

Public Document Pack

NOTICE OF MEETING



ONE BOROUGH

will meet on

WEDNESDAY, 13TH SEPTEMBER, 2017

At 10.00 am

in the

NORDEN FARM CENTRE FOR THE ARTS, ALTWOOD ROAD, MAIDENHEAD SL6 4PF

TO: MEMBERS OF THE ONE BOROUGH

KARNAIL PANNU (CHAIRMAN) AND SAMANTHA RAYNER

Karen Shepherd - Democratic Services Manager - Issued: Date Not Specified

Members of the Press and Public are welcome to attend Part I of this meeting. The agenda is available on the Council's web site at www.rbwm.gov.uk or contact the Panel Administrator **Andy Carswell** andy.carswell@rbwm.gov.uk

Fire Alarm - In the event of the fire alarm sounding or other emergency, please leave the building quickly and calmly by the nearest exit. Do not stop to collect personal belongings and do not use the lifts. Congregate outside and do not re-enter the building until told to do so by a member of staff.

Recording of Meetings – The Council allows the filming, recording and photography of public Council meetings. This may be undertaken by the Council itself, or any person attending the meeting. By entering the meeting room you are acknowledging that you may be audio or video recorded and that this recording will be available for public viewing on the RBWM website. If you have any questions regarding the council's policy, please speak to the Democratic Services or Legal representative at the meeting.

AGENDA

PART I

<u>ITEM</u>	<u>SUBJECT</u>	<u>PAGE NO</u>
1.	<u>WELCOME AND INTRODUCTIONS</u>	
2.	<u>APOLOGIES FOR ABSENCE</u> To receive any apologies for absence.	
3.	<u>MINUTES OF PREVIOUS MEETING</u> To review and approve the minutes of the previous meeting.	5 - 10
4.	<u>NHS SOCIAL PRESCRIBING PROJECT</u> To receive a presentation and update on the NHS Social Prescribing Project.	11 - 28
5.	<u>ADULT DYSLEXIA CENTRE</u> To receive a presentation on the Adult Dyslexia Centre from Sara Thomassen.	
6.	<u>SIGNAL4CARERS</u> To receive an update on Signal4carers.	
7.	<u>PREVENT UPDATE</u> To receive an update on the Prevent strategy from Craig Miller.	
8.	<u>ARMED FORCES COVENANT UPDATE</u> To receive an update on the Armed Forces Covenant from Harjit Hunjan.	
9.	<u>PARTNER UPDATES</u> To receive updates on community issues from One Borough partners, including, but not limited to: <ul style="list-style-type: none">• Launch of Men's Matters drop-in• Flu vaccination and Stoptober campaigns	29 - 30

This page is intentionally left blank

Agenda Item 3

ONE BOROUGH

WEDNESDAY, 14 JUNE 2017

PRESENT: Councillor Asghar Majeed and Karnail Pannu (Chairman)

Also in attendance: Pete Ireland (Household Cavalry), Steve Parker (Household Cavalry), Samreen Aslam (NHS), Svetlana Zaychenko (Russian Community), Robin Roberts (Save The Children), Jane Drapkin (Family Friends), Robyn Bunyan (Norden Farm), Paul Samuels (Men's Matters), Peter Stoker (National Drug Prevention Alliance), Ken Bradford (Men's Matters), Josephine Crabb (St John Ambulance), Zena Pike (BHFT Mental Health team), Eileen Denny (WAM Get Involved), Neil Fleck (Coldstream Guards), Emma Mills (Royal Berks Fire and Rescue), Louise Warbrick (Thames Valley Police), Tim Walker (Men's Matters), Lyn Mangisi (Radian), Dan Broxholme (Household Cavalry) and Saghir Ahmed (Maidenhead Mosque)

Officers: Deb Beasley, Andy Carswell, Nighat Ellahi, Andrew Green, Harjit Hunjan, Rajinder Mann, Deborah Maynard, Craig Miller, Sian Smith and Honor Ryan

WELCOME AND INTRODUCTIONS

The Chairman welcomed everyone to the meeting and asked those present to introduce themselves.

Pete Ireland thanked everyone for attending and welcomed everyone to the venue. Members received a brief talk on the history of the venue from Pete Storer.

Steve Parker informed members that the Household Cavalry would be moving to the Bulford Barracks in summer 2019. However an agreement had been made which would allow families of the Armed Forces to remain in Windsor, and retain school places, jobs etc., for the following five years.

APOLOGIES FOR ABSENCE

Apologies were received from Barbara Grossman, Katie Gear, Lucia Matthews, Ros Milne, Sara Thomassen, Nicola Davidson, Mark Sanders and Cllrs Sharma, Coppinger and Mrs Rayner.

