

Older People's Working Group

2.00 pm on Friday, 5 April 2019 in the Council Chamber, Civic Offices, Reading.

Page No

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|----|--|--------|
| 1. | Welcome | |
| 2. | Minutes | 5 - 20 |
| 3. | Matters Arising | |
| 4. | Loneliness and older persons: local support
Voluntary Sector Organisations | |
| 5. | Wills and Probate
Alexandra Wright, Rowberry Morris | |
| 6. | Food Safety Inspections and Ratings
Consumer Protection Team, RBC | |
| 7. | Diabetes prevention
Dr M L Sawami, Prospects Surgery | |
| 8. | Current issues and suggestions for future meetings | |



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The Reading Older People's Working Group

...is open to all older residents (please tell your friends, neighbours and other contacts)

...is your chance to talk to your councillors about what's important to you

...includes presentations on topics requested by the group, and space for you to raise any current issues or concerns

Councillors on the Older People's Working Group

Councillor Khan (Chair)

Councillors Eden, Jones, McEwan, Vickers and R Williams

All meetings are from 2 til 4 pm in the Council Chamber,
Civic Offices, Bridge Street, Reading RG1 2LU.

Please call us on 0118 937 2383 or email opwg@reading.gov.uk to let us know if you plan to attend.



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Meeting Title:	OLDER PEOPLE'S WORKING GROUP (DRAFT)	
Date:	15 th FEBRUARY 2019	
Time:	2 - 4 pm	
Location:	Council Chamber	
Chaired by:	Cllr Gul Khan	
Attendees:		
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	Thames Valley Pensioners Convention	
Joan Walker	NHSRF	
Jean Hutton	U3A	
Frank Millgate		
Heather Cresswell	MS Society Reading Branch	
James Penn	South Reading Patient Voice	
Miriam Sparkes		
Diane Seydoux		
Lilian Clifford		
Bridget Chubb	Firtree	
Anita Holbeche		
Ginny and Graham England	Grovelands Walking Group	
Barbara Hobbs	Grovelands Walking Group	
Fiona Price	Age UK Berkshire	
Laurence Napier-Peele	South Reading Patient Voice	
Ann Coddington		
Janice Scruby		
Elaine Jalland		
Pearl Gibson		

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Lorna Walker	
Hilda Kirkpatrick	Readibus
Caroline Langdon	Oddfellows member
Mr and Mrs K S Tucker	
Brian Oatway	
Bernadette O'Rourke	Crossroads Reading
Constance Gooding	Acre / The Globe
Anne and Jack Beard	
T Rehman	
P Cudjoe	
Gladys Rofani	
Patience Odunsi	
Jose Cook	
Brenda Jenkins	Pegasus Court / MacMillan
Pam Sands	
Janice Tomlin	Oddfellows
Anne Parker	
Colin Ferguson	Firtree
Matt Taylor	Age UK Reading
Tom Lake	Interglossa Ltd
Kevin B P Hood	Depression Xpression
Carol and Michael Froud	
Apologies:	
Jessie Serrano	
Rachel Eden	RBC Cllr
Cecily Mwaniki	Berkshire Healthcare NHS Foundation Trust
Gina Harris	
Ann Worsley	
Gordon Summers	
Gail Borrows	
Rebecca James	Reading Museum and Town Hall

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Aisha Malik	Reading Community Learning Centre
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Item	
1/2	Welcome and minutes of last meeting on 2nd November 2018 <i>Cllr Gul Khan</i>
	<p>The minutes of the meeting on 2nd November were approved.</p> <p>The approved minutes from the OPWG meetings are available from the Older People's Working Group page on the RBC website at:</p> <p>http://www.reading.gov.uk/opwg</p>
3.	Matters arising from last meeting on 2nd November/14th December 2018
	<i>Public Health Consultation</i> <p>Feedback received has been summarised and put together for a budget proposal. There will be further opportunities to talk about the details at a later session.</p>
	<i>Concessionary Travel Consultation</i> <p>Recommendations read - Policy Committee on Monday 18th February - will deliver a response at the next meeting.</p> <p>A member of the group raised concerns that one of the recommendations is to allow access pass for disabled people all day when older people have to use their pass within restricted times.</p> <p>A response to the concerns will be raised to the relevant team and be given at the following meeting.</p>

