

## Minutes of the meeting held on Friday 26<sup>th</sup> June 2015

Present:	
Name	Organisation
Cllr Gul Khan (Chair)	RBC
Cllr Sandra Vickers	RBC
Cllr Eden	RBC (Lead Member Adult Social Care)
Carol & Michael Froud	
Miriam Sparkes	
Miss Joan Walker	NHS Retirement Fellowship
Nina Crispin	RBC
Douglas Dean	Thames Valley Pensioners Convention
Tony Hall	Civil Service Pensioners Alliance, Reading Group
Elaine Jalland	
Pearl Gibson	
Margaret Robertson	
Janice Scruby	U3A
Jean Hutton	Firtree & U3A
Brenda Jenkins	Pegasus Court / Macmillan Cancer Support
Diane Seydoux	
Brian Haines	Southcote Forum
Dianne Hilfi	
Judith El-Nager	
John Walford	Whitley Community Development Association
Mark Drukker	
Derek Woad	
Martin McDonald	Alzheimer's Society
Lorna Walker	
Ravinder Nijjhar	Gnostic Fellowship
Shaheen Kausar	Reading Community Learning Centre
Peter Staples	
Bridget Chubb	Firtree
Barbara Hobbs	Age UK Reading
John Wilkinson	Age UK Reading
Laxi Kachwha	Readibus
Sheila Hobbs	
Caroline Langdon	
Heather Cresswell	MS Society Reading & Wokingham Branch
Gina Harris	
Janette Searle	RBC

Yvonne Antrobus	
Margaret Slater	
Michelle Berry	RBC, Neighbourhood Coordinator for Older Persons Services
Soon Heshe	RBC
Uda Chalk	REBS
Jill Hodges	Southcote Residents Association
Mary Reilly	
Philip Burbidge	Walks Programme Coordinator
Zainab Koroma	British Red Cross
Liz Halle	Age UK Berkshire

Apologies	
Name	Organisation
Patience Odunsi	
Ann Worsley	
Valerie Bond	
Theresa Ritching	
Jennifer Ingram	
Reva Stewart	Berkshire NHS
Ruth Johnson	
Louise Keane	Alzheimer's Society
Liz Grugeon	
Carol Valentine	RBC

### Agenda item 1: Previous minutes & matters arising *Cllr Gul Khan*

The minutes of the meeting on 9<sup>th</sup> April 2015 were approved with noted amendments below. The minutes are available from the Older People's Working Group page on the RBC website at: [www.reading.gov.uk/opwg](http://www.reading.gov.uk/opwg)

Amendments as noted below:

- Correction: Page 5 - A8 = should be Great Knollys Street, not Knowles Street
- Agenda item 3: numbers of hours per week/year = should read in terms of man hour

### Agenda item 2: Living Well Services

*Sarah Wise, North & West Reading CCG / Sarah Finch, Age UK Berkshire*

Presentation:

"Pilot Project to provide "upstream" intervention for defined group of people aged 65+"

