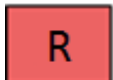



Explanation of the Colour coded status boxes

The Action Plan contains colour coded status indicators, which show progress against each action as one of: Red, Amber or Green. These are shown like this:



 A Red box means that little or no work has started against the project; or the project has slipped behind or that no progress has yet been made.

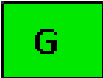
 An Amber box shows that some work has started against the project or that there is still more work to do.

 A Green box shows that the work or project is on track and is proceeding as expected.


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

Expected Outcomes from this area of work:



- 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
- Older people will be able to report they can live the life they want and have healthier and fulfilled lives

Priority 1: Effective prevention in supportive communities which promote good health, wellbeing, involvement and combat isolation in personally managed ways					
Things that we will do (actions)	Lead	When it will be completed (timescale)	How we will measure success	Progress (as at April 2016)	Status (Red Amber Green)
1.1.a The Board will seek to encourage transport providers & schemes, particularly for people with disabilities, 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 	<p>COMPLETED</p> <p>Changes to the iHub were reported to the Board in December 2014</p> <p>Transport is still an ongoing issue and the Council's Transport Manager will be invited to a future meeting of the Board to outline how the needs of older people are being considered.</p>	



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

Things that we will do (actions)	Lead	When it will be completed (timescale)	How we will measure success	Progress (as at April 2016)	Status (Red Amber Green)
			in the Borough <ul style="list-style-type: none"> • More people will report use of transport provision • More people will report satisfaction with transport provision 		
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	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	March 2015	<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 	COMPLETED 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.	


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

Things that we will do (actions)	Lead	When it will be completed (timescale)	How we will measure success	Progress (as at April 2016)	Status (Red Amber Green)
<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>COMPLETED 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>	
<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>COMPLETED 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</p>	


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

Things that we will do (actions)	Lead	When it will be completed (timescale)	How we will measure success	Progress (as at April 2016)	Status (Red Amber Green)
				<p>for Retirement Fair 2014.</p> <p>Janet to share information with Board on a regular basis for distribution through networks.</p> <p>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 Board membership Increased take up of regular preventative health checks by people aged 50+ 	<p>COMPLETED</p> <p>There is no national rolling program, although patients over 75 are entitled to health checks if they request one.</p> <p>From April 2014 GP practices will need to ensure that each 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 	<p>COMPLETED</p> <p>The Equalities Impact Assessment for the Strategy has been updated with the most recent information.</p> <p>STARTED</p> <p>A Civilian-Military Partnership has replaced the Service Leavers Resettlement Group and this is an item</p>	

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

Things that we will do (actions)	Lead	When it will be completed (timescale)	How we will measure success	Progress (as at April 2016)	Status (Red Amber Green)
			actions to take forward as part of the strategy action plan	that could come back to the Board for information and comment if required.	
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.	The Chairman of the Board will issue an invitation to: Relate East Berkshire	December 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 through Board membership Impact measures on mental health, domestic abuse, social isolation, alcohol and substance misuse, finance need to be identified 	<p>COMPLETED</p> <p>A presentation was received from Karen Ross centremanager@relateberkshire.org</p> <p>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 	

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

Things that we will do (actions)	Lead	When it will be completed (timescale)	How we will measure success	Progress (as at April 2016)	Status (Red Amber Green)
<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 An invite was sent to Malcolm Toyer, Talking Therapies Malcolm.Toyer@berkshire.nhs.uk Tel 0300 365 2000 to attend the meeting on 16.09.15 for an update on services provided by Talking Therapies</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>COMPLETED</p> <p>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> <p>The Board was briefed again in September 2015 about how Talking Therapies has been trying to reach out to Older Adults to increase referrals for this client group. It was agreed that a system for sending through promotional material for Talking Therapies to the Older People's Partnership and also perhaps linking in with Age Concern to promote our newer online services and our website as a way in to wider awareness of the service locally.</p>	

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



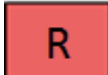
Priority 2: Community health and care services working together to aid recovery and provide ongoing support to reduce the need for acute care

Things that we will do (actions)	Lead	When it will be completed (timescale)	How we will measure success	Progress (as at April 2016)	Status (Red Amber Green)
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	The Chairman of the Board will issue an invitation to: Mira Haynes, Chief Officer: Older People and Long-term Conditions	TBA	<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>	A