4a.	<p>Reading Buses App <i>Robert Williams, new Chief Executive Officer at Reading Buses</i></p>
	<p>A new app to allow people to access travel information easily. The app aims at delivering what customers want.</p> <p>Main features of the app:</p> <ul style="list-style-type: none"> • Live times <p>Reliability is key to the service we deliver. New technology allows Reading Buses to know exactly where a bus is at any given time, thus being better equipped to predict actual bus times.</p> <p>Through the app and the website, customers can see the actual information as it comes live.</p> <p>The app shows a map where the bus is and a list of when the next bus is for any chosen bus stop.</p> <p>Users can also select a specific bus and see what is happening to it in its journey.</p> <p>In the event of an accident or road closure, the timetable is affected. The technology however only knows what information is programmed into it. If there's a diversion, the computer might not know why and what is happening.</p> <ul style="list-style-type: none"> • Mobile tickets <p>This feature allows users to view costs of tickets, to download tickets to speed up boarding by just showing the driver the downloaded e-ticket, no need to give change.</p> <p>Sales on the app are done through debit and/or credit card, no need for cash.</p> <p>If users cannot show their ticket using their phone, a feature called 'Word of the day' can be used as a back up - drivers are</p>

	<p>aware of 'the word of the day' and will know if the ticket is not a false copy.</p> <ul style="list-style-type: none"> • Journey planner <p>This feature is to supplement the timetable. The journey planner uses the actual location of the user to help him plan his journey from A to B.</p> <ul style="list-style-type: none"> • Timetables <p>This feature can include service updates. It takes the user to the current day or to their selected day to better plan their journey.</p> <p>It also includes bus stops by name to directly start a journey from a specific bus stop.</p> <ul style="list-style-type: none"> • Service updates <p>This feature updates users on bus stops closures, known disruptions etc...</p> <p>They are programmed in by route. Exclamation marks are used to highlight any issues.</p> <ul style="list-style-type: none"> • Things to do <p>Additional information about what is going on locally - theatre, music, restaurants, and to give people reasons to go out and use the bus. This feature links to travel planning and what is happening locally.</p>
	QUESTIONS & ANSWERS / COMMENTS
Q1	Do you link with other bus companies?
A1	No, the app only covers Reading Buses network and wider network of services provided by Reading Buses. We don't have data to display from the other bus companies.
Q2	Why are the timetables so high up to look at? If you are disabled and using wheelchair it's ridiculous having

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	time displays so high.
A2	The displays at the bus stops are a balancing act between displaying the information and the location of where the sits are. If the displays are too low, people might not be able to see it if other users are sitting at the bus stop.
Q3	On the emerald bus route, the bus stop at station and market place, the next stop time indication doesn't match the actual arrival times. I don't have a mobile phone, how much of this is available on my landline?
A3	If you don't have a mobile phone, the next item will cover that. Incorrect bus times displayed on screens is a challenge. The issue lies with the computing system and the way the information is interacting. We need to look at how best to prevent incorrect information being displayed.
Q4	If you haven't got a smart phone can you put the app on a tablet?
A4	Yes you can
Q5	Paper timetables have changed and now say every 15/20 mns between bus times, can we not have them back having each timing listed?
A5	A lot of work has been done to highlight routes where there are frequent services and to show that the route is easy to use. We are working on to refine this, if it's every 10 mns it would make sense to have that stated.
Q6	Jackson corner bus stop is chaos at the moment. Any chance of this being resolved?
A6	We are putting a lot of pressure on for a resolution. We suspect the rebuilding will take a while. But there is not really an alternative. It's a challenge to find space for all the needed bus stops in that area.
C1	Travelling in Woodley - not easy to find out what times the buses are coming in that area. The App is a welcome feature. Adverts and timetables are focusing on younger generation of users and missing wider users. Minor changes coming up are not advertised properly. Some hard copies of notices or use of digital screens to highlight changes would be helpful.
A	Points taken. We intend to use the electronic screens increasingly. But we also understand that the screens are not