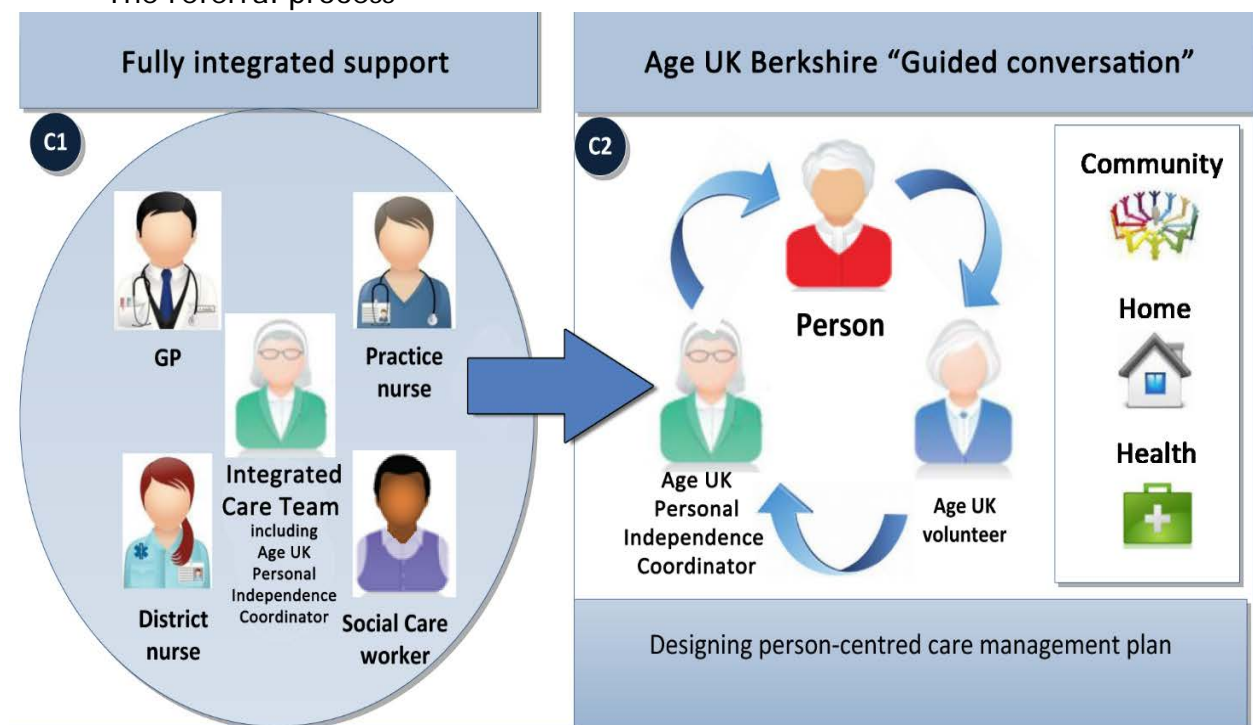
This is a pilot for 12 months (1st May 2015 to 30th April 2016) and is based on research and outcomes from a model developed by Age UKs across England currently being delivered for integrated working with CCGs, Adult Social Care, Acute Trusts, Community Health and the Voluntary Sector.

More information, including case studies, is available at <http://knowledgebucket.org/>

- CCG Council of Practices and Patient Voice Group identified need for CCG to be more proactive in relation to a defined group of older more vulnerable patients
- Aim is to assist them with self-management of a long term condition and help them to live well & maintain a healthy life
- One of CCG Focus Areas for 15/16 and reflected in CCG Operational Plan refresh
- Pilot funded for one year
- 20% improvement in the wellbeing of patients, based on the use of STAR and Edinburgh-Warwick Mental Wellbeing Scale
- Reduced reliance on GP & other healthcare services
- Reduction in unplanned hospital admissions
- Age UK Berkshire commissioned to provide service for one year pilot
- 2 Personal Independence Co-coordinators (PICs) have been appointed:
- Multi-agency Task & Finish Group overseeing project
- Referrals starting to be made - People can't self-refer to the service - they need to be referred by the GP
- Project looks after Patients over 65 years of age, with:
- At least one Long Term Condition, including Frailty, Diabetes
- And one or more of the following:
  - Recently bereaved
  - Living alone
  - Called Emergency Services more than three times in a year.
  - Needed support from Westcall three times in the last year
  - Reliance on avoidable GP contacts
  - Socially isolated
  - Having trouble managing medication(s)
  - Not attending routine outpatient appointments
  - Acting in a carer role but possibly struggling with the responsibility
- Patients included on the 2% list should not be referred unless there are exceptional reasons such as if they are identified as presenting extra risks or complex conditions - we help those people live well at home

