

ONE BOROUGH

WEDNESDAY, 19 SEPTEMBER 2018

PRESENT: Karnail Pannu (Chairman), Councillor S Rayner, Saghir Ahmed, Nicola Davidson, Liz Barr, Svetlana Zaychenko, Kieran Bell, Shabana Farooq, Nighat Ellahi, Tracy Muschamp, Parwati Mistry, Usha Parmar, Angela Gallacher, Paul Samuels, PC Louise Warbrick, Fran Hemsley, Jeffrey Pick, Dave Phillip, Vernon Nosal

Officers: Nabihah Hassan-Farooq, Harjit Hunjan, Debra Beasley,

WELCOME & INTRODUCTIONS

The Chair welcomed all attendee's to the meeting and thanked SGI UK for hosting the meeting at Taplow Court. Members of the Forum introduced themselves and welcomed new members.

APOLOGIES FOR ABSENCE

Apologies for absence were received from Jacqui Hurd(RBWM), Deborah Maynard (sub Dave Phillips), Mark Sanders, Lin Ferguson(AFC), Hollie Vallis, Eileen Denny (sub Liz Barr), Barbara Grossman (Maidenhead Synagogue) and Ila Gangotra.

DECLARATION OF INTERESTS

None.

MINUTES OF THE LAST MEETING HELD ON 13TH JUNE 2018

RESOLVED UNANIMOUSLY: That the minutes of the meeting held on the 13th June 2018 were approved a correct and true record of the meeting.

SERVING ADULTS THROUGH OPTALIS

Vernon Nosal (Head of Adult Social Care- Optalis), presented the above titled item. The vision and mission of adult services was outlined as fulfilling the potential of every customer, colleague and communities and to be a resilient, efficient and growing social care company which was capable of delivering high quality, innovative services to more customers, delivered by passionate and skilled staff. Core values were highlighted as quality customer service, respect, transparency and integrity, communication, continuous development and enjoyable and rewarding. Members of the Forum were told that the services provided by adult social care were community and application based and that various organisations such as WAM had helped in the delivery of services. Specialist care and support services had been separated into four different areas; community based, accommodation based, in the home and statutory services, advisory, brokerage and care management.

It was highlighted that there were 641 individuals employed within Adult Social Care and that care and support had been provided to approximately 5000 people. Care and support services were aimed at helping individuals with learning disabilities and autism, physical disabilities and sensory impairments, older people particularly those with dementia and persons affected by mental health issues. Members were told that services were in action across Wokingham, Ascot, Windsor, Maidenhead and Oxfordshire. RBWM statutory service delivery included safeguarding and deprivation of liberty safeguards (DOLS), Social Work, Occupational Therapy (OT) and Care brokerage. Provider services included residential accommodation for adults with a learning disability, day services for those affected by a learning disability, day centre services for older people and dementia patients, extra care facilities, re-ablement and

respite services. Quality assurance and governance was also delivered both internally and externally.

Members were told that central to the 2020 strategy was to ensure customers were at the centre of decision making and planning through co-designing services and business development. This would be achieved by customers having a greater input over the people who work for Optalis, such as staff recruitment and selection. This has been achieved by including customers as representatives on the interview panels for key senior roles, such as HR Manager and Head of Statutory Services. Part of the strategy delivery would include the development of customer forums and the hosting of a customer conference (to be held the last week of September 2018). Customers had also been able to nominate an Optalis Member of staff/team for Optalis Customer Choice Award and were able to work with Optalis to co-produce information leaflets. A main driver for success in delivery of the Optalis 2020 Strategy was to receive feedback from customers and this had been done in a number of ways, such as coffee mornings.

The Optalis Staff Survey 2017 highlighted that 72% of staff were satisfied with their job role, vacancies had reduced by 47% since April 2017, Optalis vacancy rates were currently at 6% (national average 8.5%), 94% of staff had confidence that they understood safeguarding. It was outlined that there was a robust quality assurance framework in place after the transfer of RBWM Adult social care functions to Optalis had occurred. Reviews of all policies and procedures were undertaken regularly and a monitoring system had been implemented to ensure staff were applying them consistently. It was noted that implementation of the 'Each Step Together' approach had made supporting people and connecting community services successful. This had been evidenced by the reduction in the number of long term clients who had been eligible for review. Alongside service delivery, there had been great community engagement from staff employed at Heston Blumenthal's- Fat Duck restaurant who had helped with decorating Boyn Grove Community Centre. A training day at Boy Grove had also taken place on the 13th March and reminiscence box training had also been delivered to showcase dementia services. Maidenhead Library had continues to run a carer's drop in service and was run by an Optalis Social Care Practitioner and a representative from Signal 4 Carers.

