



Older People's Working Group

Minutes of the meeting held on Friday 7th September 2018 (DRAFT)

Present:	
Name	Organisation
Cllr Gul Khan (Chair)	RBC
Cllr Sandra Vickers	RBC
Cllr Rose Williams	RBC
Janette Searle	RBC
Nina Crispin	RBC
John Walford	
Douglas Dean	Thames Valley Pensioners Convention
Alan Edgar	Thames Valley Pensioners Convention
Tony Hall	Civil Service Pensioners Alliance
Joan Walker	NHSRF
Jean Hutton	U3A
Brian Oatway	
Michael Heath	
Uda Chalk	
Jessie Serrano	
Anne and Jack Beard	
Laxmi Kachwaha	Readibus
Bernadette O'Rourke	Crossroads Care
Derek Woad	
Carol Froud	
Sylvia and Frank Millgate	
Kim Rolfe	Age UK Berkshire
Roy Allum	
Pat Llewellyn	
Heather Cresswell	MS Society Reading Branch
James Penn	South Reading Patient Voice
Miriam Sparkes	
Peter Beadon	
Brenda Jenkins	Pegasus Court & Macmillan Cancer Support
C Jest	Reading Buses

Diane Seydoux	
Gina Harris	
Lilian Clifford	
Jeni and Ken Tucker	
Bridget Chubb	Firtree
Yvonne Antrobus	
P Cudjoe	
Sue Winyard	Engage Befriending
Anita Holbeche	
Ginny and Graham England	Grovelands Walking Group
Jean Hall	
Barbara Hobbs	Grovelands Walking Group

Apologies	
Name	Organisation
Liz Johnson	(ReadiBus)
Cllr Ruth McEwan	RBC
Melvyn Brant	(John Lewis Partnership)
J A Ingram	
Ann Worsley	
Gordon Summers	
Caroline Langdon	
Fiona Price	Age UK Berkshire

Agenda item 1/2: Welcome and minutes of last meeting on 22nd June 2018
Cllr Gul Khan

The minutes of the meeting on 22nd June were approved.

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

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

Agenda item 3: Matters arising from last meeting on 22nd June 2018

Cycling signage

Agenda item 8:

OPWG on 6th April 2018 - Current issues - Page 12 - Cycling in town centre
Cycling in town centre: PCSO Smith - due to workload requirements, cycling is not a priority for Police to deal with and Police have no authority to stop them. Signage is not correct and does not allow the police to enforce- RBC remit not TVP remit.

Question raised: What actually is wrong with the signage? Can this be clarified?

A freedom of information request was raised by a member of the Older People's Working Group to Thames Valley Police and the response received on 4th September reads as follows:

Thames Valley Police hold no information regarding this comment. In order to assist further, we have spoken to the Neighbourhood Policing Team and can confirm that they considered that the signage regarding the Broad Street vehicle prohibition was incorrect and where incorrect signage exists, any police action would be overturned by a court. The Council has now confirmed that this signage is correct.

Agenda item 4: Crematorium and Registration Services

Lisa Munga, RBC

The service comprises of administrators, registrars, ground teams, cleaners.

The service is used by residents at key moments on their lives and those are recorded as 'events'. The performance figures relate to events that happen to someone within the Reading boundary.

The service delivers statutory & non-statutory services.

Approximate performance figures:

- 6000 Births /year

- 2300 Deaths / year
- 400 Marriages / year - excluding those taking place within the Church of England.

Non statutory services

Those services are income generating.

- 900 new citizens / year are welcome from all over the world. The Citizenship ceremony takes place once a week.
- 15 Baby naming & Renewal
- Home office services

Bereavement service

There are three Municipal Cemeteries: Henley Road, Victoria Road, Reading Old Cemetery at Cemetery Junction

There are also a number of Closed Churchyards: St Mary's, St Giles, Lawrence's, St Peter's. Those are private and are looked after by the church they belong to.

In Reading, there are is a crematorium with 2 chapels.