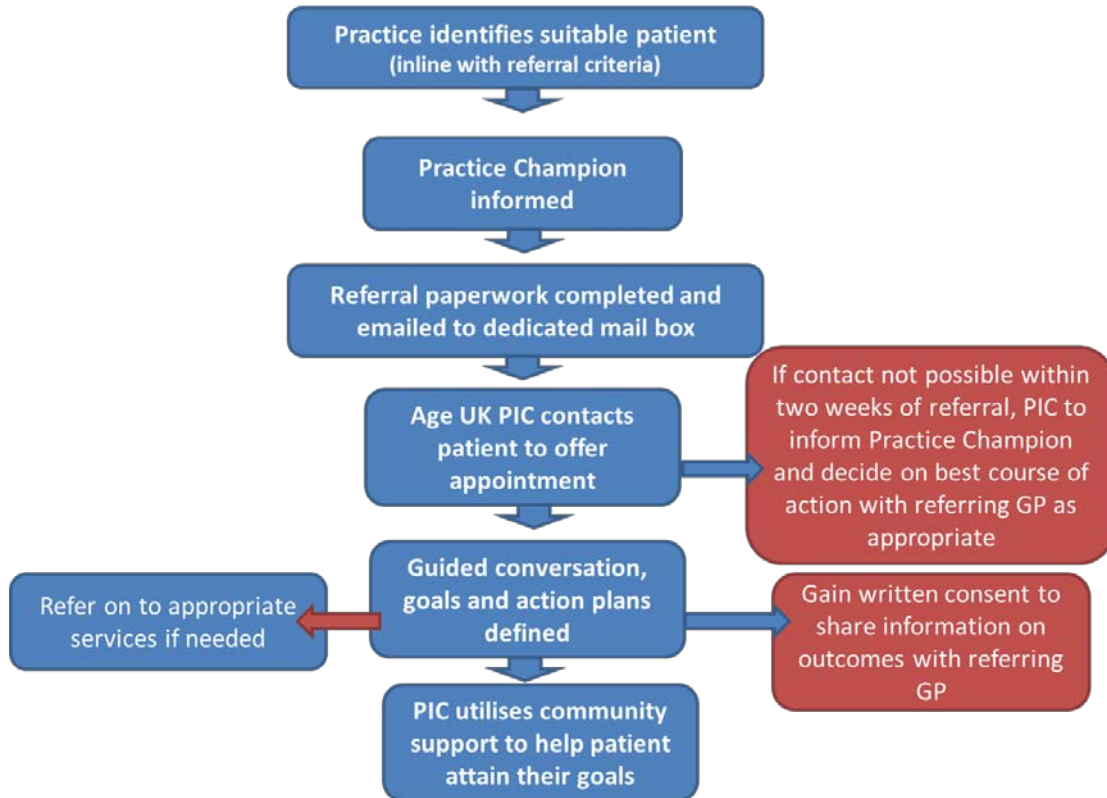
Number of Patients:

- Minimum of 175 patients in total over year
- Allocation per GP practice
- PICs will work closely with practice teams
- Each practice asked to nominate a Champion, with whom the PICs will liaise.
- The number of allocated cases/referrals will be different for each surgery
- The first Living Well service in the country set up by Age UK in Cornwall - it was a successful pilot and is now used as a benchmark for other similar projects across the country.
- The needs of the patient are core to the service provided, with tailored/bespoke support provided by other agencies or Social Care Services.
- The referral process



- The Guided conversation covers different areas of life / finances bills benefits social network / Getting out and about, join lunch clubs

## Referral and Coordination Process



- An action plan is set with the patient with targets/goals set with the patient.
- The project is not ongoing - it is set for a 3 month period to give people enough time and help to feel confident they can continue the agreed targets by themselves

### Measuring Success

- Patient's wellbeing will be assessed at point of entry using an Older Persons STAR evaluation tool
- Data on patient's use of services will be captured at point of referral
- We use evaluation tools to measure where the patient is at the beginning of the journey and after the 3 month period
- Patient's use of services will be audited quarterly

- Sarah covers Pangbourne, Tilehurst, Southcote, Theale and Mortimer  
mobile: 0782 456 8154  
email: sarah.finch@ageukberkshire.org.uk (non-referral communication only)
- Liz covers Western Elms, Peppard Road, Priory Avenue, Balmore Park and Emmer Green  
mobile: 0791 956 2526  
email: liz.halle@ageukberkshire.org.uk (non-referral communication only)
- ALL REFERRALS MUST BE EMAILED TO [nwreadingccg.livingwell@nhs.net](mailto:nwreadingccg.livingwell@nhs.net)

### Questions & Answers

1. Philip Burbidge - Walking has a huge impact on all the illnesses mentioned. If we could get GPs more involved in those walks programs this would be a great achievement.

**Action:** Sarah will contact Philip separately, it has been identified that walking is essential in helping people stay healthy.

### Agenda item 3: MacMillan Cancer Support Kevin Johnson, NHS Foundation Trust

Purpose:

