

**Action Plan
& Progress Report**

Bracknell Forest
Older People's Partnership Board's

**Older People's Strategy
2013-2016**

Version: Older People Action Plan V5.3.5

September 2015

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Introduction

The Bracknell Forest Council Older People's Strategy Action Plan details undertakings which are to be implemented and monitored by the Older People's Partnership Board between 2013 and 2016. Actions which will be implemented take account of the strategic direction outlined in the Bracknell Forest Older People's Strategy which reflects the needs of older people locally.

Priorities for Action

The consultation of older people and strategic review in Bracknell Forest identified several key priorities for provision taking account of Government policy, relevant research and local need.

1. **Effective prevention in supportive communities** which promote good health, wellbeing, involvement and combat isolation in personally managed ways
2. **Community health and care services working together** to aid recovery and provide ongoing support to reduce the need for acute care
3. **A range of different types of housing** which allows people to remain at home as long as they wish
4. **Good quality information and advice** and straightforward access to health, care and support services
5. **Access to the Internet** and the skills to use it
6. **Better recognition and support for carers**, particularly older carers
7. **Improve community awareness of the needs of older people** and promote volunteering and befriending services
8. **Real choice and control over services** which are fairly priced and affordable and promote self management
9. **Services which are effective, efficient, accessible and of good quality** when and where needed

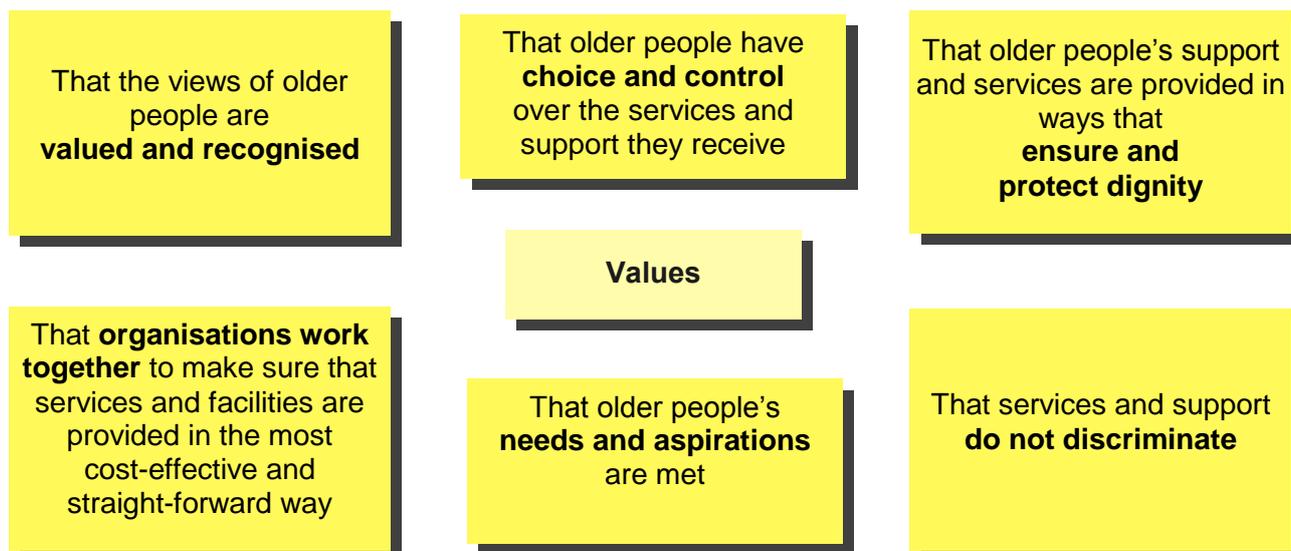
The main focus of strategic approach will be to promote people's wellbeing and independence and to do everything possible to help older people in a preventative sense, before their needs become acute.

National Definition of Integrated Care

"I can plan my care with people who work together to understand me and my carer(s), allow me control, and bring together services to achieve the outcomes important to me"

Source: National Voices, "Integrated Care and Support: Our Shared Commitment", National Collaboration for Integrated Care and Support, May 2013

Values & Principles



To ensure the views of older people are heard, valued and recognised, the Board has committed to providing individual or partnership responses to future consultations to ensure the views of older people in Bracknell Forest are heard in developing policies, plans and strategies nationally and locally.

A further value is proposed that **older people in Bracknell Forest are safeguarded** with appropriate policies and procedures to protect their welfare. Bracknell Forest Council has robust safeguarding procedures and a Safeguarding Strategy.

Integrated delivery

Members of the Older People's Partnership Board will be equally committed to:

- work alongside other local Partnership Boards
- pick up actions which affect Older People from other strategies in Bracknell Forest
- engage with the community of support available in Bracknell Forest to oversee the successful implementation of the action plan. Community support will come from, but not be limited to:
 - Members of the Older People's Partnership Board
 - Relevant local authority functions
 - Relevant voluntary and community sector organisations and groups
 - Relevant service and support providers

Monitoring success

The actions will be embedded in and assessed against:

- Government criteria for the assessment of local people's health and wellbeing known as Outcome Frameworks and summaries
- Plans and strategies for other relevant partnerships, local authority functions, relevant VCS organisations and groups and relevant service and support providers (and built into agreements and contracts accordingly)

The Action plan – what the headings mean

Priorities

The Priorities are the same as the 9 priorities set out in the strategy.

Outcomes	What have older people said is important? This section links the action plan to the strategy. The strategy is based on evidence from national policy, local policy and consultation and input from the members of the older people's partnership board.
Actions	What will the Partnership do to achieve the outcomes? This sets out the actions that the Older People's Partnership needs to undertake to achieve the outcomes. This section might set out the gap to be overcome from how things are now to how things need to be.
Lead	Which member of the Partnership will take responsibility for delivering this action? Which individual or organisation is best placed to make change happen?
Timescale	When will the action take place? This may be expressed as a start date, and end date or a deadline.
Measures	What will happen as a result? What measures will be used to reflect the extent or pace of change? If an organisation has a measure against it, they have a vested interest in making sure things improve.

Glossary

ACBF	Age Concern Bracknell Forest
ASCHH	Adult Social Care, Health and Housing Department (BFC)
BFC	Bracknell Forest Council
BFH	Bracknell Forest Homes
BFVA	Bracknell Forest Voluntary Action
BHFT	Berkshire Healthcare Foundation Trust
CCG	Clinical Commissioning Group
CR&R	Community Response and Reablement Team
OPLTC	Older People and Long-term Conditions Team
PH	Public Health
U3A	University of the Third Age
VCS	Voluntary and community sector (groups and organisations)

Key: SUB-GROUP STARTED COMPLETE

Priority 1: Effective prevention in supportive communities which promote good health, wellbeing, involvement and combat isolation in personally managed ways

Expected outcomes from work in this area

- Older people will report greater connection to their community and be able to access services
- Trusted community resources will support older people to live and remain independent and safe in the home (p.15)
- Older people will be able to report they can live the life they want and have healthier and fulfilled lives (p11)