People can walk around the Cemetery at Cemetery junction.

The service also looks after some closed churches cemeteries: St George's cemetery in Tilehurst.

The service carries out approximately

- 1800 cremations/year (incl. Scatterings, burials)
- 400 Burials - across the site

Residents can request to use the Memorialisation service. Memorialisation is an income generating offer - trees, benches, plaques - and is offered on various leases.

Inward investments

- The service is currently working on the extension of the current Muslim area and creating some vaults for the Muslim community
- It also runs projects for the renovation of chapels - a leak in one

of the chapels took 4 years to repair but the issue is now resolved.

- Those who have families abroad can use the Webcasting service.
- There is also a Baby area and Gardens of remembrance
- Memorial testing - Every Local Authority has a responsibility to do memorial testing - if a memorial stone is unsteady or falls it needs to be tested and the headstone is bound with blue thread and deemed unsafe. The family who owns the stone is contacted to resolve the issue and arrange for repairs.
- Trees and gardens - the service has a ground team to keep trees and gardens tidy.

Changes and moves

The Register office move is due late Autumn 2018. Yeomanry House opened in March 1968. The service will move to three different sites across Reading.

All ceremonies (marriage, citizenship)

Town hall - in The Reading Room - ground floor of Town Hall (left hand side past the café)

Registration/Replacement Certificate/Historic registers

Henley Road Cemetery Office - building a new office for the public, including consultation space and meeting space. Deadline: November 2018

Births/Deaths/Nationality and administration of all registration matter Civic Offices

The Registrar office records will move to the new office at Henley Road.

Land extension

We are running out of land for burial.

National figures show the rates as 75% cremated and 25% buried.

We are going to extend by a small piece of land adjacent to the Henley cemetery - previously used as park land. It will be used for cemetery usage.

We need to extend as we only have 20 years' worth of land for burial.

What we do....

- Deaths are registered within 5 days.
- There is an online booking system for services.
- 'Tell Us Once' is also available online and shares information with other Council services.
- There is an Out-of-hours system for faith groups
- The service works closely with coroners, hospital team

We are also able to offer a direct cremation service which offers a lower rate than with funeral directors.

We have been involved in Dying matters week event.

What you can do....

- Dying matters - please prepare - make your dying wishes known.
- Make a will
- Reserved graves and ownership - grave ownership transfers can be done more easily while the owner is still living

Contact details:

Telephone number: 0118 937 2200

Email: cem.crem@reading.gov.uk

Questions & Answers / Comments:

Q1: I have a grandfather buried at Cemetery Junction but I don't know where?

A1: You can contact the Henley road cemetery and we will do a search. The fee is £4.00 for Grave Searches. We can take card payment over the phone. A map and information will be sent.

Q2: Is the Town hall a sensible place for marriage ceremony given the difficulties to park and get there?

A2: Parking is a critical challenge but following the planning assessment it was decided to move the service there. There will be two parking spaces outside the Town Hall dedicated to the marriage party. A perfect solution doesn't exist with the challenges we all face.