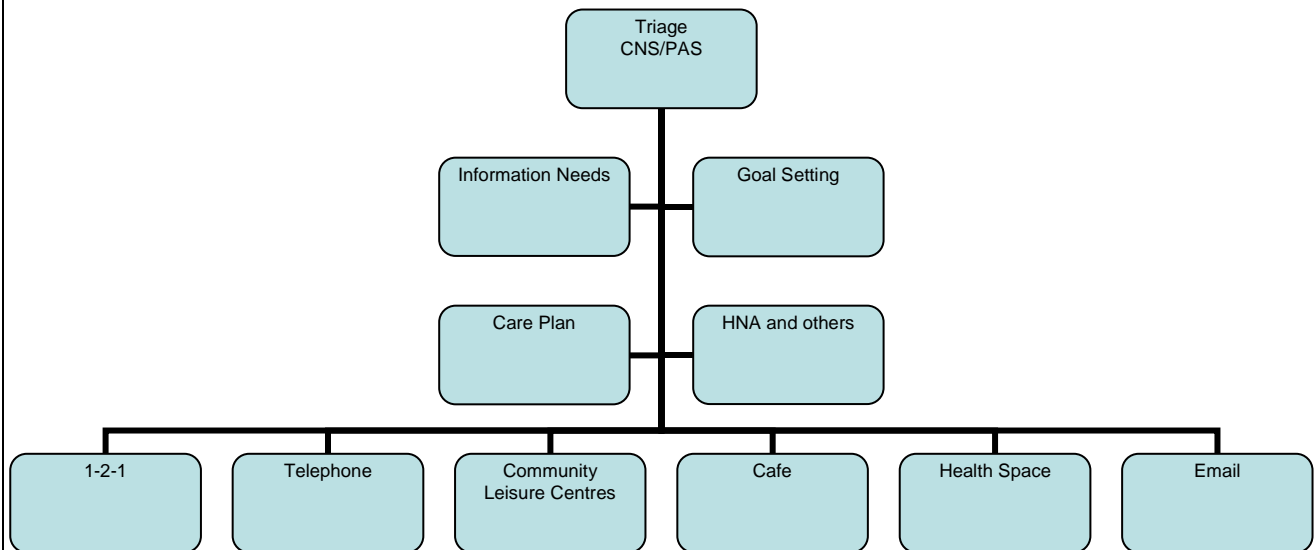
- As a consultant at Prospect Park, Kevin was asked why not much was being done for cancer rehabilitation.
- Kevin designed a support package for cancer patients and their families/carers. The service in Berkshire is one of 6 sites around the UK
- Clinics local to people - Meadway / Palmer Park / Loddon Valley

Recovery package:



- The patient/client is at the centre of the support provided
- As a result of this person centred approach, people can learn to manage their disease better
- Cancer can affect many psychologically - not just the person who has the cancer, but also members of their family / carers

## Behaviour Change Interventions

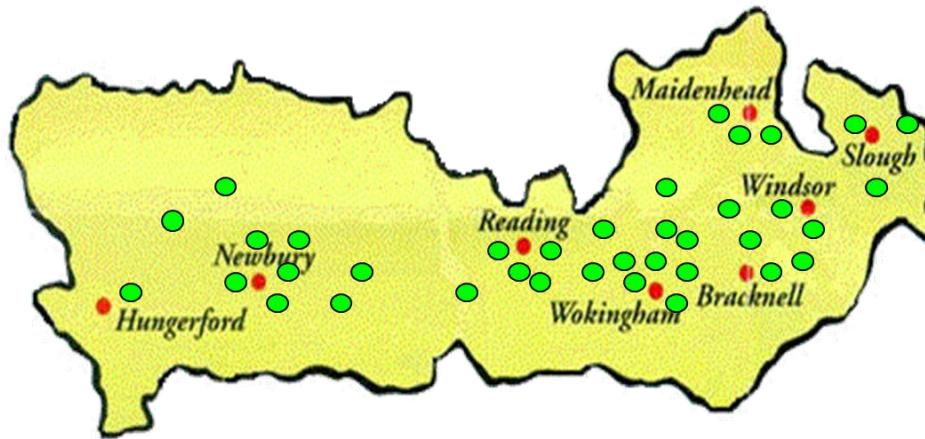


- Access to the service can be done via self-referral or by GP or oncologist
- Within 1 year, we have had 500 referrals!
- We look at all aspects of a person's needs: physical wellbeing / social wellbeing and help people to find ways to move on
- The programme teaches people about their 'new normal' life - often after hospital/treatment, people are expected to get back to normal life, but this is not easy
- Usually a person will spend 30mns with a nurse and 30mns with an Occupational Therapist or Physio-specialist
- During the assessment, we will look at what is the issue - is it the cancer? Or is it about managing the consequences?
- We will then work with the client to establish a care plan and set achievable goals. Meetings can be face to face, one 2 one, in community settings such as coffee shops.