MINUTES OF PREVIOUS MEETING

The Minutes of the previous meeting were unanimously agreed as an accurate record. It was noted that all of the actions agreed at the last meeting had been completed.

PARTNER UPDATES

Members were invited to provide updates on their group activities.

Tim Walker said that the Men's Matters group had recently become a registered charity and had held official launch events in Windsor and Langley, both of which had been attended by dignitaries from the relevant councils. Tim Walker said that the group was continuing to grow in terms of numbers and held a regular drop-in event at All Saints Church in Dedworth on Mondays. Tim Walker said the group was particularly looking to encourage Armed Forces veterans to join in with their activities. Tim Walker said that the group would be hosting a Dad's Army-themed barbecue at the Duke of York pub in Windsor on June 24th and

encouraged One Borough members to invite their groups to attend. Tim Walker said the group was hoping to launch a drop-in event in Maidenhead in September, once a suitable venue could be found.

The clerk informed the group that the Signal representative had sent apologies for the meeting and sent an email to be read to members. The email stated that Signal was urging One Borough organisations to identify unpaid and informal carers and let them know about Signal. The email also stated that Signal had uncovered a potential unmet need for an ex Armed Forces carers group, and requested further details in relation to this to be sent to Signal. Members were informed that Signal hoped to give a full presentation on their work at the next meeting. Nighat Ellahi informed members that drop-in sessions for female carers had been taking place at Maidenhead Town Hall on the first Friday of each month and had been successful. There was a focus on identifying younger carers.

Anthony Lewis introduced the SWAMI group to members, explaining it had been launched in Slough, Windsor and Maidenhead as a means of promoting cohesion between community groups. The group would be holding events in Peascod Street, Windsor, on July 8th, Slough town square on July 15th and at Kidwells Park as part of the Maidenhead Festival on July 23rd. Anthony Lewis said 40 groups had signed up to take part over the three events. However a stall was still available at the Windsor event and Anthony Lewis encouraged anyone interested in taking it to contact him. Eileen Denny stated that the Community Fair had had to be cancelled due to the General Election, but a stand to represent the groups that could not get a stall to themselves would be at the SWAMI events.

Samreen Aslam introduced the Community Education Provider Networks and explained its role as identifying the local needs of GP surgeries within Berkshire, in order to reduce the demand for capacity. She explained that CEPN was exploring if the surgeries could be helped by being linked to volunteer groups that could provide additional support and/or treatments, as an alternative to patients being placed on a waiting list for services. Training for GPs and nurses in responding to local needs and linking to volunteer groups was also being provided. Samreen Aslam asked volunteer groups, including any not present at the meeting, that could assist to contact her. Eileen Denny said that information on CEPN and contact details could be circulated by WAM Get Involved.

Robin Roberts informed members that Save The Children was hosting a screening on a documentary about Syrian children at the United Reformed Church on June 21st.

Josephine Crabb expressed her thanks for grants that had recently been made available to St John Ambulance, including one from the Council.

Cllr Majeed informed members that Maidenhead Mosque was accepting donations for residents affected by the Grenfell Tower fire.

Sian Smith informed members that public health information about keeping safe in hot weather was available on the NHS website and would also be circulated on the Council's website.

Lyn Mangisi informed members that Radian had a vehicle aimed at promoting healthcare available to hire. She explained the vehicle had been used in the past to facilitate blood and diabetes tests, and to promote Mental Health Week.

Robyn Bunyan informed members that Norden Farm would be hosted an exhibition of artwork created by members of its Social Arts Group for isolated older people would be held on July 5th. There would also be a workshop on July 17th, which One Borough members would be invited to.

Louise Warbrick informed members that Thames Valley Police had been successful in securing its bid to the Armed Forces Covenant; however time had been too short in completing the next part of the process and the funding had ended up not being secured.

Emma Mills informed members that free fire safety checks were available to residents, particularly for vulnerable people. These could also be requested following referrals from carers and community groups.

Neil Fleck thanked the police for their recent work in relation to combatting the threat of terrorism, and the community for their increased vigilance.

Craig Miller thanked the representatives of both Maidenhead mosques for their patience and understanding during the General Election count, as car parks normally used for attending the mosques were being used.

Eileen Denny informed members that WAM Get Involved had successfully recruited several new volunteers and made contact with many more during events for Volunteers' Week held in Ascot, Windsor and Maidenhead. Eileen Denny stated that the most recent WAM Get Involved network forum had been its most well attended. Eileen Denny said a training session for people with financial responsibilities would take place on June 28th at Maidenhead Town Hall, and the next networking forum would take place on July 19th. The 2017 Volunteer Sector Awards would be launched next week.

Harjit Hunjan informed members that the final round of community grants from the Council would be available in September. Full details would be on the Council website. Harjit Hunjan said the Contact The Elderly had recently opened a group in Maidenhead and were looking for residents to get in contact and sign up, and that further details would be circulated to members.