Q3: Would it be possible to be buried at another site?
A3: Burial is a family choice. People don't have to be buried in the place they live. What needs to be thought of is the distance to which family are happy to go to visit the burial place.
Q4: If we don't have internet, can we call and book over the phone?
A4: Yes booking over the phone is available, only 20% of people book online for death services. Booking online can make it easier for people to access services out-of-hours especially as bookings can be made at weekends.
Q5: What is allowed to put on the grave?
A5: We have a set of rules and regulations agreed by full Council in 2011, and since have been reviewed. It's a personal choice but the key is for the Grounds Team to be able to maintain the graves. Glass is an issue, shrubberies can also be an issue...we have some challenges to deal with the rules. We don't allow children toys in Reading.
Q6 (Comment): I urge everyone to make their dying wishes known. We need to have conversations about it. Things can happen unexpectedly and they can be complicated.
A6: Families have splintered and conversations need to be known and shared before something happens.
Q7: Did you say Crematorium can arrange funerals?
A7: We set fees for our services each year. But we can arrange direct cremation: this includes no service at the crematorium, no cars, just cremation and ashes being made available.
Q8: We have made our Wills and asked to be cremated at Reading Crematorium. We've asked for ashes to be scattered on our daughter's grave, can we do that?
A8: You don't need to get ownership of your daughter's grave, but when you both pass on; you'll need to arrange who will take ownership of that grave.
Q9: I have an uncle buried in London. We've been told the grave is taken away after 70 years, do graves last 70 years?
A9: In Reading, the lease for graves if someone is buried before 1974 in perpetuity. After 1974, the lease for burials is 75 years. In 2025 we will write to grave owners to ask them what they would like to do as there may still be some space in the grave.
Q10: I my funeral plan I have requested for my ashes to be scattered on the burial grave of my parents in a closed churchyard in Newbury Council's boundary at St Michael's church.
A10: Only that Church will be able to let you know how much space is allowed. Churches have different rules to Local Authority's. Any action and

ashes scattering need to be referred to the Council. We cannot speak on behalf of another council.

Agenda item 5: Reading Recovery College

Sue Barton, RBC

The benefit of the Recovery College is to help people build social networks - as some people realise that other people have similar problems and they can get support and friendship through coming to the College.

What is meant by "Recovery"?

Recovery is about building a meaningful and satisfying life, as defined by the person themselves, whether or not there are ongoing or recurring symptoms or problems" (Shepherd, Boardman and Slade, 2008)

Recovery enables people to:

- Make sense of what has happened
- Find a new sense of self, meaning and purpose in life
- Recognise and use their own strengths and resources
- Follow their dreams, ambitions, and own goals in life
- Grow within and beyond mental health challenges
- Build a meaningful, valued and satisfying life

The defining principles of a Recovery College

- Co-production and Co-facilitation - combines personal and professional expertise - for all aspects of the college
- Education - students choose courses from a prospectus, individual learning plans, lesson plans and terms, graduation
- Strengths- based and person-centered - focus on own goals, skills and strengths - what's strong not what's wrong
- Inclusive and community focused - open to all - people with MH challenges, carers and staff; learning support, partnership working.

- Progression - students become experts in their own care, work towards their own life goals beyond college or mental health

Co-production offers a radically different way of thinking about mental health service delivery. It comprises of 4 key elements:

- Recognising people as assets
- Valuing the contribution they can make
- Promoting reciprocity (to build trust and mutual respect)
- Building social networks

People receiving services thus become more than a bundle of needs to be met. They become part of the solution to the crisis in public services, not simply 'the problem' to be fixed.

The Recovery College aims to provide a safe and supportive place

It offers a safe, supportive, friendly environment where students can learn and share experiences and ideas in confidence and comfort in order to develop skills for life.

We will do our best to meet the needs of every student that wishes to develop and take control to manage their lives.

The college is Open to all - we welcome anyone over the age of 18 with lived experience of mental illness or life challenges, as well as their family, carers, mental health practitioners and clinicians.

Some people who are 80 and over have attended our courses and social activities.

All courses are developed by people who can call upon their own lived experiences of mental health and life issues, together with clinically trained staff.

The aforementioned approach is at the heart of the Recovery College and supports a diverse perspective on living with mental health challenges.

Compass has two pathways....

Peer led social and community based activities - these are designed to help build friendships, increase structure and purpose to the week and develop new skills.