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

Things that we will do (actions)	Lead	When it will be completed (timescale)	How we will measure success	Progress (as at April 2016)	Status (Red Amber Green)
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	The Chairman of the Board will issue an invitation to: Mira Haynes, Chief Officer: Older People and Long-term Conditions, ASCHH, BFC	TBA	<ul style="list-style-type: none"> The Board will have opportunity to comment on the potential impact on older people 	<p>COMPLETED</p> <p>Health and social care workforce development is being undertaken by the ASCHH department.</p> <p>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.</p> <p>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>	
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	The Chairman of the Board will issue an invitation to: The 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>	

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

Things that we will do (actions)	Lead	When it will be completed (timescale)	How we will measure success	Progress (as at April 2016)	Status (Red Amber Green)
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>COMPLETED</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 	Invitation sent to BA CCG by email on 5 th September 2014 – defer to another date	

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

Things that we will do (actions)	Lead	When it will be completed (timescale)	How we will measure success	Progress (as at April 2016)	Status (Red Amber Green)
<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>COMPLETED</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</p>	<p style="text-align: center;">G</p>

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

Things that we will do (actions)	Lead	When it will be completed (timescale)	How we will measure success	Progress (as at April 2016)	Status (Red Amber Green)
				issues piloted in November. Two further events will take place in January and March and the Board will be provided with materials for distribution.	

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

The actions within this theme to help achieve these outcomes are listed below:

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

Things that we will do (actions)	Lead	When it will be completed (timescale)	How we will measure success	Progress (as at April 2016)	Status (Red Amber Green)
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	Angela Harris, Older People and Long-Term Conditions Team, ASCHH, BFC		<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>	
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	The Chairman of the Board will issue an invitation to: Simon Hendy, Chief Officer: Housing, ASCHH, BFC	June 2014 Feedback on pilot in Mar 2015	<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>COMPLETED</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</p>	

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


Things that we will do (actions)	Lead	When it will be completed (timescale)	How we will measure success	Progress (as at April 2016)	Status (Red Amber Green)
				be revisited at that time.	
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	The Chairman of the Board will issue an invitation to: Linda Wells, Bracknell Forest Homes	March 2014	<ul style="list-style-type: none"> The Board will have opportunity to comment on the potential impact on older people 	COMPLETED 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.	
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	Simon Hendy, Chief Officer: Housing, ASCHH, BFC BF Benefits Manager?	September 2014	<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 	COMPLETED 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.	

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



The actions within this theme to help achieve these outcomes are listed below:

Priority 4: Good quality information and advice and straightforward access to health, care and support services					
Things that we will do (actions)	Lead	When it will be completed (timescale)	How we will measure success	Progress (as at April 2016)	Status (Red Amber Green)
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. However, this matter is likely to come back to this and other strategic partnerships at a later date.</p>	



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

Things that we will do (actions)	Lead	When it will be completed (timescale)	How we will measure success	Progress (as at April 2016)	Status (Red Amber Green)
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>COMPLETED</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 (reference: June 2013) (see action 4.2b) and an action fro BFC was highlighted to improve information around Blue Badges.</p>	G

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

Things that we will do (actions)	Lead	When it will be completed (timescale)	How we will measure success	Progress (as at April 2016)	Status (Red Amber Green)
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	<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 	COMPLETED 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 	COMPLETED 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			5		N/A

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

Things that we will do (actions)	Lead	When it will be completed (timescale)	How we will measure success	Progress (as at April 2016)	Status (Red Amber Green)
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>For the Council In relation to the Nepali Community: 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>	Dec 2014?	<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>	
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>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</p>	TBC	<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 	NOT YET STARTED	

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

Things that we will do (actions)	Lead	When it will be completed (timescale)	How we will measure success	Progress (as at April 2016)	Status (Red Amber Green)
	CCG		<p>response to needs of vulnerable groups</p> <ul style="list-style-type: none"> Members of the Polish community will report improved connectedness to the community, better access to social care and health services 		
<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</p> <p>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</p> <p>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.</p> <p>Planning for an event was discussed at the December 2014 Board meeting.</p> <p>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>	<div style="border: 2px solid black; background-color: yellow; width: 30px; height: 30px; display: inline-block; margin: 0 auto;">A</div>

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

Priority 5: Access to the Internet and the skills to use it					
Things that we will do (actions)	Lead	When it will be completed (timescale)	How we will measure success	Progress (as at April 2016)	Status (Red Amber Green)
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 	<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>	A