RUSSIAN SPEAKING COMMUNITY IN WINDSOR AND MAIDENHEAD

Svetlana Zaychenko introduced herself and informed members about the growing Russian community within the Royal Borough. She explained that a recent children's party had been expected to attract 20 children, but a total of 137 people ended up attending.

Svetlana Zaychenko stated that it was hoped a community school for Russian families could be established, and that classes for people interested in studying Russian culture and history could be set up. Svetlana Zaychenko added that it was hoped peace, friendship and better education in the Royal Borough could be established amongst the different community groups.

ADULT DYSLEXIA CENTRE PRESENTATION

The representative from the Adult Dyslexia Centre had sent apologies for absence. It was therefore agreed to defer the item to the next meeting.

ARMED FORCES COVENANT/EMPLOYER ENGAGEMENT UPDATE

Harjit Hunjan reminded members that the Council was signed up to the Armed Forces Covenant, and that the One Borough panel was an important means of honouring its commitment.

Harjit Hunjan said grants were available from the Armed Forces Covenant for projects supporting integration and local delivery of services. These came under the categories of Community Integration, where projects would create links between the Armed Forces and civilian communities, and Delivery of Local Services, which offered support relating to finance, housing, health and employability to service personnel, veterans and their families. Grants of up to £20,000 were available.

Harjit Hunjan informed members that up to £100,000 was available through the Families in Stress fund, which required more in terms of delivering significant programmes of support.

Harjit Hunjan reminded members about the MOD Employer Recognition Scheme and stated that the Council would be applying for the Bronze award, and hoped to have a launch event in September to encourage other local employers to commit to the Scheme by pledging support for service personnel.

Harjit Hunjan added that the Council and supporting partners would be pleased to work with the Household Cavalry to help facilitate and minimise the impact of their move to Bulford, particularly to support the families that would be affected by the move and those who may remain in Windsor.

PREVENT UPDATE

Craig Miller introduced the item and explained Prevent is a national strategy and safeguarding mechanism that places local authorities under a legal obligation to protect people from being exposed to extremism and radicalisation.

Craig Miller said that since the last One Borough meeting a number of engagements had taken place with local stakeholders, in the form of visits and questionnaires, in order to inform people about the strategy that the Council was seeking to develop. Craig Miller said the aims of the strategy were to empower residents with regards to safeguarding within their own communities, and to provide a contact point for residents concerned at people who may have been exposed to extremism. Craig Miller said that a copy of the strategy would be sent to One Borough members so they could review the action plan.

Craig Miller said a number of actions relating to the strategy would need input from smaller working groups within the community, in order to develop information and materials that could be circulated.

Harjit Hunjan asked if there had been any specific concerns raised relating to community cohesion in the Royal Borough following the recent terrorist attacks in Manchester and London. Louise Warbrick said there had not been, although there was a significant number of hate crimes that were being reported. However many of these related to incidents involving children and had been reported to the police by parents. Louise Warbrick said that the amount of information and intelligence that the police had received had increased noticeably recently as a result of residents becoming more vigilant. Louise Warbrick reminded members that two people were recently arrested under anti terror legislation near the Victoria Barracks, before later being released.

Cllr Majeed asked about the Channel initiative and asked what was being done to de-radicalise the 20,000 people nationwide who had been identified as being possible extremists. Craig Miller explained that Channel was separate to Prevent but was also a safeguarding mechanism operated by the Council. He explained that it involved various partners and stakeholders who could be called upon to provide a support package for people identified as being at risk of radicalisation, and produce an individual strategy package tailored to their needs. Craig Miller said Channel had only been required to preside over two cases within the Royal Borough, both of which had been very successful.

Louise Warbrick informed members that there had previously been one police officer assigned to handling referrals from schools, but now there were multiple officers and each school in the area had one allocated to them. Louise Warbrick said the officers had been tasked with introducing themselves to the schools over the next three and ensuring pupils were familiarised with them and had key messages delivered to them before the start of the summer holidays. Craig Miller said that schools had been proactive in reporting safeguarding incidents to the Council.

DATES OF NEXT MEETINGS

The dates of the next two meetings were noted, with the venues to be confirmed at a later date.

The meeting, which began at 10.00 am, finished at 11.30 am

CHAIRMAN.....

DATE.....

This page is intentionally left blank

'Social prescribing for better health and happiness'

Newsletter update - Social Prescribing Update 11/8/2017

We are now over two months into Social Prescribing and our referrals have reached over 90. We are focusing on those at risk of falls and supporting carers. Below we have included some case studies with regards to these outcomes. We have been successful in preventing admissions and enabling patients to remain at home.

