

**Older People's Partnership**  
**Wednesday, 16 September 2015**  
**10.00 am - 12.00 pm**  
**Council Chamber, Fourth Floor, Easthampstead House, Bracknell**



Present: Philip Cook, Involve  
 Tracey Hedgecox, Age Concern Bracknell Forest  
 Councillor Clifton Thompson, Bracknell Forest Council  
 Simon Hendey, Bracknell Forest Council  
 Madeline Diver, CAB  
 Linda Wells, Bracknell Forest Homes  
 Tina Stevenson, Bracknell and District Citizens Advice Bureau

In attendance: Janet Berry, Head of Community Learning and Skills  
 Angela Harris, Bracknell Forest Council  
 Kieth Naylor, Bracknell Forest Council  
 Amy Neal, Age Concern Bracknell Forest  
 Malcolm Toyer, Berkshire Talking Therapies

Apologies: Mira Haynes, Bracknell Forest Council

**Action Points**

Minute	Item
31	<p><b>Minutes and Action Points from 18 March 2015</b></p> <p>The minutes of the meeting held on Wednesday 18<sup>th</sup> March 2015 were agreed as a correct record.</p> <p>Matters arising</p> <p>Minute 23 – So that a statement on the future of the Ascot Retirement Fair could be clarified, Tracey to send the contact details of its organisers to Keith (<b>Action: Tracey Hedgecox/Kieth Naylor</b>)</p> <p>Kieth notified the Board that a separate item on social inclusion, including activities for older men would be brought to a future meeting. (<b>Action: Kieth Naylor</b>)</p> <p>Minute 25 – It was agreed to strike out the request for a bulletin on the Intermediate Care Strategy as this was not something that had been agreed by the Older People’s Partnership.</p> <p>Minute 26 – The Carers Strategy would be brought to a future meeting. (<b>Action: Kieth Naylor</b>)</p> <p>Minute 27 – Philip Cook had put himself forward to go on the Design Group.</p>

32	<p><b>Older Peoples Housing Related Support Contracts</b></p> <p>Simon Hendey presented a report on the tendering approach for Housing Related Support Services for Older People. Mr Hendey explained that there were 3 key points to the tendering proposals:</p> <ol style="list-style-type: none"> <li>1. To separate the assessment process from the delivery of provision of services.</li> <li>2. To target people based on greatest need rather than where they live geographically.</li> <li>3. To signpost people to existing support services rather than duplicate provision.</li> </ol> <p>Mr Hendey confirmed that one organisation could provide both services if they could demonstrate impartiality between assessment and delivery.</p> <p>It was noted that many elderly people were being enabled to stay in their social housing and this meant that families with children were waiting for larger properties. It was noted that only 10% of people in the borough affected by the under-occupation subsidy reduction had downsized to a smaller property. This suggested that people were unwilling to leave their long-term homes.</p>
33	<p><b>New Chief Executive Officer at Bracknell and District Citizens Advice Bureau</b></p> <p>Tina Stephenson introduced herself to the partnership. Tina informed the partnership that CAB were reviewing access to information, advice and guidance for young people and older people. It was noted that East Berkshire Healthwatch were already trialling advice sessions in GP surgeries in Bracknell. Involve offered to brief the CAB on progress in this area and advised that they should also touch base with Healthwatch Bracknell Forest who had a statutory responsibility in this area to ensure that any work was joined-up (<b>ACTION: Tina Stevenson</b>)</p>
34	<p><b>Health and Wellbeing Board Stakeholder Group</b></p> <p>Angela Harris informed the partnership that following a review of membership of the Health and Wellbeing Board, the Board felt that a more inclusive approach was needed to take advantage of the wider knowledge, skills, expertise, assets and resources of organisations and groups in the borough that contributed to the health and wellbeing of local people. To reach these organisations and groups, a letter had gone out to organisations and community groups in the borough via health and social care partnership boards asking them if they would like to participate.</p> <p>Cllr Thompson commented that he had interpreted the letter as an invitation to the partnership rather than individual organisations that attended the partnership. Kieth clarified that as Partnership boards already had a role in the decision making processes of the local authority, the Group would allow individual organisations and community groups to participate as executive bodies in their own right.</p>