Path to wellbeing - these courses are designed to support the development of "meaningful and satisfying lives"

The Peer Led Activities include:

- Grey Friars Network Group
- Badminton
- The Tea Kiosk, Caversham Court
- The Allotment, Caversham Court
- Coffee & Chat @ Pret a Mange & RISC
- The Art & Craft Café

Compass has a close working partnership with a number of key stakeholders:

- New Directions adult education college, we are part of their learning network, we work from the college & we are subject to Ofsted inspection
- The Earley Charity offer a range of free employment courses
- Reading Sports and Leisure: badminton & the parks department for Caversham Court tea kiosk & allotment
- Sports in Mind: a range of sporting activities
- Smoking cessation
- Reading Libraries
- Berkshire West Your Way
- Department of Work & Pensions

Various courses are run at the Recovery College:

- Anxiety
- Depression
- Wellbeing
- Knowledge of the community
- Physical activities
- Once a month - Medication and mental health

- WRAP - Wellbeing Recovery Action Planning - what are the things that make you feel stressed and what can you put in place to help you move forward and deal with that situation.

We will be doing a WRAP session for parents - how they can come using the tool to become more resilient and cope with their challenges.

Volunteering...

We are always looking for people to come and support us. Please contact us.

Floor 1, The Avenue Centre, Conwy Close, Tilehurst Reading RG30 4BZ

Tel: 0118 937 945

Email: compass.opportunitites@reading.gov.uk

Website: www.compassrecoverycollege.uk

Questions & Answers / Comments:

Q1: Where are you based and does it cost?

A1: Our office is at The Avenue Centre in Tilehurst but courses are run at various locations throughout Reading. Courses are free.

Q2: Is your Mindfulness courses run at the Library?

A2: We usually run them at the Library but we might change the venue this year, but please check the venue when you book.

A3: Are the courses taking place on a regular basis?

Q3: Courses run throughout the year.

A4: Are there similar colleges in other areas, or is it just in Reading?

Q4: Recovery Colleges were set up 8 years ago and are present all over the country, but funding was reduced. Wokingham and Newbury have a recovery college but run differently and they are self-funded. We run with an organisation called IMROC (Implementing Recovery through Organisational Change) who were the original drivers. You can google to find out if there's one near where you live.

Q5 (comment): Some volunteers are not paid fairly for the work they do.

A5 (Comment): Peer workers who work with the Recovery College are paid a fair wage and get good training.

Agenda item 6: StreetCare and Green Bin Charges

Gina Ford, RBC

Green Waste Collection

Context. Funding from the Government has been cut from £57.5 million in 2011/2012 to approximately £10 million in 2017/2018.

By 2019/2020 that will be cut again to less than £2 million.

The latest estimates are that RBC needs to save another £44 million by 2019/2020.

We therefore need to be innovative on how to get funding for our services.

As a result of the cuts to the funding from Central Government, Reading Borough Council had to make some difficult decisions. Reading Borough Council could no longer afford to fund discretionary services. Green Waste Collection is a non-statutory service from the Local Authority.

In 2017 an annual charge of £50 was introduced for up to 2 bins to be collected from properties and £15 per year for a green bag on a fortnightly basis.

This is an excellent service as this works out at just £1 per week for a door step service.

Green Waste can be taken directly to the Waste Recycling Centre located at Island Road.

We couldn't continue to offer free collection of green waste.

Comparable table to what other Councils charge:

Authority	charge for 240l bin	Service charge PA
West Berks	£27	£38

Oxford City	£0	£46
Hart	£30	£67.50
Bracknell Forest	£33	£40
South Oxfordshire	£0	£37
Wokingham	£60	£60
Reading	£36.10	£50

15000 Residents have signed up for the service since it was introduced.

It costs the Council £550,000 a year to collect and dispose of Green Waste.

Any surplus revenue offsets the cost for the operation of the domestic Waste Services in Reading.

The current income per annum is £700,000.

Fees and charges are reviewed on an annual basis - benchmarking against other LA's in the area. The decision was approved by Councillors.

Charges:

Reading Borough Council will be increasing the charge for the green Waste Collection Service to £60 per year from April 2019.

This is to partly offset the increased costs within the waste service due to the number of new properties being built within the Borough.

A new Waste collection round will also be created to cope with the increase in demand for waste collection.

Any surplus from the Green Waste Charge will offset the above costs and is still good value for money in comparison to other surrounding Boroughs.

It is still good value for money for collection of green waste.

