

Older People's Partnership

20 March 2013

10.00 - 11.25 am

**Boardroom, BFVA, Amber House, Market Street,
Bracknell**



Present: Councillor Dale Birch
Chris Cowap, BFVA
Madeline Diver, CAB
Martin Gilman, BFVA (Chairman)
Mira Haynes, Bracknell Forest Council
Terry Pearce, Bracknell Forest Over Fifty Forum
Peter Smith, Bracknell Chamber of Commerce
Councillor Clifton Thompson
Linda Wells, Bracknell Forest Homes

In attendance: Mark Gittins, Bracknell Forest Council
Andy Kimber, Bracknell Forest Council
Bobby Mulheir, Bracknell Forest Council
Jayne Streak, Lifelong Learning Team

Apologies: Rev Michael Bentley
Tracey Hedgecox, Age Concern Bracknell
Simon Hendey, Bracknell Forest Council
Abby Thomas, Bracknell Forest Council
Chris Vaal, Leisure Development Manager
Amanda Waters, Senior Lifelong Learning Officer

Action Points

Minute	Item
28	<p>Minutes and Action Points from 7 February 2013</p> <p>The minutes of the meeting held on 7 February 2013 were agreed as a correct record.</p> <p><u>Matters Arising</u></p> <p>'Benefit Matters' and 'Sheltered and extra support housing' leaflets could provide useful information for tenants. The Bracknell Forest Homes' (BFH) leaflets and further details of the BFH extra care scheme would be circulated to Board members.</p> <p style="text-align: right;">(Action: Linda Wells/ Amanda Roden)</p>

Digital Inclusion

Bobby Mulheir, Chief Officer: Customer Services, discussed what Customer Services at Bracknell Forest Council (BFC) were doing regarding digital inclusion.

The aim was to encourage people to use and provide access to the internet via any online device which people were comfortable using, to break down barriers and help improve people's confidence at using Information Technology (IT). Efforts would be co-ordinated across the borough to tackle the barriers: skill, confidence, access to equipment.

BFC staff would be able to do an introduction to IT for people, and staff in libraries already were able to do this. There would be resources to signpost people to further learning and work was being undertaken with Bracknell Forest Homes (BFH), volunteers, and companies regarding support for digital inclusion. Students at Bracknell and Wokingham College, possibly supported by a private company, had been approached to refurbish laptops for provision to people at cost price, for example, £70.

People's experience of IT needed to be appropriate for the technology people would be using at home. People would be shown how to access what could be useful to them in their everyday lives, such as price comparison websites, online shopping, and Skype, along with other benefits of using the internet. Events would be undertaken at the College, and during Spring Online Week 22 – 27 April 2013.

The possibility of Wi-Fi being available for members of the public on the whole of the ground floor of the Time Square council offices was being investigated. There would be training for BFC staff and four Elected Members were acting as digital advocates. Libraries and leisure centres in the borough had Wi-Fi already but not Time Square or Easthampstead House council offices yet. Places where people spent a length of time had been targeted for Wi-Fi provision first. There could possibly be issues with capacity and security with providing Wi-Fi just within council offices and ensuring that it was kept within certain areas of the buildings.

It was suggested that it would be good to be able to offer people staying at Bridgewell internet learning skills before they go back home. It was queried whether there would be a system of online support for people but it was noted that this would likely need to be on a voluntary basis by family, friends or volunteers. This was being investigated further.

It was suggested that Experience Exchange be added to the agenda for the next meeting. Partnership members were encouraged to register for superfast broadband in Berkshire at <http://www.superfastberkshire.org.uk/>. The more people who registered the more likely infrastructure upgrade would be considered in an area, which would involve looking at the exchange, capacity, and speed in an area. A tender would be out in the summer for the provision of superfast broadband by contractors.

Bobby was aware of Age Concern's interest in digital inclusion and had been in touch with them. There had been two interventions with older people and it was noted that poorer people were less likely to have internet access. Inexpensive broadband providers were available and BFC could help with price comparison for providers. People could use their personal budgets to help them with internet access.