In this update: more case studies and how social prescribing is developing community support

Supporting a patient to remain at home

I received a referral from the patient's GP outlining that the patient required some more social support and was also depressed (currently known to CMHT). I rang the patient and agreed to visit her home the following week as the patient had low mobility and lives on her own.

The patient is a self-funder and also has people to places transport arranged (TAPS service - £100 a year free travel and subsidised thereafter). I discussed with the patient what she enjoyed which included creative arts, comedy, learning about psychology and socialising. There is currently a volunteer that goes round once a week for an hour which the patient looks forward too. The patient stated that she would like more of this kind of interaction so I put a referral into the royal voluntary service to find another volunteer that could visit her. She was also unsure as to the benefits she receives and should be receiving so I have arranged a home visit by citizen's advice bureau to support her with this which has been confirmed for within the next few weeks. There were other concerns about the amount of interaction she was receiving from other services which I was able to discuss with her GP and support following up with. I am currently discussing with the education manager at Norden Farm the opportunities with supporting the patient access some of their art classes or comedy with people to places providing transport.

Whilst I was round the patient's home she had an epileptic seizure whereby she appeared to stop breathing. I called 999 and was asked to start administering CPR after some initial questions by which point the paramedics arrived and took the required checks (heart rate, blood pressure etc.) and started to prepare to take the patient to hospital however the patient started to come out of her seizure. They asked if she would like to go to hospital to which the patient replied 'No' and had expressed earlier to myself how she wanted to remain at home. The patient disclosed that she has 4 fits a day however there wasn't any 24 hour monitoring in place so I raised this to social services and will follow up accordingly. I also followed up with the patient's GP who expressed that the patient is a complex case and had been under her care for 8 years with various medication reviews. The patient is isolated, frustrated and essentially bed bound 7 days a week however is able to travel with a carer and has transport arranged therefore over the next 12 weeks the patient's wellbeing should improve once the appropriate services are accessed.

Supporting a carer

The patient was referred by her GP as she is elderly and looking after her husband who is terminally ill. The patient came into surgery to discuss her situation. She hadn't had a revision of her carer's assessment for over 4 years and her role had changed from when her husband first became ill. This prompted me to request a review of his package of care and her carers assessment via RBWM from which she will receive more financial support towards her caring role. The patient is also going into hospital herself to have a procedure and has booked her husband into respite but is concerned about how she will manage post op. I gave her information regarding the STS&R team that would be able to support her with p/care on her discharge. I suggested a Carebank referral which would allow her to go out when they are present and keep her husband company as he likes to talk to people even though he can no longer go out. We also discussed the SWIFT service to support the cared for whilst the carer has a break and my patient would like to be able to access this service once she has had her operation as she would benefit from having a night away in a hotel and then she can go shopping in the morning and not have to worry about her husband.

Developing community support services

We have also been assisting to develop community support/services;

We have increased the SMILE classes in Ascot. We are liaising with one of the local Churches and the Fire Station in Ascot to allow groups to use their spaces for example computer classes for those who wish to learn more about using a PC. The space can also be used for Physiotherapy appointments

We have introduced SMILE classes into one of the new private sheltered housing in Maidenhead.

We are currently introducing a new App to RBWM which supports patients with high anxiety, acquired brain injury, autism, learning disability etc. with coping mechanisms to allow them to go about their daily routine.

There is a new pilot service which RBWM are funding and can only be accessed via social prescription at present - The SWIFT service which is providing carers with a break overnight including 6 hours either side of this break plus a night away in a hotel if they wish .

The Social Prescribers are assisting the GP's with their projects and visions around a homeless clinic and falls prevention and attending flu clinics.

Caroline, Katie and Ryan

SOCIAL PRESCRIBING FOR BETTER HEALTH AND HAPPINESS

WAM CCG/RBWM

9th May 2017

Caroline Hunter
Project manager

Caroline.hunter@rbwm.gov.uk



What we want to achieve

Preparing for introducing Social Prescribing/Our guiding principles

Our plan for WAM/RBWM

How will we know it is working

Going forward



What we want to achieve

It has been estimated that around 20% of patients consult their GP for what is primarily a social problem