What the Board has observed	Where the Board sees gaps
With regard to a register of accessible venues to facilitate and enable community / social events , the Board noted that such a register already existed and the Board would seek to work with the Bracknell Forest Access Group as a matter of course to promote the Disabled Go service	The Board observed that Transport remains an issue preventing people from connecting with their community, despite evidence of a wide range of organisations, schemes and possibilities in the Borough See actions 1.1 and 1.2
The iHub directory was already in place to meet the need for individuals and organisations for relevant and up-to-date information to make choices, manage conditions and plan support and activities (p.15)	The Board will undertake work to ensure that relevant and up-to-date information on the iHub for older people is as comprehensive as possible and will take action under Priority 9
A wide range of evidence of programmes and activities in the community run by groups, organisations, the Council and health services to keep older people keeping fit and well (p.8),	The Board was keen to promote and extend adult learning (p.14), but felt it did not understand the full extent of opportunities for older people in the Borough and needs to find out more See action 1.3
	The Board was keen to improve information and promote regular preventative health checks (p.8, p11), but felt it did not understand the full extent of opportunities for older people in the Borough See action 1.4
	As a result of emerging Census 2011 data, additional research into the Borough's service men and women to determine the extent of needs and issues See action 1.5
	As a result of new evidence, the Board will assess the importance of couple, familial and social relationships and the lack of health relationships and their impact on older people and social isolation See Action 1.6

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Key: SUB-GROUP STARTED COMPLETE

What the Board has observed	Where the Board sees gaps
	As a result of new evidence relating to the mental health needs of older people , the Board would like to explore these issues further as they impact on general quality of life See Action 1.7

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Key: **SUB-GROUP** **STARTED** **COMPLETE**

What will be done	Who will take responsibility	When will this happen	What will happen as a result	Progress
1.1 With a view to developing a directory of community support and services (EIA) (p10) relevant to older people:				
1.1.a The Board will seek to encourage transport providers & schemes, particularly for people with disabilities (p11 & 14, EIA) to register on iHub	Rifit Hussain-Curtis, Joint Commissioning Manager, ASCHH, BFC	December 2014	<ul style="list-style-type: none"> • A single repository will be created using the iHub which will be a resource for individuals and organisations Borough-wide • Organisations will become responsible for keeping their own data up to date • Develop key messages for a promotional campaign • Increase the number of transport schemes registered on iHub • More people will report greater awareness of transport options in the Borough • More people will report use of transport provision • More people will report satisfaction with transport provision 	<p>COMPLETE</p> <p>Changes to the iHub were reported to the Board in December 2014</p> <p>A project to update the iHub is ongoing and there are now 28 local providers of transport registered on the system.</p> <p>No further promotional work on the iHub is anticipated, this is because a further piece of work to develop a more comprehensive care and support online market place is underway in response to the information and advice provisions in the Care Act 2014.</p> <p>It is possible for data to be exported from the iHub if required.</p>

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What will be done	Who will take responsibility	When will this happen	What will happen as a result	Progress
<p>1.1.b The Board will undertake a census of activities targeted at or of benefit to older people from across the Partnership and encourage organisations, schemes and projects to register on the iHub</p>	<p>Rifit Hussain-Curtis, Joint Commissioning Manager, ASCHH, BFC Who else needs to be involved As a result of action 1.2, Neil Mathews, Transport Development Manager, BFC should also be invited to brief the Board on issues affecting older people All partners for promotion</p>	<p>March 2015</p>	<ul style="list-style-type: none"> • In relation to transport development, the Board will have opportunity to comment on the potential impact on older people • The Board will support any promotional programme, and inform it of the views and needs of older people to ensure campaigns are successful • The Board will encourage members to signup to and maintain information on the iHub and to promote the iHub through member networks • Increase the number of schemes registered on iHub which are relevant to older people • More people will report greater awareness of support and services available to them in the Borough 	<p>COMPLETE IN addition to the note above, the Board is asked to encourage members and individuals and organisations in professional networks ensure records on the iHub system are up to date.</p>

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What will be done	Who will take responsibility	When will this happen	What will happen as a result	Progress
<p>1.2 The Board will promote the Bus Strategy and partners will submit individual responses (http://consult.bracknell-forest.gov.uk/portal/transport/bus_strategy) presented by Danny Lamb</p>	<p>Individuals members Danny Lamb, Transport Consultant, BFC</p>	<p>15 October 2013</p>	<ul style="list-style-type: none"> Each Board member will have responded giving their perspective as a representative of the views and experiences of older people 	<p>COMPLETE Danny Lamb, Transport Consultant for BFC presented the strategy and details are set out in the minutes of the meeting of the Board of September 2013. Various members of the Board confirmed that they had responded to the survey and look forward to the publication of findings in the new year. The Board agreed that as transport remained an issue for older people that Neil Mathews, Transport Development Manager, BFC would be invited to attend the Board and brief on issues affecting older people as appropriate.</p>

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Key: SUB-GROUP STARTED COMPLETE

What will be done	Who will take responsibility	When will this happen	What will happen as a result	Progress
<p>1.3 To ensure opportunities for mental and social stimulation, the Board will invite organisations involved in adult learning to assess the extent to which older people are catered for</p>	<p>The Chairman of the Board will issue invitations to: Janet Berry, the new Head of Community Learning and Skills</p>	<p>Board discussion Janet Berry – June 2014</p>	<ul style="list-style-type: none"> • The Board will have opportunity to comment on the potential impact on older people • Key messages and promotion through Board membership • Increased take up of courses by people aged 50+ 	<p>COMPLETE Janet Berry attended the June 2014 Board meeting. Outline of courses and programmes given and Board assured of range of courses existing and in development for older people Request for volunteers for ESOL provision at Bracknell and Sandhurst English Language Cafes made to Board Board recommended tying up of Community Learning digital inclusion courses with Digital Inclusion sub-group for Retirement Fair 2014. Janet to share information with Board on a regular basis for distribution through networks. Data on courses take up by older people should come back to Board to be assured of take up by older people.</p>
<p>1.4 To support the improvement of information about and better promote regular preventative health checks (p.8, p11) to older people, the Board will invite the Bracknell Forest public health team to present information about preventative health checks</p>	<p>The Chairman of the Board will invite Lisa McNally from the Public Health, BFC</p>	<p>Action between meetings January 2014</p>	<ul style="list-style-type: none"> • The Board will have opportunity to comment on the potential impact on older people • Key messages and promotion through 	<p>COMPLETE There is no national rolling program, although patients over 75 are entitled to health checks if they request one. From April 2014 GP practices will need to ensure that each</p>

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What will be done	Who will take responsibility	When will this happen	What will happen as a result	Progress
			<p>Board membership</p> <ul style="list-style-type: none"> Increased take up of regular preventative health checks by people aged 50+ 	<p>75+ patient on their practice list is assigned a named, accountable GP who will be responsible for their health needs. This forms part of the contract changes for 2014-2015 that were agreed between the BMA's General Practitioners Committee and NHS Employers</p>
<p>1.5 To research issues relating to ex-servicemen and women in the Borough and to determine the scope and extent of any needs</p>	<p>Abby Thomas, Head of Equalities and Community Engagement, BFC</p>	<p>TBC</p>	<ul style="list-style-type: none"> The Board will identify and examine new evidence relating to this group The Board will have the opportunity to comment on the potential impact on this group The Board will consider future actions to take forward as part of the strategy action plan 	<p>COMPLETE The Equalities Impact Assessment for the Strategy has been updated with the most recent information.</p> <p>STARTED A Civilian-Military Partnership has replaced the Service Leavers Resettlement Group and this is an item that could come back to the Board for information and comment if required.</p>

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Key: **SUB-GROUP** **STARTED** **COMPLETE**