DRIVEN FORWARD CHARITY - INTRODUCTION AND WAYS OF WORKING IN THE COMMUNITY

Tiia Stevens, Founder of Driven Forward Charity introduced herself to the forum. It was explained that Tiia had self-funded the purchase of two minibuses to help support vulnerable individuals who required assistance outside of statutory service parameters and that the charity aimed to help those who were socially excluded, isolated, lonely and vulnerable and those who were unable to access public transport. Opportunities to transport these individuals to day trips, appointments and social activities were provided. As part of the initiative, work with individuals around tenancy sustainment, cooking skills and advocacy support were also offered. It was highlighted that the charity had been registered and received a charity number recently. Work had been carried out with the seven churches to provide the basis for a homeless shelter in Windsor. The charity aimed to help those who have already accessed services and those who had been receiving services such as housing and benefits. Part of the good work that had been carried out by the charity included; free haircuts for the homeless service users, use of the bus to go to Jennet's Hill allotments, mindfulness and tailored workshops. It was noted that the second acquired minibus had a wheelchair lift and this had helped with vulnerable individuals who may have a physical disabilities or older persons.

It was explained that the charity aimed to tackle isolation and loneliness in the community by helping to keep elderly and vulnerable persons mobile and engaged in services and activities. Members were reminded that Driven Forward was a not for profit charity and that the buses could be rented by other organisations if they could evidence that they would be used to help hard to reach and marginalised vulnerable service users. Members were able to access more information regarding the charity at www.drivenforward.co.uk

ARMED FORCES COVENANT UPDATE

Harjit Hunjan informed the Forum that the recent application for the employer recognition scheme award had been successful and that RBWM had been given the Silver Award. Councillor Rayner also informed the Forum that the scheme had momentum and that the ambition moving forward was to achieve the gold standard. Thanks were given to Thames Valley Police who had worked in co-production with RBWM to reach the silver award. Jeffrey Pick highlighted that the food academy banquet would be taking place on the 24th November and that any referrals should be forwarded to him directly. Nicola Davidson outlined the update and stated that the Armed Forces Covenant Fund aimed to support community integration and local delivery of services for families within the armed forces. The forum were told that the deadline for this round of applications was the 7th September and that the next date would be circulated to the wider group in due course. Members were told that the fund supported families in both the household cavalries and Welsh Guard. The Forum were reminded that for more details relating to the project and delivery that Nicola should be contacted

ADULT LEARNING

Parwati Mistry outlined the above titled item. The forum were reminded that there were various workshops aimed at adult groups (aged over 19 years of age) taking place across RBWM. Work had been carried out with various partner organisations such as Mens Matters and WAMCF to deliver IT Courses, confidence building classes and creative workshops. It was highlighted that these workshops take place at Woodlands Park, Maidenhead and Windsor Library and several other locations in order to make the classes accessible to all. The workshops were provided through a joint funded service provided by Slough Borough Council and WAM. It was noted that some of the classes could be provided for free if there was a demand for this and that Parwati should be contact for this purpose. Most groups had a small cost per session but that this was minimal in order to encourage participation locally.

BUILDING BETTER OPPORTUNITIES FUND

Harjit Hunjan outlined the above titled item. It was highlighted the National Lottery Fund was the primary source of funding for the Building Better Opportunities Fund and that it was aimed at helping adults with a lack of confidence who were furthest away from the job market. The Fund aimed to promote opportunities that would deliver on confidence, employment skills, training and sustainable employment. It was highlighted that there was a referral service that had been set up at Slough Borough Council and RBWM, which aimed to “grow your own” by promoting opportunities for staff and future candidates for roles. At the end of the update Members of the Forum were advised to contact Harjit Hunjan for more details and information.