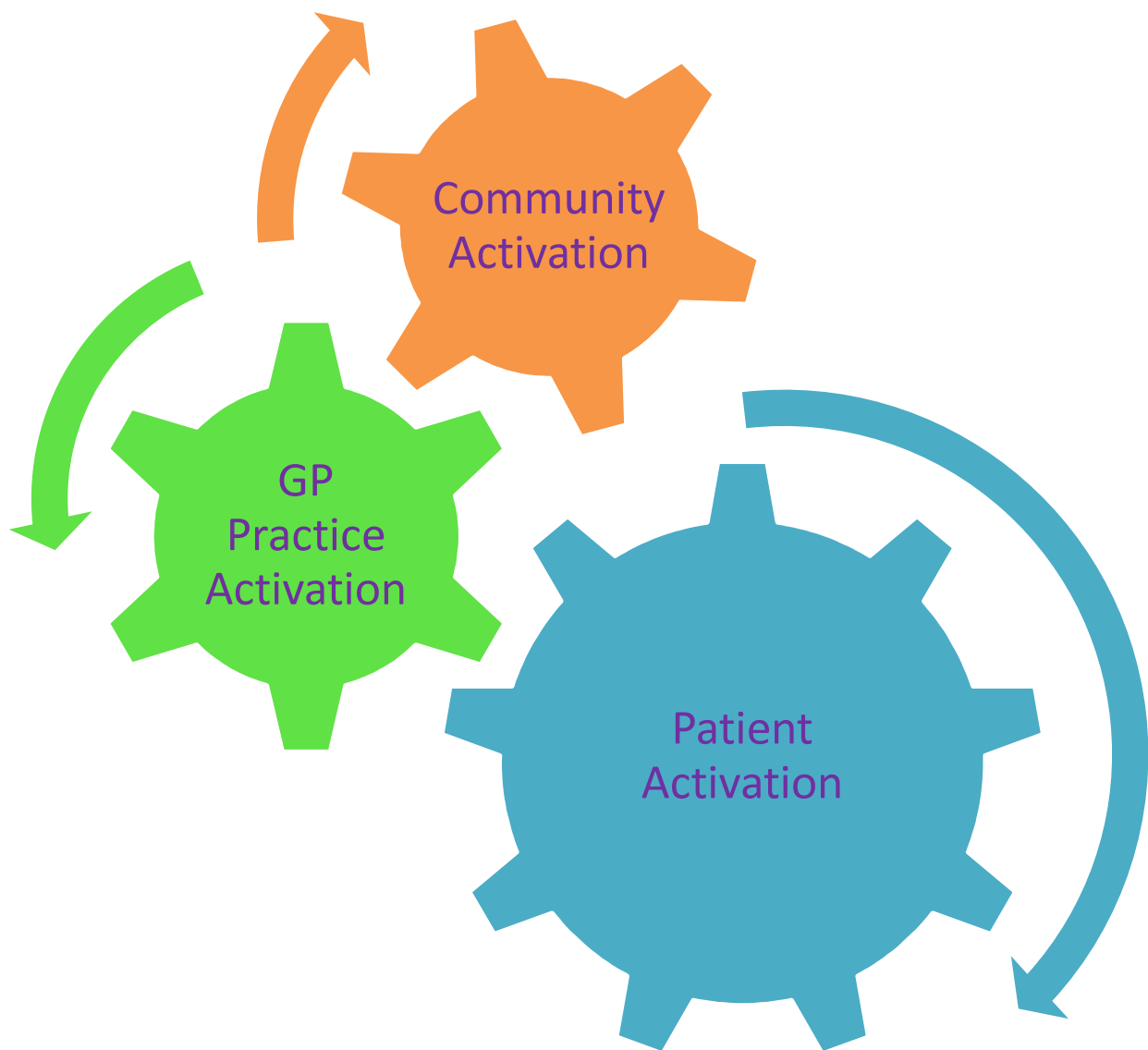
Report of the Annual Social Prescribing Network Conference 2016

OUR AIM:

To provide a single point of identifying and supporting social, emotional and practical needs for those referred