What will be done	Who will take responsibility	When will this happen	What will happen as a result	Progress
<p>1.6 To assess the importance of couple, familial and social relationships and the lack of health relationships and their impact on older people and social isolation, the Board will invite Relate East Berkshire to outline issues to the Board.</p>	<p>The Chairman of the Board will issue an invitation to: Relate East Berkshire</p>	<p>December 2014</p>	<ul style="list-style-type: none"> • The Board will have opportunity to comment on the potential impact on older people • Key messages and promotion through Board membership • Impact measures on mental health, domestic abuse, social isolation, alcohol and substance misuse, finance need to be identified 	<p>COMPLETE A presentation was received from Karen Ross centremanager@relateberkshire.org The Board was able to use the presentation on key issues and trends to shape the format of the Planning for Later Life event (action 4.4):</p> <ul style="list-style-type: none"> • Preparing for and coping with retirement • New roles at home when both partners are at homes • New roles with childcare and the difficulties that might arise when trying to put boundaries in place • Concerns over downsizing or moving away from an area to be closer to relatives • Coping with less money • Refocusing aims in retirement • Becoming your partner's carer

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Key: SUB-GROUP STARTED COMPLETE

What will be done	Who will take responsibility	When will this happen	What will happen as a result	Progress
<p>1.7 To support mental health services by promoting preventative, treatment and management of mental health conditions it is recommended that the Board is briefed on the work of the Talking Therapies / IAPT services in relation to older people</p>	<p>The Chairman of the Board will issue an invitation to: Talking Therapies Toyin Idowu Toyin.Idowu@berkshire.nhs.uk 01344 415925 07917 264355</p>		<ul style="list-style-type: none"> • The Board will have opportunity to comment on the potential impact on older people • Key messages and promotion through Board membership • Impact measures on mental health, domestic abuse, social isolation, alcohol and substance misuse, finance need to be identified 	<p>COMPLETE The Board was briefed in September 2014 (item 9) and evidence of usage suggested that priority need came from younger groups but that greater promotion in GP surgeries would be welcome to reach older audiences. The Board was left with promotional materials to circulate and forward to networks.</p>

Key: SUB-GROUP STARTED COMPLETE

Priority 2: Community health and care services working together to aid recovery and provide ongoing support to reduce the need for acute care

Expected outcomes from work in this area

- Older people will report better management of long-term conditions
- Care plans are known in advance and older people only have to tell their story once
- Older people will receive services and support early to prevent and avoid the need for acute care

What the Board has observed	Where the Board sees gaps
Bracknell Forest and Ascot Clinical Commissioning Group and Bracknell Healthcare Foundation Trust are already working in partnership to integrate care pathway planning between CCG and BHFT	To make sure that the views of older people are sought and captured through Board networks, the Board would like to be kept informed of: <ul style="list-style-type: none"> • work around integrated care pathway planning • Government policy in this area See actions 2.1, 2.2 and 2.5
Work is underway to improve hospital discharge for older people with dementia and stroke through joint work between health and social care services	<ul style="list-style-type: none"> • work relating to hospital discharge See actions 2.3 and 2.4
Action being taken by health and social care services to deliver end of life care to ensure high standards (p.15)	<ul style="list-style-type: none"> • end of life care policies and programmes See action 2.6
	As a result of new evidence of the national picture relating to drug and alcohol mis-use , the Board would like to explore issues and determine ways to support vulnerable older people in this group See Action 2.7

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Key: SUB-GROUP STARTED COMPLETE

What will be done	Who will take responsibility	When will this happen	What will happen as a result	Progress
<p>2.1 To support work to integrate care pathway planning between BFC, the CCG and BHFT which set out past, present and future care needs and who will be responsible for them (p.14), the Board will invite the partners to present information about these proposals to make sure that the views of older people are sought and captured</p>	<p>The Chairman of the Board will issue an invitation to: Mira Haynes, Chief Officer: Older People and Long-term Conditions</p>	<p>TBA</p>	<ul style="list-style-type: none"> • The Board will have opportunity to comment on the potential impact on older people • Care plans will be known in advance and older people only have to tell their story once • More older people will report greater satisfaction with their care 	<p>ON GOING</p> <p>A briefing on the intermediate care strategy was received by the Board at their March meeting.</p> <p>The Board also heard from the CCG of a new programme called "Delivering a New Vision of Care" and Age Concern Bracknell Forest was nominated to attend the Design Group which would examine ways to focus on preventative care pathway planning.</p> <p>This project will extend beyond the life of the existing OP strategy.</p>

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What will be done	Who will take responsibility	When will this happen	What will happen as a result	Progress
<p>2.2 To better understand the policy behind the integration of care and how a multi-skilled workforce (p.5) will be achieved, the Board will invite the Council to present information about the Government's policy to integrate health and social care by 2018</p>	<p>The Chairman of the Board will issue an invitation to: Mira Haynes, Chief Officer: Older People and Long-term Conditions, ASCHH, BFC</p>	<p>TBA</p>	<ul style="list-style-type: none"> The Board will have opportunity to comment on the potential impact on older people 	<p>COMPLETE Health and social care workforce development is being undertaken by the ASCHH department. There is also a statutory function of the Health and Wellbeing Board to assess Local Education Training Board annual plan which sets out the need for, recruitment to and retention of appropriately trained health care workforce. Workforce development in the wider health and wellbeing economy has been recommended as a priority in the refreshed Joint Health and Wellbeing Strategy for 2016. Although this will sit outside the life span of this action plan, it is likely to come back to this and other strategic partnerships at a later date.</p>
<p>2.3 To better understand issues relating to hospital discharge for older people diagnosed with stroke, the Board will invite presentations from the Integrated Care Partnership Board</p>	<p>The Chairman of the Board will issue an invitation to: The Intermediate Care Partnership Board</p>	<p>TBA</p>	<ul style="list-style-type: none"> The Board will have received presentations or policy updates on this programme The Board will learn about the proposals and have opportunity to comment on the potential impact on older people and determine how services could be joined up 	<p>COMPLETED A briefing on the intermediate care strategy was received by the Board at their March meeting. The final intermediate care strategy is available at from the council website.</p>

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Key: **SUB-GROUP** **STARTED** **COMPLETE**

What will be done	Who will take responsibility	When will this happen	What will happen as a result	Progress
2.4 To better understand issues relating to hospital discharge for older people diagnosed with dementia, the Board will invite presentations from the Intermediate Care Partnership Board	The Chairman of the Board will issue an invitation to: Intermediate Care Partnership Board	TBA	<ul style="list-style-type: none"> The Board will have received presentations or policy updates on this programme The Board will learn about the proposals and have opportunity to comment on the potential impact on older people and determine how services could be joined up 	<p>COMPLETED</p> <p>A briefing on the intermediate care strategy was received by the Board at their March meeting. The final intermediate care strategy is available at from the council website.</p>
2.5 The Board will provide a individual responses to the Department of Health Improving Care Survey to respond to issues relating to coordinated care planning (http://consult.bracknell-forest.gov.uk/public/ascteam/dhics/dhics)	All members of the Board	27 September 2013	<ul style="list-style-type: none"> Board members will be able to summarise the key issues they raised for consideration by the wider Board Board members will have considered the wider Council response to determine impact on this work plan 	<p>COMPLETE</p> <p>Various members of the Board reported that they had provided individual responses to the survey.</p> <p>The tight timescale set nationally did not allow for organisational responses to be collated.</p> <p>The combined responses will be shared amongst the Board.</p>
2.6 To better understand issues relating to end of life care, the Board will invite the Integrated Care Partnership Board to present practice and proposals in this area	The Chairman of the Board will issue an invitation to: Dr Anant Sachdev	TBC Plus review 1 year later	<ul style="list-style-type: none"> The Board will have received presentations or policy updates on this programme The Board will learn about the proposals and have opportunity to comment on the potential impact on older people 	<p>Invitation sent to BA CCG by email on 5th September 2014 – defer to another date</p>

