pm)
Speakers including Lead Councillor for Adult Social Care, Rachel Eden, Culture Mix (Steel Percussion), Dance
- Information stalls a wide variety of local service providers including: Age UK Berkshire, Age UK Reading, Berkshire Carers Service, Engage Befriending, Healthwatch Reading, Royal Berkshire Fire Rescue Service, My Care My Home, Fibromyalgia Support Group and many more.....

Agenda item 7: Current Issues and Matters Arising
Cllr Gul Khan

1. 3B's Café - Progress update (Michelle Berry/RBC)

A petition was made to have a café club for older people at 3B's Bar. The request to have a café club for older people at 3B's café was made informally by Age UK Reading. Age UK Reading wondered if they could use 3B's café as a pop in in the same way that it is used here at the Council.

The update is that the 3B's café is being booked to other groups as a source of revenue.

2. Budget Consultation (Janette Searle/RBC)

The council is running a consultation on the budget proposals to make needed savings. The consultation runs until 5pm on Friday 16 October 2015.

www.reading.gov.uk/budget

We are getting less funding to work with. The proposals cover various areas of the council. You can write to us, general email etc...

Cllr Eden: We do want to hear what you have to say - this is one of the toughest years. But you may have idea that we haven't thought of. We want to hear to make decisions that are going to make a difference to the town. We want the best for people in the town and do the best we possibly can for providing services.

Consultation to be on agenda at next meeting with figures. We need to know this in order to comment sensibly on the offer.

Chancellor hasn't yet announced what the exact funding settlement will be We are using our reserves as prudently as we can. I am concerned about contingency.

Congratulations to RBC for inserting in the care contract the Dignity in Care code developed by the national convention. It is important that staff delivering the care are adequately trained and are paid for their travel expenses. People can raise issues with RBC as this is now included in the care contracts with care agencies.

We are committed at looking to improve the care people receive. We are amongst only 3 LA's in the country doing this. We have made that choice in order to improve things in the town for people.

3. West Indian Women's Circle (WIWC) (Janette Searle / RBC)

The West Indian Women's Circle is about to move its lunch club to Weirside Court, and they're keen to attract more customers. They want to tell people about the new service.

Olga Small from WIWC gave some background information about the WIWC: 25 years ago, a group of West Indian ladies working at the Battle Hospital decided to come together and set up the WIWC. The WIWC want to be open to all in the community to come along. They will also do English and West Indian food.

Wednesdays - morning coffee and lunch - 10.30 am - 2.30 pm

Thursdays - lunches for elderly ones - 10.30 - 2.30 pm

Small fee for lunch - £5.50 - dinner, pudding, drink, tea/coffee

Weirside Court, Orts Road, Reading, RG1 3JS

Contact name: Olga Small - email info.wiwc@gmail.com or call 07402214631 for more details

4. Winter Watch (Richard Pike/RBC)

Winter Watch will continue again this year, but unlike previously where the project started on a fixed date in November and tended to get lots of referrals on day one, the plan is have a slow start this year.

If people think they might need help this winter please feel free to start referring/self-referring earlier than previous years. Hopefully a soft start will enable the Winter watch team to help more people than ever this year.

Winter Watch team can:

- Offer advice on energy savings
- Reset the central heating timers and thermostat
- Help with switch energy supplier
- Signpost to Eco boiler scheme - free to resident - if boiler is old or over a certain age
- Warm home discount - need to apply now. It is means tested - pension credit is a qualifying benefit
- Use a small pot of capital money to help electric and gas bills - for

people who are struggling

One officer part time 3 days a week but we can start visits now. Family and friends or neighbors who can benefit, please call us and we will come and visit

TV power down - switches other appliances linked to the TV that don't need to be left on

Winter watch contacts: winterwatch@reading.gov.uk / 0118 937 3747

5. How can we best give people information and advice about care and support? (Emily Hodges/RBC)

People have told us that understanding their options about care and support is really important, but that it can be hard to know where to start.

The Council has a responsibility to make sure local people can get the information and advice they need - not only about our Adult Social Care services, but the wider services available to support people's wellbeing in Reading.

You are invited to help us improve the information and advice that we offer, and the different ways that we make this available. We want to hear from you:

- What information would be most important to you in different situations?
- How would like to find this information - on the internet, from a leaflet, through talking to someone on the phone or face to face?
- How you would like to get advice about your situation, and who you would trust to give you this?

If you are interested in sharing your views - either attending the session above, or just giving some feedback - please email transformation@reading.gov.uk or phone 0118 937 2383.