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	<p>always easy to read and can too be high up. Font of the notice needs to be big enough to attract attention. Adding new leaflets on the buses when there is a service change is the best way to get the information out.</p>
Q7	<p>What about those who don't understand English - could there not be a voice notification?</p>
A7	<p>At the bus stops, there are only electronic displays, and the ones in Reading are not fitted with speakers. It may be possible to add this to new equipment. The app can have screen readers incorporated. There also needs to be a balance with environmental concerns and neighbours who might complain about noise nuisance.</p>
Q8	<p>There is no correlation between app times and displays at bus stops. Can this be aligned?</p>
A8	<p>We use different systems for the app and the displays. Thus the discrepancies. We are currently looking at aligning the systems - this is maybe one or two year project.</p>
C2	<p>Bus number 28 in Tilehurst - New Lane Hill - people are missing it as they have no bus route serving that area.</p>
A	<p>The number 28 was financially supported by RBC - without funding there is no way of covering the cost of providing this route. It was a political decision made by local Cllrs.</p>
C3	<p>Those of us who live in Reading have a marvellous bus service. Pegasus court in Tilehurst - on the 17 route - best bus route in Reading!</p>
C4	<p>We have concerns about who actually finances what we have in Reading - bus passes and Readibus.</p>
A	<p>Reading Buses is a company funded through fares people pay and reimbursement from RBC for accepting concessionary passes (national scheme). The Council matches the income we make. It's a national scheme run in Reading and allowing older people to use the buses at off peak times, between 9:30 am - 11 pm).</p> <p>Readibus is a charity partly funded from various contributory funders (Local Authorities) and partly through the concessionary charges.</p>

4b.	Transport information for all <i>Tom Lake, Interglossa Ltd</i>
	<p>If you don't have a smartphone to download the Reading Buses App - what can you do?</p> <p>Use of a simple telephone line via a local number:</p> <p>0118 951 1412</p> <p>This phone line allows users to access information about bus times and trains also.</p> <p>Users can find out when bus or train goes - departure information - expected or scheduled.</p> <p>There is a voice response system and users need to enter the 4 digit code to find their local bus stop. The digit code can be found also at the bus stop.</p> <p>Trains information - can get Reading Station / West Reading / Tilehurst / Theale / Newbury</p>
5.	Planning for an elderly friendly town <i>Mark Worringham, RBC Planning Policy</i>
	<p>Planning for the next 20 years - 2036. What we are currently doing?</p> <p>We have been working on the main policies and development sites to 2036. We submitted our proposals and draft policies to government and public examination 2018 and we are awaiting the outcome of their examination.</p> <p>The proposed plans include building 671 new homes per year. This will boost the local economy with new employment, retail and leisure facilities.</p> <p>The new developments are mainly focused on central and south</p>