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Key: **SUB-GROUP** **STARTED** **COMPLETE**

What will be done	Who will take responsibility	When will this happen	What will happen as a result	Progress
<p>2.7 To research issues relating to older people who mis-use drugs and/or alcohol and support a preventative approach through awareness creation and promotional campaigning</p>	<p>Jillian Hunt, Head of Drug and Alcohol Services</p>	<p>September 2013 Update: September 2014</p>	<ul style="list-style-type: none"> • The Board will identify and examine new evidence relating to this group • The Board will have the opportunity to comment on the potential impact on this group • The Board will reach out to older people at risk of the issues raised, create awareness of the DAAT service and distribute preventative messages to vulnerable people 	<p>COMPLETE</p> <p>Jillian Hunt gave a presentation on the impact of drugs and alcohol abuse amongst older people details of which are set out in the minutes of the meeting of the Board of September 2013.</p> <p>The Board received the briefing and impact with interest and information and awareness creation materials to distribute through the Board's networks has been requested from the DAAT team (6/12/2013). The Board requested a future briefing from Jillian to monitor progress in this area.</p> <p>The Board was assured that the PH team had also run a Drink Awareness preventative campaign in November 2013 (press release at http://www.bracknell-forest.gov.uk/keepyourdrinkinginclearview/) with the publication of local findings due in</p> <p>The Board is asked to promote the website: http://www.drinkaware.co.uk/about-us/events/berkshire-campaign</p> <p>Alcohol and drug awareness was also covered in a PH funded project to raise awareness of health and wellbeing issues piloted in November. Two further events will take place in January and March and the Board will be provided with materials for distribution.</p>

Key: SUB-GROUP STARTED COMPLETE

Priority 3: A range of different types of housing which allows people to remain at home as long as they wish

Note from the Board

The Board considers a wide range of different types of housing appropriate to needs will give people choice and will secure safety and independence in the home, however, the Board also believes that this priority should also encompass housing adaptation and assistive technology which are invaluable to quality of life and helping people to live independently for longer in their existing homes.

Expected outcomes from work in this area

- Older people will report that their housing is appropriate to their needs

What the Board has observed	Where the Board sees gaps
The Board is assured that a considerable amount of work is already being undertaken to help older people secure independence, confidence and safety in the home (p15) through assistive technology and housing adaptation	Older people have identified that they need more information about assistive technology, housing adaptation and support to move homes and downsizing. The Board believes that creating awareness about and promoting assistive technology as a means to help support older people to live and remain independent and safe in the home (p.15) is needed as well as See action 3.1
The Board is aware that Bracknell Forest Council is already taking steps to improve advice and information to older people about finance and housing options as a result of welfare reform	Triggered by welfare reforms, a significant number of older people wanted information, advice and support relating to options around moving home and downsizing See action 3.2
The Council planning department has already approved the extra care scheme on the Garth Hill Site which will provide an holistic approach to care for older people in a community setting	The Board would like to receive regular updates on extra care provision, monitor take up and satisfaction and if and how the planning provisions are being rolled out elsewhere in the Borough See action 3.3
	The Board is aware of a range of support being offered to older people as a result of welfare changes and would like to determine how it can support the promotion of such support for the benefit of as many older people as may need such advice See action 3.4

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Key: **SUB-GROUP** **STARTED** **COMPLETE**

What will be done	Who will take responsibility	When will this happen	What will happen as a result	Progress
<p>3.1 To promote Assistive Technology and the Sensory Needs Clinic at Bridgewell to support older people to achieve independence and quality of life, the Board will establish a joined up programme of communications through a task and finish group</p>	<p>Angela Harris, Older People and Long-Term Conditions Team, ASCHH, BFC</p>		<ul style="list-style-type: none"> • The Board will have visited the Sensory Needs Clinic to explore the options available to older people • Key messages and promotional activity will be developed and distributed to the media • Promotional material will be developed and distributed through Board members and their networks • Increased take up of Assistive Technology solutions and housing adaptations • Older people will report that their housing is appropriate to their needs 	<p>STARTED</p> <p>A communications plan has been developed. At 28/08/2014, the plan was being considered by the Learning Disabilities section in ASCHH who are leading on the project to ensure it fits with a wider programme of activities relating to assistive technology in the Borough.</p> <p>A delay is currently being experienced as there are some issues to consider around the overlapping roles of the BF Sensory Needs team and Forest Care and other services using the same site. This matter is currently being dealt with by operational staff in ASCHH.</p>
<p>3.2 To support those households who need or want to move home, the Board will invite the Bracknell Forest Council Housing section to outline the home share scheme and the freespace relocation service (p10) with a view to promoting the scheme through Board member networks</p>	<p>The Chairman of the Board will issue an invitation to: Simon Hendy, Chief Officer: Housing, ASCHH, BFC</p>	<p>June 2014 Feedback on pilot in Mar 2015</p>	<ul style="list-style-type: none"> • The Board will have opportunity to comment on the potential impact on older people • Greater promotion and awareness of the schemes • Increased take up of home share scheme and freespace relocation service by people aged 50+ 	<p>COMPLETE</p> <p>The Board was briefed on both schemes at June 2014 Board. The Board gave views on the Homeshare scheme but requested more information on the Free Space scheme. Clare Dorning and Janet Weekes (Housing) sought additional data for a feasibility study but information was insufficient to progress the project.</p> <p>The Council's housing strategy is to be reviewed in 2016 and the schemes may be revisited at that time.</p>

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What will be done	Who will take responsibility	When will this happen	What will happen as a result	Progress
<p>3.3 The Board will invite the BFH and the Housing section to give an update on the Garth Hill extra care housing scheme to explore how the benefits might be incorporated into future housing developments</p>	<p>The Chairman of the Board will issue an invitation to: Linda Wells, Bracknell Forest Homes</p>	<p>March 2014</p>	<ul style="list-style-type: none"> The Board will have opportunity to comment on the potential impact on older people 	<p>COMPLETE For full details please refer to the minutes of the meeting of 19/03/2014. Views on the scheme were taken from the Board and incorporated into the service specification.</p>
<p>3.4 To better understand how older people are having their advice and information needs met in relation to welfare reform, the Board will invite advice and signposting organisations to outline their work with a view to promoting the scheme through Board member networks</p>	<p>Simon Hendy, Chief Officer: Housing, ASCHH, BFC BF Benefits Manager?</p>	<p>September 2014</p>	<ul style="list-style-type: none"> The Board will learn about diverse advice and information services and have opportunity to comment on how these are promoted widely and consistently to older people The Board will assess the type of need and demand and distribute (or create as necessary) promotional material for distribution through Board members and their networks Increased take up of advice and information services 	<p>COMPLETE There are new legislative provisions under the Care Act with regard to an information and advice service for the local authority area which sets out the local offer of care and support. An Information and Advice Strategy is currently being drafted, however, it is likely that the ongoing development and implementation of that document will fall outside the life of the current action plan. However, it is likely to come back to this and other strategic partnerships at a later date.</p>

Key: SUB-GROUP STARTED COMPLETE

Priority 4: Good quality information and advice and straightforward access to health, care and support services