To reduce inappropriate Clinician appointments

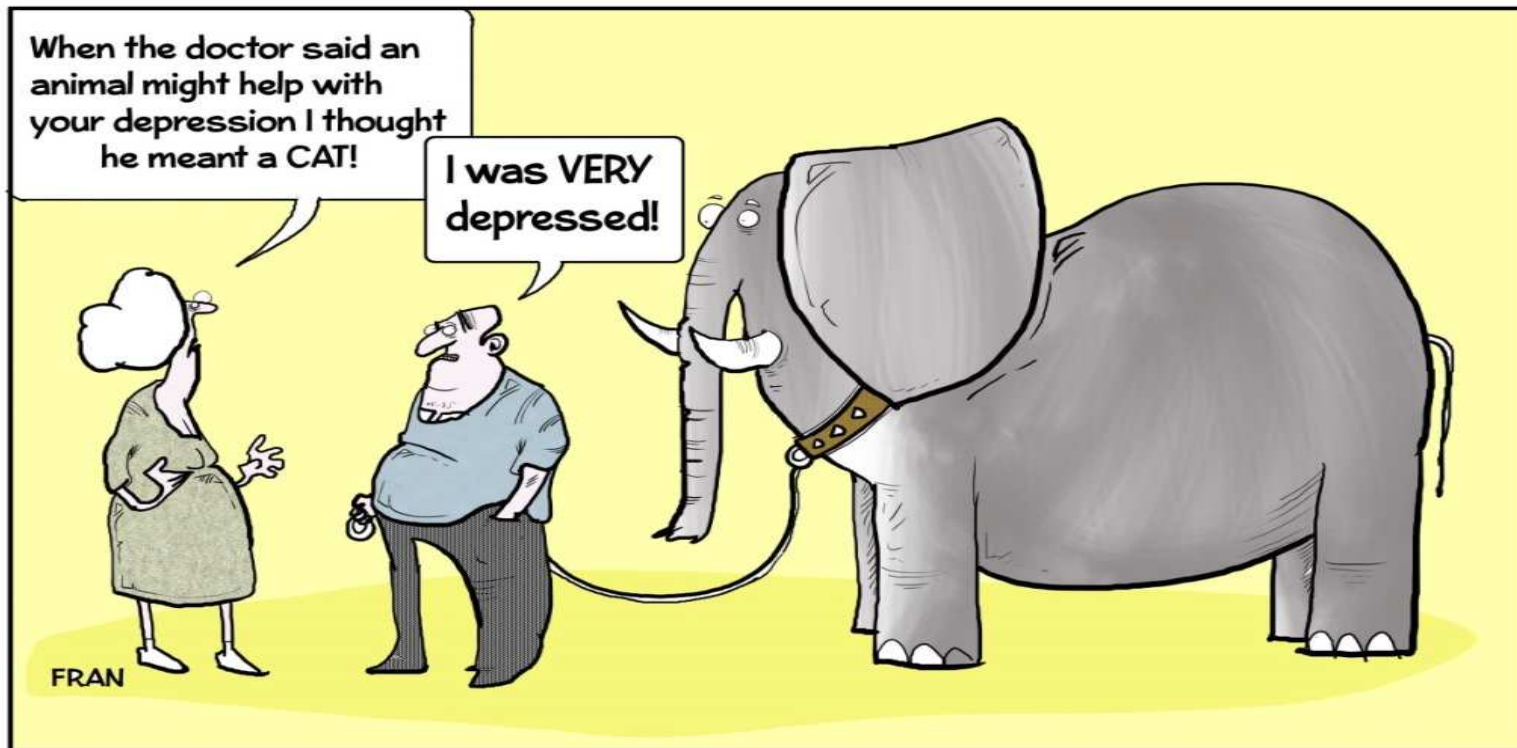




Outcomes we want for patients

Reduced social isolation and loneliness

Improved self-esteem, confidence



Greater self-control and empowerment

Improved self management

Outcomes we want for Healthcare teams

Reduced consultation rates at GP and related health services

Reduced secondary care and specialist referral

Reduced A&E attendances and avoidable admissions

Reduced need for ASC involvement



Reduced inappropriate prescribing

Changed perceptions of GP Practices

Outcomes we want for Community Services

Improved use of existing services

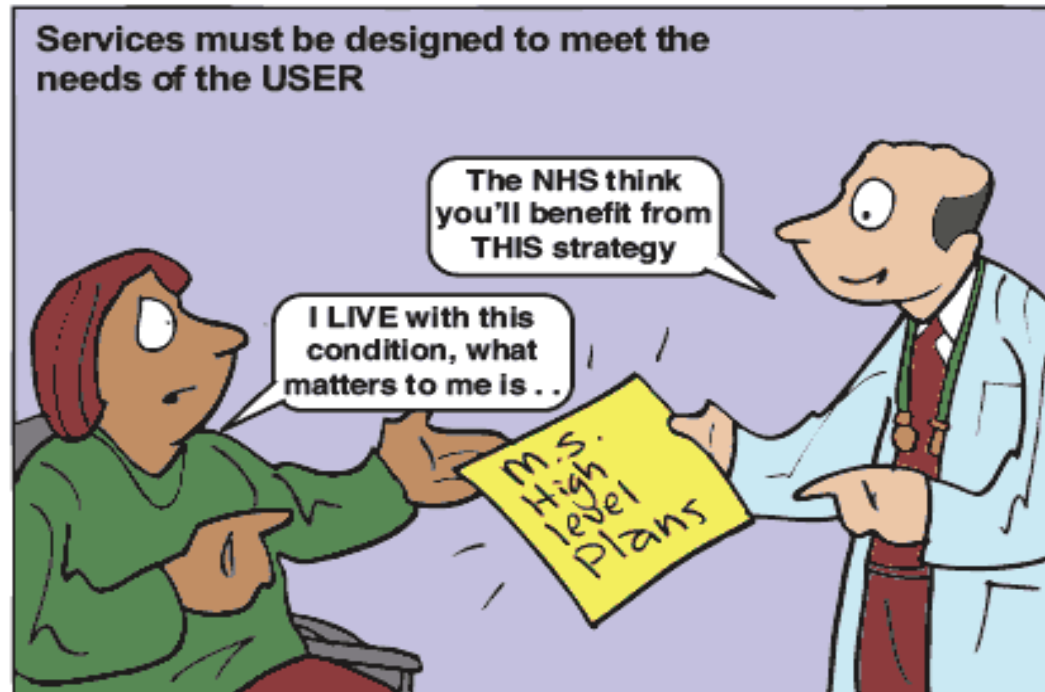
Increased capacity, capability and appropriate use of community assets