Streetcare

We can do better and more. Cleaning is on a schedule. Busy roads may get more cleaning than quieter areas.

Street cleansing is a two-pronged service: Town Centre & Residential:

- Town Centre schedule is a 7-day week from 5.30am - 7.30pm every day of the year except Christmas Day.
- Residential schedule is Monday to Friday 7.30am - 8.00pm.
- The team also has an out of hours emergency call out service. There's always someone available to respond to queries and emergency requests.

The team is made up of 45 full time staff and 3 supervisors. 20 members of staff operate on a 5/7 shift, 22 staff are employed on residential cleansing & 3 on the Graffiti team.

The team is responsible for cleaning approximately 1,500 km of roads & emptying 2000 litter and dog bins each week along with other Council owned land.

There are 39 District Shopping Centres and 56 recycling sites to clean on a daily basis. The team provides a 'rapid response team' to attend to emergencies such as spillages, and fly-tipping.

On average the service sweeps up approximately 65 tons of litter and rubbish from our streets each week and removes approximately 2500 fly tips per year.

Recycling sites can become dumping grounds and the team is doing a great job at dealing with this issue.

From OPWG members: please pass on our thanks to the Team and they work very hard.

Why use Love Clean Reading App?

'Love Clean Reading' is a web based reporting tool used primarily for reporting environmental issues such as fly tipping, graffiti, abandoned vehicles, contaminated bins etc...The App can be downloaded on a smart phone or accessed via the web.

The App allows users to take a picture of fly-tipping and send it to the team; it will be collected the next morning.

Users need to stand still when using the app so that GPS can pick up the exact location and make it easier for team to find.

There are 1432 users making over 6000 reports per year. Top 3 issues:

- Fly Tipping
- Graffiti
- Dog Fouling

Street Cleansing achievements

- Development of 'Love Clean Reading App'.
- Partnership with BID (Reading Business Improvement District) for Recycling Cardboard for Businesses.
- Over 5600 operational hours with staff clocking up approximately 100,000 working hours between them keeping the streets clean.
- We have mechanically swept over 65,000 miles of footpath and roadway.
- SLA's with Parks & Housing for Graffiti Removal.
- Processed over 6600 tons of waste through Bennet Road Transfer Station.
- Annual Reading Festival Clean Up - we get reimbursed but loads of work goes into the clean-up. Food left over has been collected and shared with charities.
- Annual Reading ½ Marathon Clean Up
- Integral Part of RBC's 'Britain in Bloom' Bid

Questions & Answers / Comments:
Q1: Is there a discount or free service for pensioners?
A1: There is discount of 25% for anyone in receipt of Council Tax support.
Q2 (Comment): People could start putting their green waste into normal bins
A2: Green waste is a service we don't have to offer but we are offering a charge to keep the service afloat.
Q3: When green bins were introduced we were told we were not going to have to pay for it to be collected and get emptied. Is it fair to charge tax payers extra to fund this service?
A3: This is a Council decision. We understand the frustration for people having to pay for the service. It's a discretionary service.
Q4: If we all start putting green waste into grey bins, will we be fined or prosecuted?
A4: No you won't be fined or prosecuted. But we want to encourage people to recycle.
Q5: What is the current rate of council tax that is owed and not collected?
A5: This needs to be put as a Cllr query.
Comment: You can take your green waste yourself to Island Road.
Comment: People should be ashamed for fly-tipping. People should be taught how to clean up.
Comment: Things are changing. We have 450 volunteers for the Reading Adopt your street. We were shortlisted for the award. Volunteers are doing some fantastic work.
Q6: How many prosecutions have you made for fly-tipping?
A6: We've had had 2 prosecutions in 8 years. The law is often against residents. Unless you see someone in the act of fly-tipping and can provide a witness statement. We issue fixed penalties - £17000 was collected last year (i.e. littering: £85 for one item or thrown out of the car). Reading has more and more a transient population - it is difficult to track people down.
Q7: How did you get the fixed penalty?
A7: We go through the rubbish bag and get information from letters. Some people will acknowledge and pay the penalty. But it costs money to take people to court and what courts give in fines is not as much as what we can get for fixed penalties.
Q8: The Market passage way in Old Market in Reading. Really awful there.