- Breast / Prostrate cancers are our biggest referrals
- Partnerships working include John Lewis and Boots who have come out to do make-overs. Tony & Guys Hairdressers have come to do a wig for someone.
- A trained cancer specialist has designed physical activities to help people get their health back
- Walking has proved to be a very effective way to help with long term conditions but also with socialising and meeting people.
- Walking for Health - people can choose between 10 / 15 / 90 mms walks
- We arrange reviews periodically to ensure that people maintain their goals/targets
- The scheme is supported by Sports England and Macmillan
- We currently have 20 physical activities sessions / week
- We run a Well course - 3hrs long for 6 weeks. The course helps people overcome fears of re-occurrence of the cancer and emotional problems
- Educational sessions are also run and can be accessed by clients - fatigue management/Citizen's Advice support/clinical psychologists 1 day per week/Level 2
- Cancer is new in terms of rehabilitation - self-care is important to team members, we run a Level 2 course on how to look after yourself and improve communication skills with people who have cancer
- Support groups have been set up east of the county for Men and an Asian lady support group
- We get Free vouchers from the Public Health team in Reading for people to get involved in various activities
- We are a pilot - and the scheme will end in December 2016. We are being evaluated at the moment. Patients are getting better and results so far are good.



- *This project is run within local communities.*



- *We also write articles in the British Medical Journal and we belong to Get Berkshire Active Group*

#### *Questions & Answers*

**Q1:** I know a couple who are suffering at the moment, what can I do to help them?

**A1:** Our contact details will be circulated with the minutes. We want to get people to join the scheme from the diagnosis, not just after their treatment.

Kevin Johnson - MacMillan Cancer Support, Wellbeing Programme

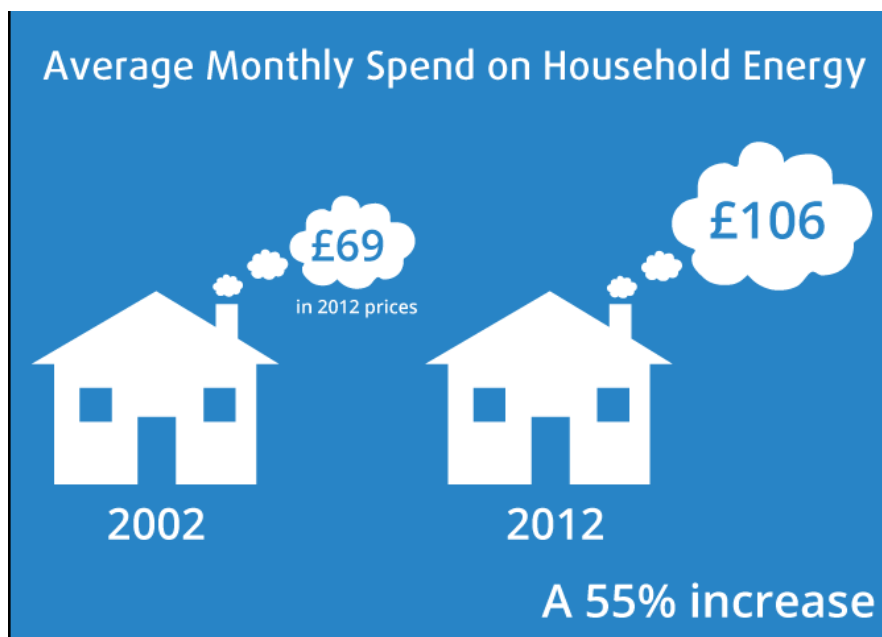
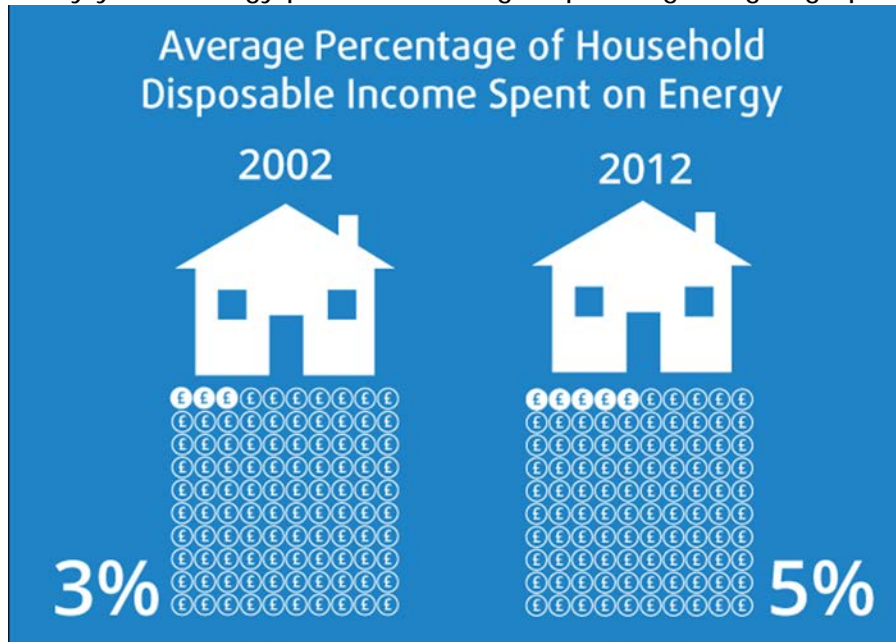
[kevinjohnson1@NHS.net](mailto:kevinjohnson1@NHS.net)