Gap analysis to inform future provision and commissioning strategy

Adaptation of existing services to meet identified needs

Service Provider to Service Enabler



creating and enhancing community assets

helping communities look after themselves

Learn from elsewhere AND Context specific

Organic development

Tortoise not hare

Do review apply

Manageable programme

Understand what
works locally

Keep it small and
simple to begin with

Keep the variables
involved to a
minimum

Evaluate from day 1

Design with not for



'Prescription' process simple.

Build on what exists - don't wait for
perfection

Local feel, local services developed by local people

Evidence based expansion/commissioning

Patient presents in primary care within agreed cohort and with psycho-social symptom

Those at risk of falls

GP Practice Identifies patients who may benefit

Referral form/ indicates multiple/complex needs or simple need and readiness of patient/ obtains consent

Carers

Wellbeing Prescriber (based in Practice)

Level 1. Recommends signposting / suitable activities

Level 2 &3: meets and supports patient for them to develop a wellbeing plan, agrees clinical outcomes refers, records, monitors and follows up

Wellbeing prescriber(WPB)

Maintains contact with patient

Signs off at end of 12 weeks

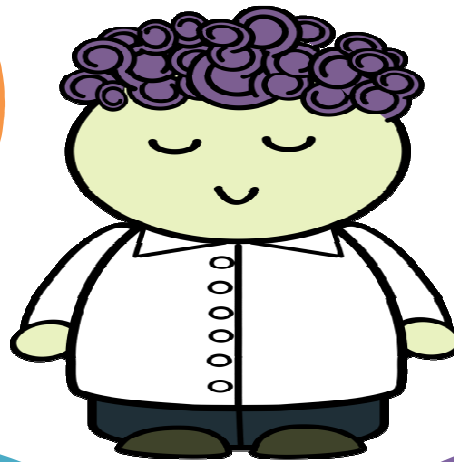
Feedback to clinicians as others as required

Onward referral

Onward support

Support groups, volunteering

Healthmakers etc.



Two wellbeing prescribers starting on 15th May:
Katie Cinque and Ryan Dunstan
3 Initial Practices – Cedars Maidenhead, Dedworth Windsor, RHAMC Ascot