Expected outcomes from work in this area

- Older people will be enabled to maximise their income and financial wellbeing (p.12)
- Older people will be able to plan for a time when they cannot make decisions for themselves (principle to ensure and protect dignity)
- People who fund their own support have access to information, advice and support according to their needs

What the Board has observed	Where the Board sees gaps
Work is already underway by the Bracknell Forest Council benefits team and also assessment processes when accessing social care to ensure individuals access financial support which they need and are entitled to	The Board would like to assurance that people that fund their own support have access to relevant and appropriate information following new provisions in the Care Bill See action 4.1
Bracknell Forest Council Housing team is implementing the local council tax benefit scheme to provide information to older people about council tax	As a result of the Health and Social care Act, the Board would like to know more about the information and signposting role of the new Local Healthwatch organisation and how, as the champion of patients and users of social care services, the views of a wide range of older people will be sought and captured. See action 4.2b
Information about support and services was raised as an issue in the strategy (p.15), however, the Board is aware that the Care Bill is putting in place provisions to extend the scope and responsibilities of local authorities in this regard and that Bracknell Forest Council is already researching and developing a response to these provisions.	The Board would like to be kept informed of pilot models to deliver CAB services in health and social care settings, how successful the pilots have been and what organisations can learned from reaching older people in this way See action 4.2a
	Specific mention was made in the strategy about access to services from minority ethnic communities. Census data and local evidence has highlighted potential needs for the Nepali and Polish communities in the Borough which the Board would like to assess for impact. See actions 4.3a and 4.3b
	Nearly 100% of respondents to the older people's strategy consultation (and also at the older people's conference) stated they wanted more information and support to prepare and plan for later life. See action 4.4

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What will be done	Who will take responsibility	When will this happen	What will happen as a result	Progress
4.1 To understand the financial implications of the Care Bill on older people (including those who fund their own support) for impact on care planning, personalisation, personal budgets, enabling direct payments, the Board will invite Bracknell Forest adult social care teams to outline the policy and local response	The Chairman of the Board will issue an invitation to: Neil Haddock, Head of Performance and Resources, ASCHH, BFC		<ul style="list-style-type: none"> The Board will have opportunity to comment on the potential impact on older people Satisfaction with information provided to people who fund their own care and support The Board will set up a task and finish group to promote information to meet the needs of older people 	<p>ON HOLD</p> <p>The commencement of the financial provisions of the Care Act fall outside the life of the current action plan. A number of consultations are taking place at national level and guidance is still emerging.</p> <p>However, this matter is likely to come back to this and other strategic partnerships at a later date.</p>
4.2 The Board will explore the role of information and signposting providers (such as CAB and Local Healthwatch Bracknell Forest) (p.12)				
4.2.a Citizens Advice Bureau will be invited to update the Board on internal restructuring and impact on information and advice services for older people	The Chairman of the Board will issue an invitation to: Rhiannon Stocking-Williams, Chief Executive, CAB	March 2014	<ul style="list-style-type: none"> The Board will have opportunity to comment on the potential impact on older people 	<p>COMPLETE</p> <p>For full details see minutes of meeting of 19th March 2013. In summary, there were gaps in need for older people who benefitted from CAB advice on debts, housing, employment, relationship breakdown, bedroom tax and council tax. Some specialist services had been bought in to provide immigration and housing advice. Older people were found to benefit most from face-to-face contact and CAB was undertaking some internal restructuring to increase front-end capacity in this regard. Good work had been undertaken through hospital in-reach project (see action 4.2b) and an action fro BFC was highlighted to improve information around Blue Badges.</p>

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What will be done	Who will take responsibility	When will this happen	What will happen as a result	Progress
4.2.b Bracknell Forest Homes and Citizens Advice Bureau to outline the findings of their pilot programme to provide financial advice and information to people impacted by welfare changes in health and care settings	The Chairman of the Board will issue an invitation to: Rhiannon Stocking-Williams, Chief Executive, CAB Who else is involved BFH	TBC Mar 2014	<ul style="list-style-type: none"> The Board will have opportunity to comment on the potential impact on older people The Board will consider the findings, issues facing older people in health and care settings and how learning can be communicated more widely 	COMPLETE Included in the item above.
4.2.c Invite Local Healthwatch Bracknell Forest to assure the Board that the information and signposting needs of older people are being met in the design and delivery of this new service	The Chairman of the Board will issue an invitation to: Chris Taylor, Project Officer, Healthwatch Bracknell Forest	Mar 2014	<ul style="list-style-type: none"> The Board will have opportunity to comment on the potential impact on older people Key messages and promotion of Local Healthwatch service through Board networks The Board will consider the findings, issues facing older people in health and care settings and how learning can be communicated more widely 	COMPLETE For full details see minutes of meeting of 19th March 2014. Ongoing monitoring information demonstrates that this is a service that is increasingly used by older people both to comment on and take part in continuous improvement of health and social care services.
4.3 The Board will source local equalities data indicating issues for migrant communities around social isolation, awareness and access to services and specific health conditions				

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What will be done	Who will take responsibility	When will this happen	What will happen as a result	Progress
<p>4.3.a Based on a quantitative assessment of need in the Equality Screening record, the Board will assess information provision around social isolation, awareness and access to health and social care services to the Nepali community</p>	<p>For the Council <u>In relation to the Nepali Community:</u> Abby Thomas, Head of Equalities and Community Engagement, BFC</p> <p>For the health service Mary Purnell, Head of Operations, Bracknell and Ascot CCG</p>	<p>Dec 2014?</p>	<ul style="list-style-type: none"> • The Board will source the evidence and update the Equality Screening record for the Older People's Strategy • Consideration of evidence and actions to address specific issues will be determined taking into account cultural and linguistic barriers • Consideration of Board network response to needs of vulnerable groups • Members of the Polish community will report improved connectedness to the community, better access to social care and health services 	<p><u>STARTED</u></p> <p>For the Nepali Community, because this community is aligned so closely to the armed services community in the borough, a number of projects have been undertaken through the Armed Forces Community Covenant and the MOD Forces Community Grant Scheme.</p> <p>The Community Engagement Team has been contacted to better understand the successes of this work which can be communicated to the Board at a later date.</p>

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What will be done	Who will take responsibility	When will this happen	What will happen as a result	Progress
<p>4.3.b Based on a quantitative assessment of need in the Equality Screening record, the Board will assess information provision around social isolation, awareness and access to health and social care services to the Polish community</p>	<p>For the Council Abby Thomas, Head of Equalities and Community Engagement, BFC</p> <p>For the health service Mary Purnell, Head of Operations, Bracknell and Ascot CCG</p>	<p>Dec 2014?TBC</p>	<ul style="list-style-type: none"> • The Board will source the evidence and update the Equality Screening record for the Older People's Strategy • Consideration of evidence and actions to address specific issues will be determined taking into account cultural and linguistic barriers • Consideration of Board network response to needs of vulnerable groups • Members of the Polish community will report improved connectedness to the community, better access to social care and health services 	<p>NOT YET STARTED</p>

