

NOTICE  
OF  
MEETING  
  
**DISABILITY AND INCLUSION FORUM**

will meet on

**MONDAY, 21ST JUNE, 2021**

**At 11.00 am**

by

**VIRTUAL MEETING - ONLINE ACCESS, ON [RBWM YOUTUBE](#)**

TO: MEMBERS OF THE DISABILITY AND INCLUSION FORUM

ANGELA CLARK (CHAIRMAN), LISA HUGHES (VICE CHAIRMAN), SHARON BUNCE, SHARON CARRIGAN, TIM CLARE, PETER HALEY, DOMINIC MANLEY, JO MAXWELL HERON, ROBIN PEMBERTON, CLAIRE WATSON AND COUNCILLORS GURPREET BHANGRA AND JOHN BOWDEN

Karen Shepherd – Head of Governance - Issued: 11 June 2021

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](http://www.rbwm.gov.uk) or contact the Panel Administrator **Shilpa Manek** 01628 796310

**Recording of Meetings** – In line with the council's commitment to transparency the Part I (public) section of the virtual meeting will be streamed live and recorded via Zoom. By participating in the meeting by audio and/or video, you are giving consent to being recorded and acknowledge that the recording will be in the public domain. If you have any questions regarding the council's policy, please speak to 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>  A welcome from the Chairman and introductions of all present.																																																													
2.	<u>APOLOGIES FOR ABSENCE</u>  To receive any apologies for absence.																																																													
3.	<u>MINUTES FROM THE LAST FORUM AND ACTIONS MONITORING</u>  To agree the minutes of the last Forum held on 15 March 2021 and receive updates on the actions.	5 - 14																																																												
4.	<u>MATTERS ARISING - A308 TOUCAN CROSSING, SURROUNDING PAVEMENTS AND CYCLE RACK</u>  To receive a written update from Sarah Plowman, Senior Commissioning Officer. To be read by Helen Preedy, Equalities and Community Engagement Officer.	Verbal Report																																																												
5.	<u>MATTERS ARISING - BLUE BADGE PARKING</u>  The following update has been received from Neil Walters, Parking Principal. <table><tr><th>Site</th><th>Blue Badge spaces in the past</th><th>Blue Badge spaces now</th><th>Works to be carried out and status</th><th>Blue Badge Spaces After</th><th>Expected completion date</th></tr><tr><td>Grove Road</td><td>0</td><td>2</td><td>N/A</td><td>2</td><td>Complete</td></tr><tr><td>Park Street</td><td>6</td><td>6</td><td>Ongoing</td><td>10</td><td>End Aug 21</td></tr><tr><td>Providence Place</td><td>0</td><td>2</td><td>N/A</td><td>2</td><td>Complete</td></tr><tr><td>West Street</td><td>9</td><td>14</td><td>N/A</td><td>14</td><td>Complete</td></tr><tr><td>Nicholsons Lane</td><td>0</td><td>2</td><td>Ongoing</td><td>2</td><td>Complete</td></tr><tr><td>St Ives Road</td><td>4</td><td>4</td><td>Ongoing</td><td>6</td><td>End Sept 21</td></tr><tr><td>Bridge Avenue</td><td>0</td><td>2</td><td>Ongoing</td><td>2</td><td>Complete except signage</td></tr><tr><td>Old Town hall Car park</td><td>4</td><td>0</td><td>N/A</td><td>0</td><td>Complete</td></tr><tr><td>On street parking other</td><td>11</td><td>11</td><td>N/A</td><td>11</td><td>Complete</td></tr></table>	Site	Blue Badge spaces in the past	Blue Badge spaces now	Works to be carried out and status	Blue Badge Spaces After	Expected completion date	Grove Road	0	2	N/A	2	Complete	Park Street	6	6	Ongoing	10	End Aug 21	Providence Place	0	2	N/A	2	Complete	West Street	9	14	N/A	14	Complete	Nicholsons Lane	0	2	Ongoing	2	Complete	St Ives Road	4	4	Ongoing	6	End Sept 21	Bridge Avenue	0	2	Ongoing	2	Complete except signage	Old Town hall Car park	4	0	N/A	0	Complete	On street parking other	11	11	N/A	11	Complete	--
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6.	<p><u>MATTERS ARISING - BOROUGH LOCAL PLAN</u></p> <p>To receive an update from Lisa Hughes, Vice Chairman.</p>	Verbal Report
7.	<p><u>MATTERS ARISING - CHANGES TO SUPPORTED EMPLOYMENT</u></p> <p>Presentation to be given by Melissa Whitley, Employment Coach, Supported Employment Services, Optalis.</p>	15 - 20
8.	<p><u>ITEM - WEBSITE IMPROVEMENT AND PANEL OF RESIDENTS UPDATE</u></p> <p>To receive a written update from Dan Brookman, Head of Transformation. To be read by Helen Preedy, Equalities and Community Engagement Officer.</p>	Verbal Report
9.	<p><u>ITEM - COMMUNITY HUB PROJECT UPDATE</u></p> <p>Written update provided by Jesal Dhokia, Transformation Project Manager.</p>	21 - 24
10.	<p><u>ITEM - HOUSING STRATEGY UPDATE</u></p> <p>Written Update provided by Tracey Hendren, Head of Housing, Environmental Health &amp; Trading Standards.</p>	25 - 32
11.	<p><u>ITEM - PEDESTRIAN STRATEGY UPDATE</u></p> <p>Sharon Bunce, Forum Member, to give Forum verbal update.</p>	Verbal Report
12.	<p><u>ITEM - CLIMATE CHANGE AND THE IMPACT ON DISABLED PEOPLE</u></p> <p>Verbal Update provided by Councillor Donna Stimson.</p>	Verbal Report
13.	<p><u>ITEM - REGENERATION UPDATE</u></p> <p>Written update to be provided at meeting.</p>	Verbal Report
14.	<p><u>DATE OF NEXT FORUM</u></p> <p>Monday 13 September 2021 Monday 13 December 2021 Monday 14 March 2022</p> <p>All Forum meetings will be at 11am.</p>	