<p>35</p>	<p><b>Digital Inclusion Project</b></p> <p>Amy Neal, Digital Inclusion Officer, gave a presentation on the work of the Digital Inclusion Sub Group so far.</p> <p>Amy had surveyed 243 older people in 30 different locations. The survey had identified that:</p> <ul style="list-style-type: none"> <li>• 35% of older people were offline and wanted to be online.</li> <li>• 11% of older people were offline and were not interested in being online.</li> <li>• 26% of older people were online and were restricted in use.</li> <li>• 28% of older people were online and active,</li> </ul> <p>The survey also looked at attitudes to being online and whether it was perceived as improving quality of life. This had helped to identify some of the barriers to older people getting online which included:</p> <ul style="list-style-type: none"> <li>• no internet access in their own homes.</li> <li>• no Wi-Fi in communal areas of care homes.</li> <li>• lack of knowledge of how to use a tablet/pc.</li> <li>• difficulty in retaining knowledge of how to use a tablet or pc.</li> <li>• high costs of equipment.</li> <li>• little/no understanding of the value of the internet</li> <li>• fear of using the internet</li> </ul> <p>Some ideas for addressing these barriers were:</p> <ul style="list-style-type: none"> <li>• Digital tea parties where older people were shown how to use tablets to look up places of interest on google maps, play games or research hobbies and so make the internet purposeful and meaningful..</li> <li>• Age appropriate training at various locations.</li> <li>• Introducing people to android tablets as a low cost alternative to iPads.</li> <li>• A digital van with equipment to carry out outreach sessions.</li> </ul> <p>Amy indicated that the Digital Inclusion Sub-Group work would look at how to overcome the barriers..</p>
<p>36</p>	<p><b>Older People's Partnership Action Plan</b></p> <p>Kieth Naylor informed the partnership that he had updated the Action Plan with recent progress and asked the partnership to read through it, confirm accuracy and report back to him.</p> <p><b>(Action: All partnership members to comment. Kieth to circulate an electronic version of the plan with the minutes)</b></p> <p>In relation to the earlier information and advice discussion, CAB noted that a large amount of useful information was produced by the Self-Care and Prevention team and it was agreed that an invitation should be sent to the team to provide the partnership with an overview of their work. <b>(Action: Mira Haynes)</b></p>

**Members Updates**

Kieth Naylor – none.

Janet Berry – The Skills Funding Agency grant of £400K had been received to deliver community learning. New courses were being offered for autumn 2015. Anyone who would like brochures or the online link could contact Janet. It was noted that the predicted Government spending cuts of 24%-40% over the next 4 years would impact on community learning provision.

Tina Stephenson – none.

Madeline Diver – none.

Tracey Hedgecox – Age Concern had been administering a carers' grant on behalf of a funder. However, due to the laborious administrative process involved, it was unlikely that Age Concern would bid for funding again.

Linda Wells – a support group for hoarders was being funded to support hoarders and those affected by hoarding. Housing officers were being trained to identify hoarding and when to intervene. Philip Cooke asked if handyman services could support this area of work and following a general discussion, Kieth said he would find out about specific de-cluttering services and have internet links circulated to the partnership.

Cllr Thompson – asked what had happened to the event to replace the Later Life workshop. Kieth Naylor reported that a small grant had been made available to Age Concern Bracknell Forest to deliver a smaller event and that a specification for the event would be developed subject to officer capacity

Philip Cook – Involve were delivering a Community Showcase and Volunteer Recruitment event on 19<sup>th</sup> September in the Forest suite. Involve were also running a Safeguarding Adults workshop for community groups. Involve received many requests for gardening help from elderly people but they could not support these requests. Tracey Hedgecox and Linda Wells offered to send details of paid gardening services that had been vetted.

**(Action: Tracey Hedgecox/Linda Wells)**

Involve were concerned about the lack of cohesion in community transport with groups not sharing drivers and working together. Involve were looking at ways to improve provision. It was agreed following a suggestion from Cllr Thompson that the Council's Transport Manager should be asked to return to the partnership to outline how the needs of older people were being considered in transport planning, including community transport so that the views of the Board might influence the commissioning of services in this area.

**(Action: Mira Haynes)**

Malcom Toyer – Talking Therapies was a programme aimed at increasing access to evidence based treatments. The service provided

- Cognitive behaviour therapy
- Counselling
- Stress control courses

	<ul style="list-style-type: none"> <li>• Depression &amp; employment courses</li> <li>• Telephone support</li> <li>• Online support</li> </ul> <p>Clients could self-refer themselves to services. Talking Therapies could also provide language interpreters and BSL interpreters for clients wanting to access services.</p> <p>Talking Therapies had a sister service called Talking Health which provided support to people living with health conditions. Malcolm agreed to circulate a range of leaflets and guides to the partnership <b>(Action: Malcolm Toyer)</b></p> <p>Angela Harris – The focus of her team was carers’ support and improving information, advice and guidance for carers. The carers’ strategy group was there to give carers a voice.</p> <p><b>(Action: Kieth Naylor to send Tina Stephenson a list of partnership boards.)</b></p>
38	<p><b>Future Meetings</b></p> <p>Wednesday 16 September 2015  Wednesday 16 March 2016  Wednesday 15 June 2016  Wednesday 21 September 2016  Wednesday 7 December 2016</p>

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