	<p>Reading.</p> <p>As a result and anticipated impact on transport issues, we are safeguarding land for key transport schemes</p> <p>The plan includes protection for open spaces and areas of wildlife, landscape, heritage importance</p> <p>Major development sites are planning near Reading Station / West of Caversham Road. Also outside the borough in Shinfield (4000 homes) and Grazeley (15,000 homes).</p> <p>Neighbouring growth will impact on local infrastructure.</p> <p>Older People - the situation in Reading</p> <ul style="list-style-type: none"> • Overall population growth 2013-36: 11% • Population growth of those age 65+: 64% • Population growth of those age 85+: 131% <p>Looking at the theme of planning for an elderly friendly town, we have used priorities outlined in the policy - Age friendly places - written by Age UK - to focus our planning proposals.</p> <p>Age Friendly Places allow older people to:</p> <ul style="list-style-type: none"> • Have opportunities to enjoy life and feel well • Participate in society and be valued for their contribution • Have enough money to live well • Feel safe, comfortable and secure at home • Access quality health and care <p>Planning can't influence all of those things. It needs to be part of a much wider solution to include other agencies.</p> <p><i>"Commit to ensuring that all aspects of planning, policy and practice consider the social inclusion of people in later life."</i></p> <ul style="list-style-type: none"> - Local Plan policies and proposals subject to Equality Impact Assessment <p><i>"Have accessible, affordable and integrated transport options,</i></p>
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	<p><i>including forms of community transport, to ensure older people can get where they want and need to go."</i></p> <ul style="list-style-type: none"> - Any new development takes account of sustainable transport including public transport. Intensity of development links to availability of public transport <p><i>"Ensure public places and green spaces are accessible for older people, including access to public seating and toilets, and street safety is improved by level pavements, adequate crossing times and street lighting."</i></p> <ul style="list-style-type: none"> - Policies protecting key open and green spaces and requiring new spaces in large developments - Policy on quality of open space, including lighting - Policy on safe access to open spaces, e.g. road crossings - Design of developments to be accessible and safe for all to use - Public realm strategy - Protect level of shops - manage number of take-away shops and number of housing. <p><i>"Allow communities places and spaces where diverse people of all ages can meet."</i></p> <ul style="list-style-type: none"> • Community facilities should be in an accessible location, and where possible a range of facilities located together <p><i>"Ensure easy access to essential services such as post offices, bank branches and community pharmacies, especially for those not able to access these services online."</i></p> <ul style="list-style-type: none"> • Focus on the network of district and local centres • Protect the overall level of shops and financial and professional services • Regeneration of The Meadway Centre and extension of Whitley district centre <p><i>"Tackle fuel poverty, cold homes and the resulting health impacts by addressing damp, poor housing conditions and energy inefficiency in existing housing stock."</i></p> <ul style="list-style-type: none"> • Zero carbon homes <ul style="list-style-type: none"> - New housing will be much less expensive to run - Financial contributions generated can help finance other
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	<p>energy savings schemes and improvements schemes.</p> <p><i>"Include ageing in their housing and planning strategies, building to lifetime home standards" and</i> <i>"Provide a wide range of accessible and affordable quality housing options for older people to remain independent and connected to their communities."</i></p> <ul style="list-style-type: none"> • Overall approach based on independent living wherever possible • 100% of new-build homes to be accessible and adaptable - allows people to remain in their own homes as circumstances change • On sites of 20 dwellings or more, 5% of new-build homes to be wheelchair user dwellings • Planning for 253 residential care bedspaces • Specialist older person's housing to be located close to district and local centres and bus stops. <p><i>"Promote full age equality across Public Health, NHS and care services, ensuring that everyone is cared for according to their health needs and not their age."</i></p> <ul style="list-style-type: none"> • Sought to work with Clinical Commissioning Groups regarding health facilities necessary <p><i>"Enable people to participate in economic, social and civic activities, ensuring older people are involved in decision making which affects their lives."</i></p> <ul style="list-style-type: none"> • Upcoming consultation - Statement of Community Involvement - in March/April 2019 <p>Consultations</p> <ul style="list-style-type: none"> - Current consultation: Palmer Park Development Framework (swimming pool) - running until 22nd February 2019 - Main modifications for the Local Plan - March / April 2019 - Sustainable Design and Construction - March / April 2019 - Statement of Community Involvement - March / April 2019 - Castle Hill/Russell Street Conservation Area Appraisal - March / April 2019
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	- Affordable Housing - later in 2019
	QUESTIONS AND ANSWERS / COMMENTS
Q1	How do the plans for Station Road/Norwich Union House / Friar Street / Jackson Corner - respond to planning for older people?
A1	Jackson corner is currently being converted - our team is not aware of what each applications constructions requirements are. Each planning application has a construction method statement that will explain what the requirements are.
Q2	2036 might see autonomous vehicles. Will we still be using buses?
A2	We don't know. Transport is linked to the local plan which is updated every 5 years.
Q3	Are the slides available to share?
A3	Yes the slides can be shared. Please contact opwg@reading.gov.uk or call 0118 937 2383 to request copies.
Q4	Cyclists on pavements are dangerous. How does that come up into your planning?
A4	This is a matter for the local transport plan - we are consulting on local transport plan later in the year.
Q5	Planning for Age friendly town beyond Reading Borough Council - need to look at the way society treats older people. But RBC can influence planning re' proliferation of barber shops / take-aways / betting shops.
A5	The new local plan has new policies on betting shops to prevent clustering, also for take-aways.
C	Congratulations to RBC for having a long view of what can be done.
6.	Loneliness and older persons: local support Voluntary Sector Organisations
	This item will be considered at the next OPWG meeting on 5 th April.
7.	Council's Budget Matthew Davis, RBC Head of Finance
	The Council is about to agree a new Medium Term Financial Strategy (MTFS) which makes a series of assumptions about income from Government grants, Council Tax, fees and charges and rents. The MTFS underpins service provision and the