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

Things that we will do (actions)	Lead	When it will be completed (timescale)	How we will measure success	Progress (as at April 2016)	Status (Red Amber Green)
			their networks <ul style="list-style-type: none"> Increased number of people 50+ attending free IT courses Increased number of people reached through outreach / digital inclusion 		
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 practice examples can be promoted	The Chairman of the Board will issue and invitation to Bobby Mulheir, Chief Officer: Customer 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		<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 for distribution to other organisations 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 	STARTED 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 received at Board meetings. The life of the project will extend beyond the life of the existing strategy.	<div style="border: 1px solid black; background-color: yellow; width: 30px; height: 30px; display: inline-block; margin: 0 auto;">A</div>

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

Things that we will do (actions)	Lead	When it will be completed (timescale)	How we will measure success	Progress (as at April 2016)	Status (Red Amber Green)
			provide information <ul style="list-style-type: none"> 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 		

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

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

Things that we will do (actions)	Lead	When it will be completed (timescale)	How we will measure success	Progress (as at April 2016)	Status (Red Amber Green)
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	The Chairman of the Board will issue an invitation to: Carers Issue Group Also involved: BFC, Joint Commissioning Officer, Carer's Strategy	Sept 2015	<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 	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.	A

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)

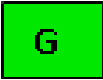
Priority 7: Improve community awareness of the needs of older people, and promote volunteering and befriending services

Things that we will do (actions)	Lead	When it will be completed (timescale)	How we will measure success	Progress (as at April 2016)	Status (Red Amber Green)
<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 					
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	The Chairman of the Board will issue and invitation to: Kathryn Mullens, Bracknell Forest Public Health Team Steve Eker, Bracknell Forest Joint Commissioning Team	TBC	<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</p> <p>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</p>	<div style="border: 1px solid black; background-color: yellow; width: 30px; height: 30px; margin: 0 auto; display: flex; align-items: center; justify-content: center;"> A </div>


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

Things that we will do (actions)	Lead	When it will be completed (timescale)	How we will measure success	Progress (as at April 2016)	Status (Red Amber Green)
				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.	
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.</p> <p>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>	A
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	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 	<p>STARTED</p> <p>Cllr. Thompson to provide feedback on the Access Group at or between meetings.</p>	A

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

Things that we will do (actions)	Lead	When it will be completed (timescale)	How we will measure success	Progress (as at April 2016)	Status (Red Amber Green)
	Champion		that their views have been heard and taken into account when developing services for older people		
7.3 The Board will establish a dignity code to promote understanding of the basic expectations of older people when interacting with services	Cllr Cliff Thomson, Older People's Champion	Board decision	<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>	

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

Things that we will do (actions)	Lead	When it will be completed (timescale)	How we will measure success	Progress (as at April 2016)	Status (Red Amber Green)
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.	Mira Haynes, Chief Officer: Older People and Long-term Conditions, ASCHH, BFC	2015-2016	<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 	STARTED Email to ASCHH Performance Manager sent 26/06/2015	

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

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


Things that we will do (actions)	Lead	When it will be completed (timescale)	How we will measure success	Progress (as at April 2016)	Status (Red Amber Green)
<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 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>	<p style="text-align: center;">A</p>

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

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

Things that we will do (actions)	Lead	When it will be completed (timescale)	How we will measure success	Progress (as at April 2016)	Status (Red Amber Green)
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>COMPLETED</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</p>	

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

Things that we will do (actions)	Lead	When it will be completed (timescale)	How we will measure success	Progress (as at April 2016)	Status (Red Amber Green)
				through contract monitoring reports. http://www.healthwatchbracknellforest.co.uk/sites/default/files/uploads/Enter_and_View_Policy_and_Procedure.pdf	
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 	COMPLETED 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.	
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	The Chairman of the Board will invite reports from: LHW annual report FT PALS mechanisms Adults Complaints	"Feedback from older people on interactions with social care report" June 2014 June 2015	<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 	COMPLETED 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	

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

Things that we will do (actions)	Lead	When it will be completed (timescale)	How we will measure success	Progress (as at April 2016)	Status (Red Amber Green)
	Manager ASCHH Performance Team Angela Harris, BFC, ASCHH in relation to feedback on assessments Local account		<ul style="list-style-type: none"> Older people will report future satisfaction with services they have received 	received and how these have been dealt with.	