WINTER FESTIVAL

Zvetlana Zaychenko gave a presentation on the above titled item. Members were shown two short video clips of the most recent festivals that Svetlana had organised for the Russian Community. Highlights of the festival included dancers, singers and children's entertainers. The Forum were told that the previous Mayor, Councillor Lenton and his wife had been in attendance at the Winter Festival. It was highlighted that more events would be planned and that the ambition was to delivery more varied for e.g. workshops for children and a modern Russian folklore concert. The forum were informed that her biggest upcoming project would be a charity event which would be ticketed. Details of the upcoming Winter festival would be circulated to all and it was estimated that at present 200 people had been invited and that this year would see a good turnout. It was also noted that the cost of transport had been significantly expensive as most participants attended from London areas and that any donations would be gratefully received.

COMMUNITY AND MEMBERSHIP UPDATE

- Jeffrey Prick (Thames Valley Police) informed the Forum that there had been a dramatic increase in the number of elderly and vulnerable scams and for all forum members to remain vigilant, seek support/assistance and report cases accordingly.
- PC Louise Warbrick (Thames Valley Police) updated the forum on the minimised impact of the Royal Wedding. It was noted that a new Safety Hub would be launched on the 19th October and would be led by the Windsor Street Angels to negate night time anti-social behaviour. The safety hub would be run over the Christmas eve and New Year's eve period and would run as a pilot initially and would link into support for rough sleepers and those without permanent accommodation. It was also highlighted that as part of the partnership with Achieving for Children (AFC) and RBWM that a month of activity would be launched around children sexual exploitation, rough sleeping, young persons and drug addictions and knife crime. The Forum were also told that there was a conference on PREVENT taking place in the last week of September. Forum Members were also informed that there had been 281 hate crime occurrences and this had increased slightly from last year's figure (244). These occurrences included racially aggravated, religious aggravated, physical disabilities as the top reasons for these hate crime incidents. It was highlighted that the highest offending ethnicity was White British, followed by White Northern European aged 31-35 with victims predominantly being of an Asian or Muslim profile. 72% of offenders were male and reports that had been reported were mostly linked to road rage, neighbourhood disputes or night time economy staff/services.

ACTION- To add Hate Crime as an item for a future Forum meeting

- Paul Samuels (Mens Matters), updated the forum with details of the success of the monthly drop ins. Mens Matters had been registered as a charity for the past three years. Forum Members were told that the two year plan was in place until 2020 and this would involve the opening of more drop in sessions for Mens Matters in the Slough area. It was also highlighted that the AGM for SWAMI was taking place on the 20th September and that this initiative had been successful in bringing communities together. It was noted that the planned high street event that took place in July had a good turnout of attendance.
- Usha Parmar (Berkshire Fire Authority), updated the panel with details of referrals for persons aged over 65 year olds, home fire safety sessions and fire alarm fittings. Forum Members were reminded that there was an open day at the Maidenhead Fire station taking place on the 22nd October which was open to all of the community. Risk Assessment support would be available on the day for officers or individuals who may need this assistance.
- Parwati Mistry updated the forum with details of the 'Healthy Eating Workshop' which was taking place on the 5th October.
- Liz Barr (WAM Get Involved) informed the forum that the voluntary awards training would take place on the 20th September and that various courses such as introduction to modern slavery would be taking place at the Town Hall later this year. A training session would take place on the 4th December and the WAM Get Involved Forum would take place on the 14th November at Maidenhead Synagogue.
- Norden Farm had hosted a successful Kite Festival in Boyn Hill with over 400 attendees and had engaged with over 1500 people. As part of Norden Farm's 10th anniversary, a lantern parade had been organised. Promotion of the 'Fir Tree Moomins Tale'. It was also highlighted that a social arts group had been organised for isolated adults.

At the conclusion of the Community and Membership updates, Councillor S Rayner and the Chair thanked SGI UK for hosting the meeting and Members for attending.

DATES OF FUTURE MEETINGS

The date of the next meeting was confirmed as:

- 5th December 2018 at 10am- Venue (to be confirmed)

The meeting, which began at 10.33am, finished at 12.07pm

CHAIRMAN.....

DATE.....