

Minutes of the meeting held on Friday 9<sup>th</sup> SEPTEMBER 2016 (DRAFT)

Present:	
Name	Organisation
Cllr Gul Khan (Chair)	RBC
Cllr Sandra Vickers	
Miriam Sparkes	
Martin MacDonald	Alzheimer's Society
Dr Moira Gomes	
Janette Searle	RBC
Nina Crispin	RBC
Tony Hall	Civil Service Pensioners Alliance, Reading Group
Pearl Gibson	
John Walford	Whitley Community Development Association
Peter Staples	
Patience Odunsi	Unison
Douglas Dean	Thames Valley Pensioners Convention
Brenda Jenkins	Pegasus Court / MacMillan Cancer Support
Barbara Hobbs	Age UK Reading / Readibus
Joan Walker	NHS Retirement Fellowship
Brian Oatway	
Mark Drukker	
Laxmi Kachwala	Readibus
Diane Seydoux	
Janet Scruby	Firtree
Laurence Napier-Peele	
Jill Hodges	Southcote Forum
Elaine Jalland	
Brian Haines	Southcote Forum
Yvonne Antrobus	
Gina Harris	
Lilian Clifford	U3A
Jean Hutton	U3A
Barbara Hobbs	Grovelands Walking Group
Marrion Huggins	Civil Service Retirement Fellowship (CSRF)
David Wickens	

Valerie Bond	
Heather Cresswell	M.S. Society, Reading Branch
Louise Keane	Alzheimer's Society
Sylvia Millgate	
Frank Millgate	
Uda Chalk	REBS
Gail Borrows	Park 60+ Exercise (Margaret Morris Movement)
Margaret Robertson	
Jessie Serrano	
Victor Koroma	ACRE (Alliance for Cohesion and Racial Equality)
Tracy Newport	RBC
Emily Hodges	RBC
Juanita Blackett	
Hilda Kirkpatrick	Readibus
Natalie Ganpatsing	Intelligent Health / Beat the street
Joy Adams	
Diana Roberts	Macmillan Cancer Rehabilitation
Anjam Chaudhary	DWP
Lydia Squire	Thames Valley Police - PCSO
Steve Smith	Thames Valley Police - PCSO
Priya Bangar	Thames Valley Police - PCSO

Apologies	
Name	Organisation
Liz Grugeon	
Lorna Walker	
Melvyn Brant	John Lewis Partner Support
Ann Worsley	
Sarah Hunneman	Older People Neighbourhood Services
Michelle Berry	Older People Neighbourhood Services
CIlr Rose Williams	
Suzy Imeson	The Stroke Association
Dianne Hilfi	
Jennifer Ingram	
Benchawan Stone	
Judith El-Nager	
Roy Allum	
Anita Holbeche	
Caroline Langdon	

Agenda item 1: Welcome & matters arising  
Cllr Gul Khan

The minutes of the meeting on 24th June 2016 were checked for accuracy.

Requested amendments and updates noted below:

Page 3 - bus maps for bus routes 12 and 9 - there are no bus numbers on the maps, so unclear to identify which bus routes they relate to. The information will have been updated and is available to download on the Reading Services Guide:

<http://servicesguide.reading.gov.uk/kb5/reading/directory/advice.page?id=lnWb6stJl-o>

Page 4 - Answer 1

Bus route 17 doesn't go to IKEA. Bus routes 15 and 26 go to IKEA.

Page 5 - Question 10:

Can anything be done for bus routes 33/15? *Amendment: The bus stop which accommodates the 33 Bus is also expected to provide passengers with access to the 33a, 15, 16, 15a. As any passengers using this stop will verify, it causes much confusion and queuing is actually impossible - it DOES need to be addressed with some urgency! It also causes difficulties for drivers as there is insufficient space to accommodate more than two buses at any one time and frequently 3 or even four are at the bus stop at the same time.*

Pages 10/11 - 7.2 Suggested items for future meetings

- Reading policies on building bungalows - *update: the specific query is whether Reading Borough Council is avoiding giving planning permission for bungalows, and if so on what basis*
- Consultation for building houses on Conwy Close, Tilehurst. Tilehurst residents not consulted. *Update: Some residents in Tilehurst feel they have not been properly consulted on the construction proposals at Conwy Close and have not received the relevant paperwork and information in the post.*

The amended and approved minutes from the meetings are available from the Older People's Working Group page on the RBC website at:

<http://www.reading.gov.uk/opwg>

Agenda item 2: Police Community Support in the town centre  
*PCSO Steve Smith, Thames Valley Police*

Steve Smith gave an update on what PCSO's do on a day to day basis. Their priorities include traffic in the town centre, criminal activities and dealing with drug related issues.