Tel: 07966295873

Agenda item 4: Energy Savings Campaign  
*Denise Huxtable, Citizen's Advice Reading (CAR)*

We want to encourage people to get ready for the winter.

Every year, energy prices and budget spending are going up.



- We want to help people find out ways of not paying more for their energy bills than they need to. The government has set new rules to make the energy market a more competitive market.
- It is important for frail elderly people to stay warm in order to stay healthy.

## Energy Best Deals Appointments with CAR

Individual appointments can be:

- Face to face
- Telephone
- Letter

Appointments help with:

- Comparing tariffs and suppliers
- Helping to change supplier
- Further assistance available - help with paying fuel bills, fuel debt advice or improving energy efficiency

Why consider Switching

- Get the best possible deal - why pay more than is necessary?
- Consumers who have never changed payment method or supplier could be paying more than they need to
- Fuel prices are rising
- Householders need to be able to heat their home for comfort and health
- Ofgem's reforms - fewer and simpler tariff options - good time to switch

Switching: True or False?

- Switch supplier and they'll dig up the road to lay new pipes - **False**
- If you switch you can only pay for your fuel using Direct Debit - **False**
- You can switch if you use a prepayment meter and are in debt up to £500 - **True**
- You cannot find the best energy deals unless you have a computer - **False**
- Changing supplier should take five weeks - **True**

Switching - Impartial and accurate advice

- There are 23 companies in the market - all regulated in the same way, all worth considering.

Use an accredited switching site - Ofgem Code of Confidence

The information can be provided online or by telephone.

For accurate information you will need :

- the name of their current tariff
- their payment method
- how much energy they used over the last year
- property postcode



- Ofgem - list of companies not attached to any companies - mark of guarantee
- By switching, it may be possible to save up to £366 per year on your energy bill!
- Plus a potential saving of £23 per year with smart meter IHD

Case Study - we have provided the following support to someone who:

- ❑ Needed help with debts
- ❑ Had a long-term illness
- ❑ Felt overwhelmed
- ❑ Was struggling to balance budget
- ❑ Was too ill to attend appointment
- ❑ We talked through comparison site on phone
- ❑ We help the person save potentially £300 per year

Savings in the Kitchen and Bathroom

- ❑ Line dry instead of tumble drying
- ❑ Wash clothes at 30 degrees
- ❑ Wash up in a bowl (instead of running tap)
- ❑ Fit an eco-shower head (not to electric shower)
- ❑ Replace one bath a week with a shower
- ❑ Have four-minute showers instead of five-minute showers
- ❑ Get a more efficient dishwasher
- ❑ **Total potential saving: £174 per year**



Savings on heating around the home

- ❑ Draught proofing followed by insulation make big savings
- ❑ Making tea and coffee? Only boil as much water as you need
- ❑ Use a programmable room thermostat
- ❑ Fit thermostatic radiator valves (TRVs)
- ❑ Replace a G-rated boiler with an A-rated condensing boiler plus a full set of heating controls
- ❑ Turn appliances off standby
- ❑ Fit standby saver plugs and sockets to TV, computer, printer etc.
- ❑ **Total potential saving: £430 per year**

Further assistance

**Warm Home Discount** - a £140 rebate off electricity bill in winter for qualifying households

**Energy Company Obligation (ECO)** - offers free heating (e.g. boiler replacement and repair) and insulation (cavity wall and loft insulation) measures to qualifying households - people who own their own home or rent from a private landlord

**Reading Borough Council: Winter Watch** helping local people stay warm over winter  
0118 937 2367

**Priority Service Register** - a range of free services provided by fuel suppliers for qualifying customers

### Warm Home Discount

- £140 credit to electricity meter if:**
  - your electricity supplier is part of the scheme
  - your name (or your partner's) is on the bill
  - you are getting the Guarantee Credit element of Pension Credit
- May also receive this if:**
  - You are on a low income
  - You receive certain means-tested benefits
- Electricity suppliers**
  - The following suppliers are part of the scheme:

*Atlantic, British Gas, Co-operative energy, EDF Energy, E.ON, Equipower (Ebico), Equigas (Ebico), First Utility, Manweb, M&S Energy, npower, OVO, Sainsbury's Energy, Scottish Gas, Scottish Hydro, ScottishPower, Southern Electric, SSE, SWALEC, Utilita, Utility Warehouse*

- Guarantee credit to electricity from Pension Credit is automatic, but if not yet of pension age you will need to tell supplier that you qualify to receive credit to your electricity bill.