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What will be done	Who will take responsibility	When will this happen	What will happen as a result	Progress
<p>4.4 To promote planning in later life, the Board will assess information relating to such things as advance directive, lasting power of attorney, etc. (p12) and determine a way of communicating this information to older people</p>	<p>Kieth Naylor will gather information resources for consideration by the Board at a future meeting A lead will be nominated at a future meeting</p>		<ul style="list-style-type: none"> • The Board will take an asset based approach and research support available in the community and set up a Task and Finish group involving members of the Community and community law firms • Key messages and promotional activity will be developed and distributed to the media • Promotional material will be developed and distributed through Board members and their networks • Older people will report that improved satisfaction that their information needs have been met 	<p>STARTED At 6/12/02013, a number of leaflets and information from private finance and legal services has been gathered by Tracey Hedgecox and Kieth Naylor in preparation of this item. Planning for an event was discussed at the December 2014 Board meeting. There are currently capacity issues in the BFC Joint Commissioning Team that prevent this item being taken forward by the Council directly, however, Age Concern Bracknell Forest applied for grant funding to deliver an event 2015-2016, the specification for which is to be agreed by a small working group of the Board.</p>

Key: SUB-GROUP STARTED COMPLETE

Priority 5: Access to the Internet and the skills to use it

Expected outcomes from work in this area

- Older people will have access to electronic information according to their needs and preferences (p11)
- Older people will have access to support and learning opportunities, relevant to the ways in which they wish and need to access online information

What the Board has observed	Where the Board sees gaps
<p>The Board is aware that much work is being undertaken by a range of organisations to increase access to the Internet although this work, and advances in this area, appears to be disjointed.</p>	<p>The Board would like to see the development of a more co-ordinated approach and better support for people to access information on the internet directly or through enabling mechanisms.</p> <p>This will help people who cannot or do not want to access the internet but who nevertheless need online information to make decisions about their health and social care.</p> <p>The Board would like to learn more about what technologies are more or less acceptable to older audiences so that approached to reaching older people and empowering them with new technologies can be learned.</p>

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What will be done	Who will take responsibility	When will this happen	What will happen as a result	Progress
5.1 To develop, support and promote the use of the Internet that matches needs and demand (p11) the Board will take an asset based approach and set up a Task and Finish group involving members of the community and Board members who will:				
5.1.a Engage with the Community Learning Service to find out more about IT courses and to determine how the needs of older learners are considered and met in the development and design of courses with a view to promoting courses more widely	The Chairman of the Board will issue and invitation to Mr Campbell Christie, Principal, Bracknell and Wokingham College, 01344 766441 Janet Berry, the Head of Community Learning and Skills	Janet Berry – June 2014 (TBC) Review in 2015	<ul style="list-style-type: none"> The Board will have opportunity to comment on the potential impact on older people The needs of older people and usage of internet technology by older people in Bracknell Forest will be clearer The Board will have visited the Lifelong Learning Service (Adult Learning) courses for older people Key messages and promotional activity will be developed and distributed to the media Promotional material will be developed and distributed through Board members and their networks Increased number of people 50+ attending free IT courses Increased number of people reached through outreach / digital inclusion 	<p>STARTED</p> <p>The Economic and Skills Development Partnership confirmed that whilst adult learning is a strand, learning specifically targeted at older people is not a primary consideration.</p> <p>Janet Berry is a member of the Board and uses meetings to canvas ideas on the educational and learning support of older people in the Borough. The contribution of the OPPB as part of a wider whole has led to an overhaul of the Open Learning Centre offer, alignment with Skills Agency Funding and the provision of a wider range of courses, specifically relating to digital skills and literacy which have been particularly successful.</p>
5.1.b Explore how information and signposting organisations are enabling access to online information for people who cannot or do not wish to access the internet so that	The Chairman of the Board will issue and invitation to Bobby Mulheir, Chief Officer: Customer		<ul style="list-style-type: none"> The Board will have opportunity to comment on the potential impact on older people Case studies and examples of good practice (e.g. Age Concern pilots and programmes) can be developed 	<p>STARTED</p> <p>The Board appointed a Digital Inclusion Coordinator paid for through grant funding to research needs and ambitions and deliver a programme to empower older people to access and use internet technologies and resources. Reports on progress are</p>

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What will be done	Who will take responsibility	When will this happen	What will happen as a result	Progress
<p>practice examples can be promoted</p>	<p>Services, BFC to outline Digital Inclusion Strategy Who else needs to be involved All other organisations delivering IT solutions to older people, e.g. BFH, Age Concern</p>		<p>for distribution to other organisations</p> <ul style="list-style-type: none"> • The Board will develop an understanding of the IT that is acceptable to and is likely to be used by older people • Organisations will report increased use of diverse technologies to search information online, in particular from the iHub • IT use will increase in day centres • Trainers and volunteers better trained to help older people access internet technologies to provide information • Information will be developed about "Apps" of benefit to older people • Increased use of IT by people 50+ in communal areas, e.g. libraries, sheltered schemes 	<p>received at Board meetings. The life of the project will extend beyond the life of the existing strategy.</p>

Key: SUB-GROUP STARTED COMPLETE

Priority 6: Better recognition and support for carers, particularly older carers

Expected outcomes from work in this area

- Older carers will report greater support in their caring role
- Carers will know how much money they are entitled to for care and support needs
- Carers will report their needs have been recognised and appropriate support and information has been offered

What the Board has observed	Where the Board sees gaps
<p>A Borough-wide Carers' strategy is in place and the issues raised in the Older People's Strategy are covered in that document.</p> <p>In particular, the Board is assured that there is provision for respite in the Borough, support for ex-carers through the ex-carers programme and support to maximise income for carers to support financial needs and social independence</p>	<p>The Board believed that it would be helpful to be kept informed of the progress to deliver the Carers strategy to ensure that the views and experiences of older carers continue to be taken into account and that new provisions relating to carers set out in the Care Bill are considered from an older carer's perspective.</p>

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What will be done	Who will take responsibility	When will this happen	What will happen as a result	Progress
<p>6.1 To understand how older carers' needs are being met, the Board will seek a progress report on the Borough Carers strategy with a view to presenting new evidence, identifying gaps or supporting the delivery of the strategy outcomes</p>	<p>The Chairman of the Board will issue an invitation to: Carers Issue Group Also involved: BFC, Joint Commissioning Officer, Carer's Strategy</p>	<p>Sept 2015</p>	<ul style="list-style-type: none"> • The Board will consider the progress and how issues facing older carers are being addressed • Members of the Board will promote support more widely through their networks • Members will consider what resources they can bring to bear to ensure greater outcomes can be achieved for more people • Satisfaction of carers in relation to their understanding of new provisions in Care Bill affecting them • Satisfaction of carers about the level of inclusion in discussions relating to decisions that impact on them 	<p>STARTED This item from Alysoun Asante was deferred from June to allow for the report to be approved by Executive. The item is to come back to Board from Autumn 2015.</p>

Key: SUB-GROUP STARTED COMPLETE

Priority 7: Improve community awareness of the needs of older people, and promote volunteering and befriending services

Expected outcomes from work in this area

- Older people will report they feel valued with opportunity to contribute meaningfully with their community
- Older people will feel visible, listened to and heard and perceptions of old age and older people will change (pp.5 & 7)
- Older people will report improved understanding of the issues affecting older people by service providers and the wider community
- Older people will report feeling valued (principle of strategy)

What the Board has observed	Where the Board sees gaps
The Board is aware of many examples of volunteering in the community such as befriending , neighbourhood action, natural networks (to name but a few)	The Board recognises how valuable time giving schemes are and would like to see these opportunities for older people extended and increased as the value in terms of mental and social wellbeing are well documented. See actions 7.1a and 7.1b
To ensure that individuals and organisations are suitably trained to consider the needs of and to communicate effectively with older people so that older people may connect confidently with the wider community, the Board has already fed into the work of the Access Group to promote the needs of older people, people with long-term conditions and people with disabilities.	The Board would like to be kept up to date with the work of the Access Group and to ensure that Bracknell Forest is a community that is respectful of older people. See actions 7.2 and 7.3
	The Board will make a commitment to responding to consultations as knowledge and capacity will allow to ensure the views and voice of older people are heard in national and local decision making See action 7.4
	Following the release of Census data, the Board was keen to explore differences between population estimates and recorded populations on social care systems for assurance that the needs of older people in specific protected characteristic groups were being addressed See action 7.5