For issues related to homelessness and street begging, the PCSO's work closely with St Mungo - a local charity commissioned by the Council. The homeless/beggars are dealt with accordingly depending on their behavior.

For issues related to rough sleeping in the town centre, the PCSO's work with St Mungo also. They are observing some good results and are able to direct rough sleepers to food banks and sheltered accommodation. Some people are not from Reading and are reassigned to their local authority.

Issues related to cycling on the pavement in Broad Street - between John Lewis and KFC - are not the highest priority for PCSO's at the moment. However, PCSO's will take details of a cyclist who is not following the signs. Usually, the PCSO cannot issue a fine, but only advise. Those who cycle recklessly are stopped and may be reprimanded for their behaviour (e.g. swearing at a police officer, which is an offence).

However, some offenders are approached but take little heed of police warnings. Unless there's an injury, there's then little the PCSO's can do without calling on back up from regular police officers.

Members of the group asked that the PCSO priority list be reviewed so that more attention could be given to the safety of pedestrians, including safety from carelessly driven mobility scooters.

The group also suggested that cyclists' organisations could be invited to the forum to discuss the behaviour of cyclists in general.

Another option which the group would like to be considered is making Broad Street fully pedestrianized.

Any cycling issues and breaches can be reported to 101.

**ACTION 1:** NC to arrange for a local cyclist organisation to attend another

meeting of this forum.

ACTION 2: PCSO Steve Smith will contact the Police Inspector to liaise with the Council about the concerns expressed today.

**Questions & Answers / Comments:**

Q1: What if someone hits me then I hit him back, then he complains?

A1: Both will be arrested.

Q2: It would be better to take action to prevent someone getting hurt rather than relying on enforcement options which are only available in the event of an injury.

A2: Agreed, but there some practical constraints as already described.

**Agenda item 3: Fraud and Scams**

*Steve Hambridge (RBC) / April McCoig (Thames Valley Police)*

People don't always know about scams and how they can become a victim of scams.

What is a scam?

The Office of Fair Trading defines a scam as "a misleading or deceptive business practice where someone receives unsolicited or uninvited contact (e.g. by letter, email phone or advertisement) and false promises are made to con the victim out of money."

Fewer than 5% of people report scams to the authorities.

What are the types of scams:

- Prize draws, sweepstakes and foreign lottery scams
- Miracle health cures
- Subscription traps - free trials
- Dating / Romance

What is Scam Mail?

Scam Mails are items aimed at tricking recipients into sending money through bogus schemes such as prize draws, fake lotteries, sweepstakes or other tempting goods and services.

Scam mail is not the large body of advertising mail that is carried and

delivered for genuine commercial customers.

If you, or someone you know, is a victim of scams, you need to contact Trading Standards. This includes scam mails. A block can be put on posts and also Trading Standards can help with phone scams as well.

People are tricked into sending money until they get in debt to the point where it's a problem. Example: someone has been receiving 2500 letters a week. And sending money too!!

Personal details can be sold on to other people:

- Address
- Telephone number
- Date of birth

Statistics show that most victims are elderly.

Example of 79 year old lady who died of a stroke after 'blowing £36,000 on the prize draws that dropped on her doormat each day'.

Scammers expect three quarters of their mail will be binned.

What is a "Suckers List"?

Some organisations are targeting specific people for specific campaigns by mail or email. The target population are the most vulnerable.

The Reading Scams Project

One of the ways to beat scams is to forward the scam mail or email to Trading Standards, not to bin it. Trading standards are there to help people if they want to.

The project has identified 160 victims of scams and £20K in money lost to scams.

Intervention and victim support have already been put in place.

Doorstep crime

Trading Standards received 17,000 reports of doorstep crime each year. But this is the tip of the iceberg. The reality is likely to be that at least 170,000 incidents happen each year, possibly as many as 340,000.

Offenders of doorstep crime will escalate the price of jobs offered if they

identify a potential victim.