### Greener Warmer and Safer from Reading Borough Council



**Keep Warm and Well this Winter**

This offers:

- A home energy check
- Draught proofing/ handyman service
- Information on and help in accessing energy efficiency grants
- Help to access an emergency payment where there is severe hardship
- Emergency equipment - such as heaters and bedding
- Help with understanding energy bills, fuel tariffs and energy suppliers
- Assistance with understanding heating and hot water controls
- Can help to get pre-payment meter removed

For a home visit please call: 0118 937 3747 or Email: [winterwatch@reading.gov.uk](mailto:winterwatch@reading.gov.uk)

### Priority Service Register (PSR)

- If you are of pensionable age, disabled, chronically sick or have sight or hearing difficulties you can qualify for your supplier's PSR. Dependent on circumstances, PSR customers can access services such as:
  - Free gas appliance safety check
  - Relocation of meter for improved access
  - Password protection scheme
  - Quarterly meter readings

- Bill nominee scheme
- Advance notice of supply interruptions
- Bills in alternative formats

Guarantee credit to electricity from Pension Credit=automatic but if not yet of pension age, will need to tell supplier that qualifies to receive credit

*New branding: Citizen's Advice Reading*

**Questions & Answers**

**Q1:** Is the government still replacing gas boilers?

**A1:** Yes through the ECO programme - if you have a G rated boiler. The Greener/Warmer/Safer scheme from RBC can also help with that. It saves a lot of money to have a new boiler.

**Q2:** The biggest problem about switching is that it is impossible to get suppliers to send details of the process through the post and make their charges publicly available.

**Q3:** If I phone my supplier and say I am looking to change would they give me a competitive price?

**A3:** Yes they might - it's always worth talking to your existing supplier first. We recommend that you compare and look at switching every year. If you get a fixed tariff at the end of the year, it's worth comparing again and switch again, it's quite easy to switch.

**Q4:** Suppliers are legally obliged to let people know when their prices go up and when they have a cheap tariff

**A4:** Yes that's true but there may be a much cheaper one if you compare with other suppliers.

CLlr Eden mentioned that the Greener Warmer Safer (GWS) scheme is a great scheme. Energy company can make it tricky. Citizen's Advice Reading (CAR) and RBC GWS scheme help people to take out the complexity and confusion out of the equation. RBC can also help finding which scheme is best and what people can be eligible for.

We are working in partnership to provide one to one help.

## Agenda item 5: Current issues and suggestions for future meetings

*Cllr Gul Khan*

Matters arising:

- A Parker pen was left on the Chair's table at the last OPWG meeting on 9<sup>th</sup> April. If you have noticed you are missing a parker pen, please let Nina Crispin know.

- **Bus route 33 - Tilehurst/Town Centre**

The "dropping off near Bridge Street" referred to taking customers round the Town-Centre Loop and drop them off on the way out of town at St. Mary's Butts Bus-Stop (which is located at the beginning of Bridge Street).

But please be aware that some Buses terminate in the town-centre and go back to depot, change onto other routes or have layover times of up to 18 Minutes.

This has been going on for 18 months since it was announced that Council will move to new building.

We would like to consider inviting Reading Bus company back again to discuss this matter.

Can we also talk again about bus stops? Five buses stop at one bus stop outside Hickies when you get on to leave town. Originally there were 2 stops but now it has been reduced to one.

The Number 33 buses are not comfortable - they rattle and need to be sent back to the scrap yard.

There are many bus stops in the town where 4 or 5 routes stop at the same stop, some have 6 buses. Buses are all less than 5 years old and bus stock has been replaced. We are very fortunate with the buses we have in Reading.

### **Bus Route 17 - Tilehurst/Pegasus Court**

Regarding the Pegasus Court this will be allowed from Monday 29<sup>th</sup> June. Drivers will be notified that they can drop customers outside Pegasus Court on their return journey. However, customers will need to swipe their concessionary pass w they get off outside the bus as Reading Buses need to count this as a return journey.