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What will be done	Who will take responsibility	When will this happen	What will happen as a result	Progress
<p>7.1 To promote volunteering (p.14, EIA) and befriending to improve social connectedness, the Board will:</p> <ul style="list-style-type: none"> • Increase in the number of volunteers aged 50+ above currently reported figure of 65% • Increase in the number of hours volunteered by people aged 50+ • Older people aged 50% taking part in more diverse volunteering opportunities • Increase number of bids or funds drawn down to support volunteering / mentoring schemes • As a result of volunteering, more older people reporting: <ul style="list-style-type: none"> • less risk aversion • feeling empowered to take part in community events and development and activities in the community • improved mental wellbeing • improved social wellbeing 				
<p>7.1.a Review befriending schemes in the Borough and specifically, ask BFVA and Bracknell Forest Homes to report progress on findings of their befriending programmes in residential care settings</p>	<p>The Chairman of the Board will issue and invitation to: Kathryn Mullens, Bracknell Forest Public Health Team Steve Eker, Bracknell Forest Joint Commissioning Team</p>	<p>TBC</p>	<ul style="list-style-type: none"> • The Board will consider the findings, and how learning can be used to promote volunteering and befriending opportunities 	<p>STARTED Assessment of need was assessed in 2014. Involve (previously BFVA) have working with the public health team to develop a monitoring tool for impact of social interaction programmes but the wider needs of the wider population are being further explored. For the wider population, work in this area is being undertaken by the Bracknell Forest Public Health and Joint Commissioning Teams and a Loneliness and Social Isolation steering group is now in place to take this issue forward.</p>

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What will be done	Who will take responsibility	When will this happen	What will happen as a result	Progress
7.1.b Ask the Local Economic Partnership to present its proposals for providing older people with opportunities to use their life skills, knowledge and experience in meaningful and productive ways to maintain mental, social and economic wellbeing of older people	The Chairman of the Board will issue and invitation to: David Cook, Chairman of the Local Economic Partnership	TBC Janet Berry to distribute information on internship between meetings of the Board and result to be reported to OPPB meeting following recruitment	<ul style="list-style-type: none"> The views of older people will have been considered in the development of action plans and programmes to deliver the Local Economic Partnership Strategy The Board will have played an active part in the development of schemes such as skills, knowledge and time banking Older people will report satisfaction with opportunities to maintain or improve mental, social and economic wellbeing 	<p>ON GOING</p> <p>The focus of the work of the LEP is primarily younger people in response to recent national policy changes. The Open Learning Centre is focussing on community learning and has comprehensive monitoring data including age, and actively encouraging new and continued learning for older people. Working with the Digital Inclusion Co-ordinator, new courses and content are being developed around ICT</p>
7.2 The Board will receive regular status reports on the work of the Access Group in order to promote the views of older people	The Chairman of the Board will issue and invitation to: Cllr Cliff Thomson, Older People's Champion	Board decision	<ul style="list-style-type: none"> The views of older people will be heard in the development of programmes and projects set up by the Access Group Older people will report satisfaction that their views have been heard and taken into account when developing services for older people 	<p>STARTED</p> <p>Cllr. Thompson to provide feedback on the Access Group at or between meetings.</p>

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What will be done	Who will take responsibility	When will this happen	What will happen as a result	Progress
<p>7.3 The Board will establish a dignity code to promote understanding of the basic expectations of older people when interacting with services</p>	<p>Cllr Cliff Thomson, Older People's Champion</p>	<p>Board decision</p>	<ul style="list-style-type: none"> • A dignity code will be produced and promoted • A commitment to adoption will be sought from the Borough Council with a view to promoting the wider adoption by other community organisations • Monitoring against the standard will be reported through engagement and consultation with the public • Older people will report satisfactory experiences when interacting with organisations and individuals who have been suitably trained in the needs and communications needs of older people 	<p>COMPLETE</p> <p>The minute of the meeting of 4th December reads: Discussing the Code, the Board considered that the principles of the code were already embedded in members' strategies, policies, plans and practices and were a core component of members' approach to safeguarding for example. The Dignity Code was therefore not considered to be a new aim as the core values of the code were already incorporated into Adult Social Care practice with members already mindful of and practicing its principles. The Borough Council was mindful of all codes in its work but the Board agreed not to officially adopt the Dignity Code.</p>

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What will be done	Who will take responsibility	When will this happen	What will happen as a result	Progress
<p>7.4 Board seeks information as to why there are significant discrepancies between Census population estimates and recorded data on the Equality Act 2010 protected characteristics of sexual orientation and religion on IAS to ensure social care services mitigate the risk of discriminating directly or indirectly against these populations. populations.</p>	<p>Mira Haynes, Chief Officer: Older People and Long-term Conditions, ASCHH, BFC</p>	<p><u>2015-2016</u></p>	<ul style="list-style-type: none"> • The Board will be appraised of the assessment process and how questions of this nature can be asked and recorded sensitively • The recording of religion and sexual orientation is improved and processes will be deemed not to be discriminatory • The gap between population estimates and recorded data will narrow 	<p><u>STARTED</u> <u>Email to ASCHH Performance Manager sent 26/06/2015</u></p>

Key: SUB-GROUP STARTED COMPLETE

Priority 8: Real choice and control over services which are fairly priced and affordable and promote self management

Expected outcomes from work in this area

- Older people will be able to express their needs and be confident that their views have been taken into account when determining their support options

What the Board has observed	Where the Board sees gaps
Adult social care processes for assessing financial need in care assessments, reviews and support planning are in place and are robust	The Board would like to seek assurance that new provisions in the Care Bill around funding of care and local implementation take into account the needs of older people.

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What will be done	Who will take responsibility	When will this happen	What will happen as a result	Progress
<p>8.1 The Board will explore creative uses of personal budgets (including the use of E+ cards) to allow people flexibility & freedom of choice as to how personal budgets are used to improve quality of life</p>	<p>Angela Harris, Older People and Long-Term Conditions Team, ASCHH, BFC Others to be included: Jayne Ward e+ project manager</p>	<p>TBC</p>	<ul style="list-style-type: none"> • The Board will develop key messages for a promotional campaign • More people will become aware of, demonstrate interest in, and exhibit the innovative use of personal budgets to support quality of life choices 	<p>STARTED</p> <p>The uptake of Direct Payments (and Pre-Paid cards) is measured by care group and age. The e+ pre-paid debit card is still in developmental stages and currently we are waiting on new software to make it more user friendly. There are currently two people using a e+ pre-paid debit card to manage their direct payment. Both of these recipients are older people who are finding that the card is flexible and easier to manage as it cuts down on the administrative element of direct payments. As the card moves through the developmental stage and into being more widely used by people taking up a direct payment, the Direct Payments Co-ordinator can report back to the Older People's the life of this project will extend beyond the life of the current OP strategy.</p>

Key: **SUB-GROUP** **STARTED** **COMPLETE**

Priority 9: Services which are effective, efficient, accessible and of good quality when and where needed