	<p>There was a computer in each BFH sheltered scheme and an internet facility at BFH's Berkshire Court offices for tenants to use. The results of the open event in February showed that approximately half of the people who attended would like access to the internet and the other half were not interested. People had mentioned that one of the main barriers was cost and people would prefer to learn on a one-to-one basis if possible. The courses at the Open Learning Centre were thought to be good. It was noted that people could be encouraged to use the internet but if people did not want to, their wishes should be respected. It was noted that there was value in people talking to their peers and other people who had learnt to use the internet.</p> <p>The activities for the over 50's booklet would be circulated to the Partnership. (Action: Chris Cowap/ Amanda Roden)</p> <p>It was important to find ways to facilitate people learning to use IT and make access easier, and this included disabled as well as older people.</p>
30	<p>Local Account - Adult Social Care Annual Report for 2011-2012</p> <p>Mark Gittins, Head of Performance and Information in Adult Social Care, Health and Housing, discussed the Adult Social Care Annual Report 2011-12.</p> <p>The report was to advise people of what the department had been doing during the year, the impact on outcomes and plans for the future. The 2012-13 version of the report would be considered by the Council's Executive in July 2013. Comments were sought from Partnership members regarding the format and content of the report.</p> <p>Thoughts were that the report was good, clear and easy to read but would benefit from an Executive Summary at the beginning. It was suggested that what the department planned to do, should be present in the 2012-13 report so that what had been achieved could be compared against the targets. It was suggested that a 'What is New' section could be added and a section to show how and where funding was spent. A postal address and contact for those without internet access would be useful.</p> <p>There had been positive feedback on the report at partnerships. Any further comments on the format or content of the report should be forwarded to amanda.rodan@bracknell-forest.gov.uk or direct to jane.redmond@bracknell-forest.gov.uk .</p> <p style="text-align: right;">(Action: All)</p>
31	<p>Older People's Strategy Draft</p> <p>The Board considered and commented on the draft Older People's Strategy.</p> <p>There were some typographical errors in the document but it would be proof read before finalisation. It was queried where in the document it detailed who older people were and it was suggested that the sentence on page 5 be moved to the Executive Summary: 'The Bracknell Forest Older People's Strategy takes account</p>

	<p>of the needs of people from 50 years of age and older’.</p> <p>The vision in the Strategy showed the future of community resources, such as community health and care, and prevention. It was suggested that the overarching key principles of the Strategy be included in the action plan. The sentence ‘incentivise active citizenship’ at the top of page 7 was thought to have a broad meaning and it was thought that it should be replaced with the sentence in the previous draft ‘incentivise community based care and wellbeing services’. Mention should be given to ‘support groups’ in general rather than just specific support groups, as there were many.</p> <p>It was noted that it was difficult to place organisations in the Local Context triangle on page 8 in appropriate areas as some organisations would feature in different areas of care, for example, secondary care and community care. Placing organisations in each tier of the triangle would possibly distort the information being displayed and it was thought that each organisation should only be placed once in the triangle but that it be noted underneath that some organisations worked across multiple tiers in the triangle.</p> <p>It was queried whether people living in their own homes or privately rented accommodation should be mentioned in the Strategy but it was confirmed that the Strategy concerned when people began to receive care or support and that the triangle was not a pathway or linear diagram.</p> <p>The action plan would be progressed after the Strategy had been agreed. The Older People’s Strategy was agreed by the Partnership subject to the comments and amendments mentioned, and was due to be considered by the Council’s Executive in May 2013.</p>
32	<p>Members Updates</p> <p>Jayne Streak mentioned that the Lifelong Learning Team had purchased some iPads/ laptops.</p> <p>Linda Wells mentioned that BFH’s extra care scheme, Clement House, was currently with planners and a decision was expected on this in April.</p> <p>Terry Pearce mentioned that the Bracknell Forest Society was hosting a meeting highlighting the health and wellbeing developments planned for the borough at Blue Mountain Golf and Conference Centre in Binfield on Wednesday 20 March, 8pm to 10pm. Entry was free for members and £3 for guests. Dr William Tong, Chair of the Bracknell and Ascot Clinical Commissioning Group and Glyn Jones, Director of Adult Services, Health and Housing, Bracknell Forest Council would be at the event which would be Chaired by Councillor Dale Birch, Chairman of Bracknell Forest Health and Wellbeing Board.</p> <p>Chris Cowap queried the results of Healthwatch. It was noted that the results were on the Healthwatch website and the organisation The Ark had been chosen from tenders received. The advocacy tender covered all advocacy. An update on Healthwatch would be welcomed at a future meeting.</p> <p>Martin Gilman reported that the Bracknell Forest Partnership was hosting an event at the Open Learning Centre in Bracknell on 11 July 2013 from 9.15am to</p>

	<p>1.30pm on the priorities and aims of the Themed Partnerships and how they would develop in the coming year.</p> <p>Consultation on the Bracknell Forest Partnership Draft Community Engagement Strategy 2013 – 2016 was open from 28 February 2013 until 23 May 2013 and there was a new online engagement portal: http://consult.bracknell-forest.gov.uk/portal/es/ces2013-16 . People were encouraged to access the consultation.</p> <p>The Business and Community event organised by BFVA in partnership with Waitrose would take place on 26 April 2013. The aim of the event was to give a framework for and structure to corporate social responsibility strategies. BFVA were seeking a calendar list of projects and any project ideas should be forwarded to Tracey Morgan, Volunteer Recruitment Officer at BFVA.</p> <p style="text-align: right;">(Action: All)</p> <p>Agenda items for future meetings should be forwarded to Martin Gilman or Amanda Roden.</p> <p style="text-align: right;">(Action: All)</p>
33	<p>Future Meetings</p> <p>Future meetings of the Older People’s Partnership will be held at 10am in the Boardroom at Amber House:</p> <p>Wednesday 5 June 2013 Wednesday 11 September 2013 Wednesday 11 December 2013 Wednesday 19 March 2014</p>