A8: It's a private land and cleaning can be done but at a cost. We will follow up.

Q9: Fixed penalty notices can be used as a milk cows. Money should revert to the Treasury and they can decide where money could be used, shouldn't get back to Council funds.

A9: I don't agree with you. Courts keep the money but fixed penalties money come back to the Council and can help with paying wages. Courts don't often understand the ramification of the offence and the fines people get don't reflect the offence. The money we collect can be used to educate people about fly-tipping

Q10: Street cleaning - cut grass and verges, grass is scattered everywhere, why is that?

A10: I cannot answer as we are not involved in grass cutting.

Agenda item 7: Travelers

Matthew Lo, RBC

ML is based at the Police station in the Anti-Social Behaviour Team (ASB Team).

Travelers are protected by regulations.

What do we do....

Members of the public contact us to report Travelers on a site and we deal with issues when they are on RBC sites.

If on private lands, we can only advise the landowners what they should do.

We carry out assessments and look at health and safety issues and welfare needs of the Travelers. We also carry out an assessment of the impact on Council land like damage, the proximity to residential areas and business.

Central Government implements the way we have to deal with Travelers.

It can be a slow process - 2 ½ weeks to get through courts and possession of a court order to move travelers off our land (RBC owned land).

The public are advised to call the Police on (999) emergency and (101) Non-emergency. The Police will constantly risk-assess the situation and look at the impact on the community.

Section 61: If significant community impact - defecating or damaging property/land, threats etc.... Police have powers to move them on. One of the main criteria is that there has to be 6 or more vehicles present. Section 61 cannot be used on the highway to move on incursions.

Two additional measures - common law power - right to recover land. It will have some element of section 61 criteria - we are putting this through Council members and hopefully get through approval.

Borough wide injunction against travelers

We hope to get additional powers and could be facing prison terms. This is large piece of work and will require some time to fully formulate but it is being worked on at the moment.

They get rarely prosecuted if there's fly-tipping as difficult to get witnesses and court orders.

Anti-social behavior is unpleasant. There is prompt response from the ASB Team same day or next day visits to the encampment(s) - to make sure the assessment is done and go to County Court to get possession of the land.

We let them know of the date of the court and usually they have moved by the time we return with the court order.

There is lots of clear up afterwards.

£100,000 has been spent this year, including on the following items:

- Barriers
- Planting
- Railing
- Protecting 30 locations in Reading (i.e. Pottery Road; Prospect Park)
- Bunding (earth mounds)

We constantly assess all areas to assess how to manage the situation

Central government asks to consider provisions for Travelers and find a

permanent site, both temporary and permanent pitches.

There was a public consultation for a site at Cow Lane recently, which received a significant number of objections.

Questions & Answers / Comments:

Q1: Travelers have their rights but nobody is above the law. Why can't we put a traveler site in Small mead,

A1: We are working on an injection to ban them within boundaries of RBC.

Q2: Do they licence their vehicles?

A2: They do and they swap their licence round with other travelers

Q3: Is there a list of licences?

A3: Yes, Police have them.

Q4: court order - how long does that stand?

A4: Court order applies to the people who have been on the land and last for 3 months.

Q5: Why can't we charge them for fly tipping?

A5: unless we can pinpoint who was on the land at the time, it's difficult to put someone through the court.

Agenda item 7: Current issues and suggestions for future meetings

Cllr Gul Khan

- Suggested items for future meetings:

- Not covered at short of time

- Current issues

- Older People's Day 2018 on 1st October at Broad Street Mall, 10 am to 3 pm - flyers and programme shared with members.

Next Meeting:

- Friday 2nd November 2018
2 - 4 pm, Council Chamber, Civic Centre