Reading buses have been brilliant on that. Pegasus has been built 25 years ago. Very difficult to cross from the other side

- **3B's Café Bar**

Petition to have a café club for older people at 3B's Bar & Café at the Town Hall.

The request to have a café club for older people at 3B's café was made informally by Age UK Reading. Age UK Reading wondered if they could use 3B's café as a pop in in the same way that it is used here at the Council.

Cllr Eden is happy to take this issue on and meet with the chief exec to discuss further - need to consider/discuss practicalities/costs

- **Improving Services for Older People** - consultation results and proposed plans (Janette Searle)

The official consultation Closed on 22 June - thanks to everyone who took part. We have put back reporting on the results of the consultation to Autumn term date and will come back to a later meeting to give further details.

- **Decommissioning of 0845 numbers**

More and more people will contact public services via the use of mobile devices and the use of 0345 numbers will mean that the cost of calls will be no more than a standard geographic call, and count towards any free or inclusive minutes in landline or mobile phone contracts.

A list of updated numbers for the Department for Works and Pension will be added to the minutes.

A number of organisations are getting rid of 0845 numbers. If someone is using 0845 to contact the NHS and lives in Reading, they can let Healthwatch know about this; a ministerial directive is that 0845 are not to be used in the NHS.

If you have a computer and go in on [www.UKCalling.info](http://www.UKCalling.info) it will give you full info on all changes to telephone numbers. When calling 0845 numbers, you will need to pay the provider's fee plus a fee of the person receiving the call. Calls on mobile phones to 0800 numbers will be free of charge from 1s July 2015.

There is also the web link "saynoto08...." that can show alternative numbers to 0845.

Some people have to wait a long time before getting across to someone and are being getting charged for it.

- **Neighbourhood Services Survey**

Neighbourhood Services are doing a survey across Reading to find out what issues residents consider to be their highest priority at present.

The survey will run until 5 July 2015 and will inform the neighbourhood working groups, local Neighbourhood Action Groups and other community groups.

Hard copies of the survey are available on the table and online <http://beta.reading.gov.uk/neighbourhoodsurvey> (link will be added to the minutes)



### Dates for your diary:

- 15<sup>th</sup> July 2015 - Launch of Lights switch off consultation arranged in partnership with the Access & Disability Form - Meeting point at the Readibus stop outside John Lewis at 2pm; Walk through the lights at the Broad Street / St Mary's Butts junction and back to the Civic Centre to the Mayor's Parlour at 3pm.
- 27 to 30<sup>th</sup> July 2015 - Café club and historic tour of the bell and church at St Laurence Church, St Mary's Gate, Chain Street, Reading, RG1 2HX

For more information, please contact the Church's office at [admin@saintlaurencereading.co.uk](mailto:admin@saintlaurencereading.co.uk) or call 0118 9571293

- St Laurence Church are very keen to offer services to over 50's. They want to offer a DIY service to frail and older people and they are looking for volunteers to contact them. To register or for further info please visit: [stlreading.org/DIY](http://stlreading.org/DIY)
- 7<sup>th</sup> August 2015 - Afternoon Tea/Dancing at St Lawrence's Church - further details to follow. Contact Michelle Berry for further info: [Michelle.Berry@reading.gov.uk](mailto:Michelle.Berry@reading.gov.uk) / Mobile: 078 3433 5103
- 1<sup>st</sup> October 2015 - Older People's Day - RBC, in partnerships with local partners and members of the OPWG will organize another event this year - we will start the planning soon. If anyone is interested to be involved, please contact Michelle Berry / Nina Crispin

### Suggestions for future meetings

- Thames tower - general disruption in the town to everyone caused by the truck
- Planning should put notices to inform passengers/walkers of what is going on at the building and surrounding area.
- Reading buses
- Beat the Street
- ((Healthwatch))

### Other issues raised:

- Community groups to use Council building - we are ok to do that but we are limited as to the numbers of rooms to be used, as there are committee meetings in the evenings. Please contact the RBC Facilities Management Team to find out when you would be able to book a room at the Civic Centre: E-mail: [facilities.supportteam@reading.gov.uk](mailto:facilities.supportteam@reading.gov.uk) / Telephone: 0118 937 3938
- Building control team - they don't bother to come and visit to check in progress (NC to follow up)
- How does RBC communicate to the public - i.e. sending out letter second class. Letter sent on 15<sup>th</sup> June to give a response on 19<sup>th</sup> June. Need to use emails more.

### Next meeting:

- Friday 11<sup>th</sup> September, 2 - 4 pm, Council Chamber, Civic Centre