Example: £64,000 for retiling a roof. In this case, the offender was prosecuted.

What can a victim do?

Victims of doorstep crimes can contact Citizen Advice Reading to notify of concerns about being victim of a doorstep crime or of a vulnerable person being the victim of a doorstep crime.

Doorstep callers can be categorised as follows:

- Legitimate traders
- Chancers / apprentices
- Professional and career offenders

Cold calling is authorised in the UK. However, if a trader knocks on the door and is asked to leave but comes back or stays, they can be prosecuted for harassment. Contact Trading standards for further details and support.

Check and be suspicious

- Why have I received a letter offering me money?
- Why is the Bank or the Police asking me for my PIN number?

Report anything suspicious to the Police. You are not wasting their time

Tell: Share unsolicited information with friends and family

Don't share your PIN, memorable word and other personal data with anyone!

Pressurising someone to give bank details over the phone is a scam.

Citizen Advice Reading are paid by RBC to deal with telephone queries. They work closely with the Police.

Contact Details

[matthew.knight@reading.gov.uk](mailto:matthew.knight@reading.gov.uk)

0118 937 2263 (ext 72263) / 07976 883799

Trading Standards

Get advice: Consumer Advice Helpline 0345 04 05 06

[consumerprotection@reading.gov.uk](mailto:consumerprotection@reading.gov.uk)

Cyber Crime (April McCoig - Thames Valley Police)

Cyber Crime is a massively growing area of concern.

Police cadets are visiting groups to inform people about Cyber-crime. April has given training to cadets in Reading.

The cadets are running sessions to raise awareness of the issue; the sessions are free of charge and last 1hr.

The sessions cover the following points:

- What is Cyber crime
- What is phishing scam
- What do you know about using WiFi

If this can be of interest to any groups, please contact April:  
Telephone Number: 01865 309158

The cadets are of school age. The sessions can happen at weekends and evenings.

Booked sessions so far:

- 19th September
- Meeting on Wednesday 21 September
- Live session Thursday 22 September - evening event

Cyber scams are regularly reported to the Thames Valley Pensioners Alliance. It is easy for people to fall for them. Some cyber scam emails look like the official email from your bank. Banking scam emails are looking more and more authentic. Please be aware that banks will not contact people by email to verify their details.

Action Fraud

National Fraud & Cyber Crime Reporting Centre:

Telephone: 0300 123 2040 / Textphone: 0300 123 2050

Online reporting tool: [http://www.actionfraud.police.uk/report\\_fraud](http://www.actionfraud.police.uk/report_fraud)

Please log problem with Action Fraud to create a picture of what is happening. Cyber-crime is very much unreported.



Look-alike websites are also a problem.

Example: A look-alike DVLA website was reported for charging people extra for getting their car taxed etc...and pocketing the extra fee.

Visit gov.uk or check green padlock to identify if the website is secure

#### Questions & Answers / Comments:

Q1: I know of a House built in the 60s with plastic gutters which are not very efficient. Is it a scam?

A1: No it's not a scam as it's people's choice what they put on their house.

Q2: Bank branch closures are on the increase and banks want people to use internet banking instead. Pressure needs to be put on banks not to close small branches as some people feel much more secure with them. People should also be wary of 'services' offering European health cards. These are free. Some sites ask for money. It's a scam. It should be free if it is from the government.

#### **Agenda item 4: The Maples Resource Centre at Rivermead**

*Emily Hodges / Tracey Newport (RBC)*

The Maples Resource Centre is moving from Southcote to Rivermead, hopefully in mid-November 2016.

Building work was delayed due to the Reading Festival but is now underway.

The dance studio at Rivermead will become an activity room. The treatment rooms will become smaller rooms (kitchen, bathrooms, staff office, and quieter areas). The area outside the building will be transformed into a secure garden.

The new centre will offer additional facilities, for example Hairdressing, Chiropody.

How to get to Rivermead Leisure Complex by bus?

The bus route 28 runs three times a day - from Caversham or Central Reading,

via Rivermead.

There will be another bus route from January 2017. The new bus will make 7 trips a day via Rivermead.

There will be a wide range of different services that people will be able to access at the new centre.