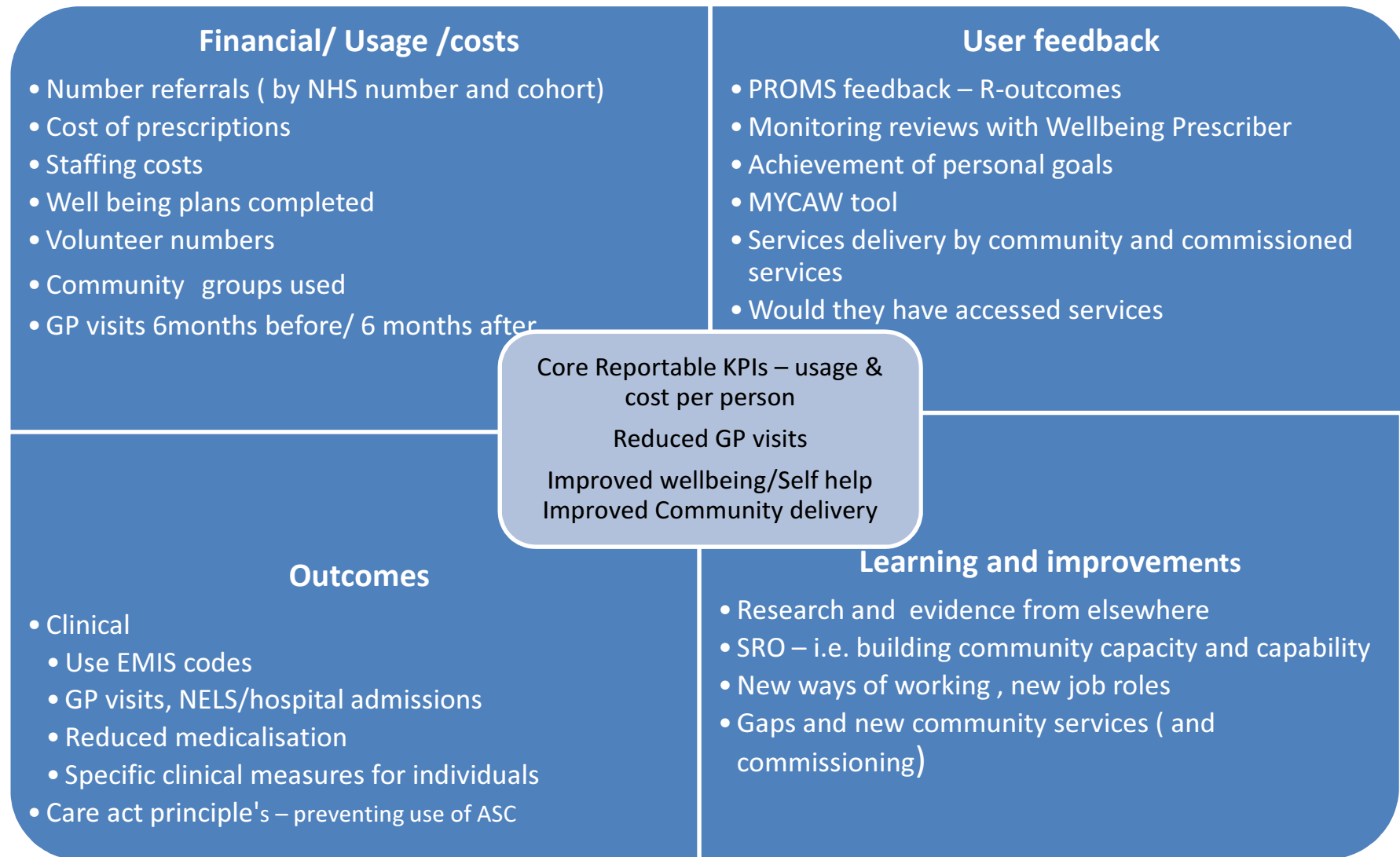


Go Live 1st June 2017

Planned outputs from first three practices/first 3 months after start up

- Agreed process flow and paperwork, IT, IG
- WAM evaluation methodology established using Balanced Scorecard
- User, Wellbeing Prescriber and service provider feedback on schemes they are referred to – capacity, capability, quality and ‘unmet’ needs
- Patient feedback on physical, emotional health and wellbeing
- Initial clinical outcomes for patients
- Initial usage and costs etc.
- Agreement on roll put principles and patient groups (e.g. STP priorities, local JWHS priorities /JSNA , frequent attenders, frailty, hospital discharge, GP Practice driven, what's worked elsewhere)
- How to guide – learning, barriers and how to overcome
- GP Practice readiness guide – self evaluation tool – further Practices

Evaluating Social Prescribing





Sustainability



'Many schemes have positive outcomes but then cease due to lack of further funding or become diminished to web bases leaflet based signposting services with limited outcomes.' (Social Prescribing – A Review of Community Referral Schemes UCL 2015)

27

This is a strategy not a project

3-5 year plan (sustained commitment)

Benefits over 3 – 5 years – and longer

Adapt, develop and grow

A sustainable STP framework

-through which to accommodate variable start points and progress according to different adult and children population needs and VCS profiles

Rol /SRol across a balanced score card

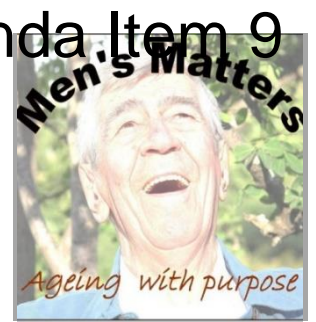
across a wide range of outcome measures with **trackable** short, medium and longer term benefits/impact/value for money

Potential integration/cross funding opportunities

- e.g. residents purchasing support services using direct payments, personal health and carers budgets

This page is intentionally left blank

Men's Matters is coming to Maidenhead!



Men's Matters is a charity whose aim is to bring together older men to form friendships and take part in activities that contribute to their good health and well-being.

You are invited to a dialogue

'How to reach the invisible men?'

Thursday 19th October
12 noon to 2pm

Desborough Suite, Maidenhead
Town Hall, St Ives Road, SL6 1RF

FREE event – Booking required on: Eventbrite
<https://mensmattersevent.eventbrite.co.uk>



Men's Matters is launching a weekly drop-in for older men every Wednesday at 2pm to 4pm from September at the Maidenhead Community Centre, 42 York Road, Maidenhead SL6 1SH.

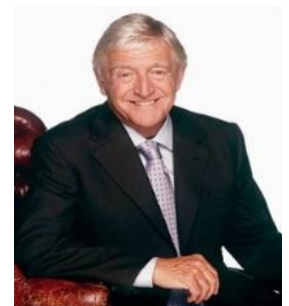
Tel: 07843 554734

Email: contact@mensmatters.org.uk

Web site: www.mensmatters.org.uk



Our Patron:
Sir Michael Parkinson





Men's Matters thanks our Partners for their support for the Maidenhead launch:

