



**Actions Arising from Adult Social Care & Housing Overview and Scrutiny
Panel Minutes.
Meeting 27th March 2018**

Action/Information Request	Response
<p>86. Minutes and Matters Arising. Arising from Minute 79 relating to the Safe Places Scheme, the meeting was advised that no further information was available from the investigation into why premises had not signed up for the scheme but that this would be followed up after the meeting.</p>	<p>Cllr Peacey queried why stores in the Lexicon had not signed up to the Safe Places Scheme.</p> <p>On 16 May 2018 Phil Jarvis, Development Worker, responded to this query and advised that the situation regarding the Safe Places Scheme is much improved since the Panel meeting in March.</p> <p>He advised that in September 2017, after a short presentation, over 100 Introduction Packs were given out to vendors at a Lexicon New Vendors' meeting. No responses or enquiries were received.</p> <p>However, recent visits to individual premises had been more successful. Some shops had been happy to join the scheme immediately and put the sticker in the window straightaway. Some said that, whilst they would be very keen to join, they would have to get permission from their Head Office.</p> <p>So far over 40 premises have been visited and nearly 30 of them now show the sticker in their front window. The number of town centre / Lexicon premises currently showing a window sticker is greater than the number of town centre premises that were part of the scheme before the Lexicon was developed. It is expected that the current figure will increase over the next few weeks as more premises are visited and permission is granted from the various Head Offices.</p> <p>All nine of the Bracknell libraries are part of the scheme and numerous premises in the residential</p>

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	<p>areas outside the town centre (Binfield, Easthampstead etc.) are also members. Phil Jarvis, advised that he has given presentations about the scheme at various meetings (Bracknell Forest Council Access Group, Dementia Action Alliance, Alzheimer's Group etc.) and the responses had been very positive.</p> <p>On 16 May 2018 Kirstine Berry, Governance and Scrutiny Co-ordinator, updated the members of the Adult Social Care and Housing Overview and Scrutiny panel on the progress via email.</p>
<p>90. Quarterly Service report (QSR) Arising from questions and discussions, the panel noted: Suggestion to consider Hope into Action Project in which churches bought properties in shared ownership, one individual looked after 4/5 people in the heart of the community to support people past the vulnerable stage. The director welcomed all suggestions and agreed to look into this.</p>	<p>On 21 May 2018 Simon Hendey, Chief Officer: Early Help and Communities updated and advised that it was not possible to suggest to the Belief and Faith forum that they consider Hope in Action as it could be construed as an endorsement. However, Simon Hendey has sent the Belief and Faith forum a link to the Hope in Action website detailing their project.</p>
<p>90. Quarterly Service report (QSR) Arising from questions and discussions, the panel noted: The delay to development at Heathlands was due to the CCG changing the specification and the requirement to demonstrate delivery of appropriate returns. This was due to be considered by the Executive.</p>	<p>On 23 May 2018 Amy Ma, PA to Director of Adult Social Care, Health and Housing, advised that Heathlands will go to the Executive in September, but has yet to be put onto the forward plan.</p>

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<p>92. Conversations approach. Arising from questions raised during the discussion: Positive feedback from the new approach would be circulated to members</p>	<p>Melanie O'Rourke, Head of Adult Community Team, provided some quotes from people who experienced the conversations approach. These comments were circulated by Kirstine Berry, Governance and Scrutiny Co-ordinator, to members of the Adult Social Care and Housing Overview and Scrutiny Panel.</p>
<p>92. Conversations approach. Final Paragraph. Councillor Mrs Mary Temperton suggested including information about this approach in community newsletters such as Great Hollands Matters.</p>	<p>Melanie O'Rourke, Head of Adult Community Team, produced a suggested text which Kirstine Berry, Governance and Scrutiny Co-ordinator, circulated to the Members of the Adult Social Care and Housing Overview and Scrutiny Panel via Email on 10 May 2018. The text covered the conversations approach and could be used by Members to update people in their own wards on the conversations approach. For Example, the text could be used in Newsletters such as 'Great Hollands Matters'.</p>
<p>It was also suggested that motivational questioning, the technique behind the conversations approach, could be offered to all members as part of the member development programme to support their work with residents.</p>	<p>On 21 May 18 Kirsty Hunt, Governance and Scrutiny Manager, advised that this is provisionally part of the member development programme for 2018/19 and could also become part of the induction programme for 2019. Organisational Development have been contacted to provide trainer contact details to begin the process of setting up a motivational questioning training session or sessions for members. No timeframe has yet been set for when this will be delivered.</p>

Actions Arising from Health Overview and Scrutiny Panel Minutes Meeting 11th January 2018

Action/Information Request	Response
<p>34. Working Group Update Report The Panel received a report of the initial meeting of the working group established to review the Primary care Patient Experience in the Borough. Further meetings were planned to analyse data gathered via the GP Patient Survey and other sources of evidence available locally</p>	<p>On 14th May 2018 Kirstine Berry, Governance and Scrutiny Co-ordinator, completed the mail out to GP surgeries of an Email plus questionnaire. Hard copy letters were also sent to the GP surgeries. The next task and finish group meeting is planned for 24th May 2018 at 7.00pm.</p>
<p>35. 2018/2019 Overview and Scrutiny Work Programme The Panel received a report about the Overview and Scrutiny Work Programme for 2018/19, including 3 suggestions for possible future reviews. Given that it was unlikely that resourcing to carry out further reviews would be available until 2018/19 or later, it was agreed to defer consideration of the item until the next meeting of the panel in April</p>	<p>This item will be addressed in the Work Programme 2018.19 Agenda item 9 at the Adult Social Care, Health and Housing Overview and Scrutiny Panel meeting on 5th June 2018</p>