More befrienders are needed to assist with the activities or support someone to access them. If anyone is interested, please contact Tracy Newport ([tracy.newport@reading.gov.uk](mailto:tracy.newport@reading.gov.uk))

#### Operational group

If you would like to be part of the group to help us make decisions about what could be done and even suggest new ideas, activities, please contact Emily Hodges ([Emily.hodges@reading.gov.uk](mailto:Emily.hodges@reading.gov.uk))

#### Readibus

It has been agreed that people will be able to load and unload outside Rivermead. Parking bays will be amended to accommodate Readibus.

#### Agenda item 5: Beat the Street *Dan Harris, Intelligent Health*

Beat the Street (BTS) is a game for physical activity to encourage people to be more active and help the community to get together and discover more about places around the town.

BTS is funded by public health North & West and South Reading Clinical Commissioning Groups (CCGs) and by the Local Authority.

During 2015-2016:

- 14.8% of people who played had a long term condition
- 40+ age group had the most journeys (compared to all participants under 40s inc. children!)
- 45% of people were new to Beat the Street

For next year, Beat the Street would like to connect with community groups, GP surgeries etc...

Cycling is included in the programme. Awareness of pedestrians will be included as part of the programme.

Kate Powell is the new manager at Intelligent Health, in charge of the programme.

Contact: [kate.powell@intelligenthealth.co.uk](mailto:kate.powell@intelligenthealth.co.uk)

#### Questions & Answers / Comments:

Q1: It would be useful if BTS targets older people and sets trails in parks, i.e. Palmer park, Prospect park etc....Riverside walks. Caversham Court Gardens....

A1: This is a good idea. BTS could also look at walks around Reading trees.

#### Agenda item 7: Current issues and suggestions for future meetings

*Cllr Gul Khan*

##### **7.1 Reading Health and wellbeing Strategy 2017-2020 (Janette Searle)**

The draft strategy is currently in development with stakeholders. It will drive plans to improve health and wellbeing across the Health and Wellbeing Board.

The draft strategy is due to be issued for consultation after the October Health and Wellbeing (HWB) Board. Formal consultation on the strategy will be shared with OPWG members.

The strategy will reflect wellbeing duties as per the Health & Social Care Act 2012 and the Care Act 2014.

The emerging priorities that the HWB Strategy have identified are:

- Supporting people to make healthy lifestyle choices (dental care, obesity, physical activity, smoking)
- Reducing loneliness and social isolation
- Reducing the amount of alcohol people drink
- Promoting positive mental health and wellbeing in children and young people
- An integrated approach to recognising and supporting all carers
- Dementia-friendly Reading
- Increasing breast and bowel screening and prevention services

- High quality co-ordinated information to support wellbeing
- Safeguarding vulnerable adults and children
- Reducing the number of people with tuberculosis

Ideas from the group to contribute to the development of the draft:

- Tuberculosis is an issue in particular in certain areas of Reading and within certain specific ethnic groups. Tuberculosis is affected by housing, background and ethnicity. We need statistics which identify where effort needs to be targeted.
- The effects of stress, and mental health and wellbeing for people with long term health conditions should be included.
- There should be some consideration of how to promote wellbeing amongst the general population.
- Good to see there are plans to look at a community as a whole rather than having separate programmes based on different health conditions
- The new strategy should be based on a review of the last one to identify ways forward
- It would be useful to have a proper discussion of the draft strategy next time with papers send out in advance of the meeting to consider.

Q1: Where did the priorities come from?A1: We looked at the 2013-16 strategy and performance against our previous priorities, what the latest Joint Strategic Needs Assessment is telling us, and where there is a need for work to be lead or co-ordinated by the Health and Wellbeing Board.

Q2: Effective support for people affected by cancer goes beyond screenings.

A2: Agreed - we will look at developing this point.

## 7.2 Concessionary bus passes

The group was asked to note the consultation on the change of time for holders of the concessionary bus pass, and members encouraged to press for statistics on usage before any change is agreed, as there could be very little saving to be made.

## 7.3 Alzheimer's Society (Martin McDonald)

The Society is working closely with RBH on improving care, and would like to bring an update to the next meeting.

#### 7.4 Gail Borrows

Gail is a community exercise and dance practitioner, keen to support people in getting body and mind working together.

Contact Gail on 01628 483 895 or at [gail.borrows@gmail.com](mailto:gail.borrows@gmail.com)

#### Next Meeting:

- Friday 4<sup>th</sup> November 2016  
2 - 4 pm, Council Chamber, Civic Centre