	<p>Council's priorities as set out in its Corporate Plan:</p> <ul style="list-style-type: none"> - Securing the economic success of Reading; - Improving access to decent housing to meet local needs; - Protecting and enhancing the life outcomes of vulnerable adults and children; - Keeping Reading's environment clean, green and safe; - Promoting great education, leisure and cultural opportunities for people in Reading; and - Ensuring the Council is Fit for the Future <p>The Council uses £600m / year to cover its overall day to day operating costs, and £200m / year on capital expenditure. This means spending which gives us a long-term asset, such as roads or equipment.</p> <p>Tight financial management is a priority across the Council. With the operating costs we have, a variance of just 1% equates to £6m.</p> <p>Brexit has the potential to have a significant impact for both the UK's economic future as well as the Council's financial position. The Chancellor's Autumn Budget set out the path for a 'soft' Brexit. If there is a 'hard' Brexit then there could be a further review of public spending with potential consequences for future government funding to local authorities.</p> <p>The Chancellor's Autumn Budget Statement claimed "Austerity is over". However, whilst this may be the case for protected areas like the NHS, for "non-protected" departments like Local Government, Police and Fire there is likely to be reductions in funding from 2020/21 to 2023/24. As it costs £17.82 to provide just 1 hr of a home care service from Adult Care services, the austerity reductions in funding to local government since 2010 have had a significant impact. An additional £650m grant funding for Social Care in 2019-20 was announced in the Autumn Statement. Reading's allocation is £1.541m (£0.569m from the £210m previously announced and £0.972m from the additional £410m subsequently announced for the whole country).</p> <p>The National Living wage will rise by 4.9% from April 2019, increasing from £7.83 to £8.21 per hour, while the National</p>
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	<p>Minimum Wage average rate for all age groups will rise by 4.4%. This and future increases has the potential to impact on contract costs to the Council, in particular care costs.</p> <p>Local government generally has borne more than its share of public spending reductions as part of the Government's austerity measures. Since 2009/10 Reading Borough Council has seen substantial reductions in government grant allocations - from £55m in 2009/10 to £32m in 2019/20. In addition, various specific or new grants which used to be paid in addition to the main grant are now rolled into the main Revenue Support Grant.</p> <p>There is further uncertainty for the Council pending the outcome of three simultaneous reviews being undertaken by central Government. The Fair Funding Review aims to set new funding baselines for local authorities in England for implementation in 2020/21, and replace the current methodology which is considered out-of-date and complex.</p> <p>Alongside the Fair Funding Review there is a full reset of the Business Rates Retention Scheme planned for 2020/21. Local authorities will collectively be able to retain 75% of the Business Rates they collect and other Government grants, including Revenue Support Grant and potentially the Public Health Grant or other grants will be phased out to offset the increase in the business rates share locally retained. This will significantly change the composition of council funding, increasing potential rewards from business rate growth, but also risks, such as losses in income due to rating appeals.</p> <p>The Council's proposed budget includes £12.5m of service growth items for 2019/20 (£2.0m pay costs; £3.2m inflation; and £7.3m other pressures), £10.5m of service savings (£7.9m efficiencies and £2.6m service changes) plus £4.4m of increased income.</p> <p>The Council has had to use revenue reserves to balance its budget in previous years which has meant the reserves reduced to £20.4m at 31st March 2018, proportionately one of the lowest levels when compared to other unitary councils. The MTFS plans to increase revenue reserves to £29m and maintain them going forward. We do not want to rely on using reserves to deal</p>
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	<p>with contingencies.</p> <p>The MTFs assumes a 2.99% increase in 2019/20 for the Council's Band D Council Tax (which would be £1,627.23). The impact on taxpayer bills (before any reduction for discounts) of the Council's proposed 2.99% increase represents an increase of 91p per week for a Band D Council Tax payer. The majority of properties in Reading are Band C and below (40% of properties are in Band C). The Reading element for Band C properties in 2019/20 will be £1,446.43, an increase of 81p per week.</p>
	QUESTIONS & ANSWERS / COMMENTS
C	RBC has been good at not putting any cuts but has not asked people what they actually want as local services. The people of Reading might be willing to pay more Council Tax to increase the level of service.
	If the Local Authority wants to put council tax up by 3% or more we will need to organise a referendum. This has a cost attached in itself, so it's not something to be entered into lightly.
8.	Current issues and suggestions for future meetings <i>Cllr Gul Khan</i>
	Due to time constraints, this item was not covered. Feedback sheets were reviewed by officers after the meeting.
NEXT MEETING DATE:	
	Friday 5 th April 2019, 2 - 4 pm
	Council Chamber, Civic Centre, Reading RG1 2LU

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