Expected outcomes from work in this area

- Older people will have relevant and up-to-date information they need to make choices, manage their conditions and plan their support and activities (p.15)
- The views of older people are sought and valued in the commissioning process

What the Board has observed	Where the Board sees gaps
To improve awareness of support in the community , the Borough already maintains an iHub – an online directory of services which can be accessed by the individuals, providers and professionals. Because it is web enabled, it can be accessed practically anywhere and information can be printed by individuals who have online access or distributed to individuals who do not. This project is already being taken forward by the Borough Council.	Older people have indicated that they would like information about services relevant to them in one place, the Board will explore use of the iHub to make this an accessible resource regardless of online status or abilities See action 9.1
	As a result of the Health and Social care Act, Local Healthwatch organisation are intended to seek out, capture and represent the view of patients and users of social care services, in the commissioning of services. The Board would like to find out more about the statutory mechanisms for doing so and to ensure the voice of older people is heard. See action 9.2a
	GP surgeries are often the first point of contact with health services, the Board would like to understand how Patient Reference Groups will ensure the views of older people are heard and actioned in the commissioning of GP services in communities See action 9.2b
	As a result of the Health and Social Care Act and proposals in the Care Bill, there are many changes to the health and social care services. The Board would like to analyse the public response to determine how continuous improvement in services can be achieved for people over 50. See action 9.3

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What will be done	Who will take responsibility	When will this happen	What will happen as a result	Progress
9.1 To ensure the views of older people are sought and valued, the Board will:				
9.1.a Invite Local Healthwatch Bracknell Forest to outline how Enter and View powers might be delivered and how records of issues reported to Local Healthwatch (e.g. comments and complaints) might be acted upon for the continuous improvement of health and social care services for older people	The Chairman of the Board will issue an invitation to: Healthwatch Bracknell Forest	June 2014 June 2015 June 2016	<ul style="list-style-type: none"> The Board will have opportunity to comment on the potential impact on older people The Board will review the LHW annual report to take a view on how older people's issues have been identified, assessed and to determine what support LHW might need to progress issues relating to older people 	<p>COMPLETE</p> <p>See also minute of 4.2 above. LHW undertook a recruitment campaign for volunteers as Authorised Representatives to undertake Enter and View. Enter and View training guidance will shortly be issued by Healthwatch England to progress this action. This item will be brought to Board at a future date.</p> <p>HWBF is developing its Enter and View Offer to health and social care commissioners and contracting teams and take up of this will be monitored through contract monitoring reports.</p> <p>http://www.healthwatchbracknellforest.co.uk/sites/default/files/uploads/Enter_and_View_Policy_and_Procedure.pdf</p>

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What will be done	Who will take responsibility	When will this happen	What will happen as a result	Progress
9.1.b Invite the lay-person for Patient and Public Involvement for the CCG to outline how the views of older people are captured and taken into account for the improvement of services in GP services (p11)	The Chairman of the Board will issue an invitation to: Karen Maskell, Lay Person CCG or LHW who has established the patient assembly		<ul style="list-style-type: none"> The Board will have opportunity to comment on the potential impact on older people The Board will review the LHW annual report to take a view on how older people's issues have been identified, assessed and to determine what support LHW might need to progress issues relating to older people 	<p>COMPLETE</p> <p>HWBF have been working with the CCG and have set up a patient assembly to provide wider support and capacity for patient reference groups in surgeries which appear to be working well and appealing to patients, most of whom are older residents.</p>

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What will be done	Who will take responsibility	When will this happen	What will happen as a result	Progress
<p>9.2 The Board will review, annual reports, quality accounts, local accounts, comments and complaints data, and any other mechanisms for recording or reporting the experience of users of health and social care services aged 50+ to assess issues of concern to older people</p>	<p>The Chairman of the Board will invite reports from: LHW annual report FT PALS mechanisms Adults Complaints Manager ASCHH Performance Team Angela Harris, BFC, ASCHH in relation to feedback on assessments Local account</p>	<p>“Feedback from older people on interactions with social care report” June 2014 June 2015</p>	<ul style="list-style-type: none"> • The Board will identify mechanisms in the local community that are relevant to achieving the action • The Board will analyse comments, complaints and concerns • The Board will provide comment on the potential impact on older people and suggest corrective action • Older people will report future satisfaction with services they have received 	<p>COMPLETE LHW annual reports are circulated to the Board annually. The Council's Local Account is also circulated annually for comment. The local account contains information the complaints the department has received and how these have been dealt with.</p>

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Activity	Version	Owner	Date
Updated actions	5.3.5	Kiethna	04/09/2015
Updated actions	5.3.4	Kiethna	June 2015
Updated with Digital Inclusion actions	5.3.3	Kiethna	28/08/2014
Updated with progress reports from members following meeting of 19 March 2014 and subsequent email confirmations	5.3.2	Kiethna	07/04/2014
Updated with details of new invitation to HWBF under actions 4.2 and 9.1 and other timescales for actions	5.3.1	Kiethna	13/1/2014
Updated following meetings with Janet Berry and Bobby Mulheir on 8 January 2014, Naoma Dobson replaced by Angela Harris in relevant actions	5.3	Kiethna	8/1/2014
Updated with new lead organisations, proposed agenda dates, and task and finish groups highlighted in grey	5.2	Kiethna	16/12/2013
V5.1 Progress column added upon request of the Board at its meeting on 4 December 2013	5.1	Kiethna	6/12/2013
v5.0 public copy created and set to web team for publication	5.0	Kiethna	18/09/2013
Copy approved for publication following an assessment of the revised equality screening record and Board approval of 5 new actions: 1.6, 1.7, 2.7, 4.3, 7.5. As there were duplicated actions relating to the Care Bill and the iHub, these have been clustered.	2.5	Kiethna	18/09/2013
Named Leads and additional actions added and existing actions amended following meeting on Sept 2013 Updated action 1.6	2.4 2.4.1	Kiethna	11/09/2013
Amendments to the Plan following the second meeting of the Task and Finish Group (20 August 2013) Draft forward plan added to give an at-a-glance indication of the Board work programme	2.3 2.3.1 (includes all track changes)	Kiethna	20/08/2013
Amendments to the Plan following first meeting of the Task and Finish Group (July 2013)	2.2	Kiethna	9/8/2013
Comments incorporated from: <ul style="list-style-type: none"> • Amanda Waters, Bracknell Forest Lifelong Learning Service (Adult Learning) and Mark Sanders, BFC ASCHH Development Manager • Madeline Diver, representing Citizen's Advice Bureau Bracknell and District • Maggie Gibbons, BF Community Engagement and Equalities team 	2.1	Kiethna	5 July 2013

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<ul style="list-style-type: none"> • Simon Hendy, Chief Officer: Housing • Bob Pennell and Tracey Hedgecox, Age Concern Bracknell Forest • Bracknell Forest Homes, Housing & Community Services Director via Karen Lugg • PH references approved by Lisa McNally via email 			
<p>Comments from June OPP Board incorporated:</p> <ul style="list-style-type: none"> • Add columns for target and progress against measures • Identification of actions already being undertaken in other BFC plans and strategies, marked and separated 	2.0	Kiethna	11/6/2013
<p>Comments added from BFC ASCHH, Joint Commissioners and Community Response and Reablement Team Manager, Head of Long-term Community Support and Continuing Health Care</p>	1.1	Kiethna	24/5/2013
<p>Document created for presentation to OPP Board 5 June 2013</p>	1.0	Kiethna	8/5/2013