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# Agenda Item 3

## DISABILITY AND INCLUSION FORUM

MONDAY, 15 MARCH 2021

**PRESENT:** Councillors Angela Clark, Lisa Hughes, Bunce, Sharon Carrigan, Peter Haley, Manley, Robin Pemberton, Watson, John Bowden and Gurpreet Bhangra

Also in attendance: Councillors Ross McWilliams, John Baldwin, Simon Bond, David Coppinger, Carole Da Costa, Maureen Hunt, Samantha Rayner, Gurch Singh and Donna Stimson

Officers: Jesal Dhokia, Emma Duncan, Tracy Hendren, Angela Huisman, Shilpa Manek, Helen Preedy and Neil Walter

### WELCOME AND INTRODUCTIONS

The Chairman welcomed all to the meeting and read out the virtual meeting note.

### APOLOGIES FOR ABSENCE

No apologies for absence had been received.

### MINUTES FROM THE LAST FORUM AND ACTIONS MONITORING

**RESOLVED UNANIMOUSLY: that the minutes of the meeting held on 14 December 2020 were a true and accurate record.**

This was proposed by Lisa Hughes and seconded by Dominic Manley.

### MATTERS ARISING - A308 TOUCAN CROSSING, SURROUNDING PAVEMENTS AND CYCLE RACK

The Chairman read out an update from Vikki Roberts, Principal Commissioning Officer. It read that the forecourt refurbishment was underway and would be completed by May 2021.

The updates with regards to accessibility aspects agreed with David Scott in December for the removal of the two trees would be carried out on 5<sup>th</sup> March 2021 and the surrounds made good. The grinding of the stumps will be removed at a later date when the next road closure was in place at the beginning of April. The installation of a barrier (railing) at the north end of the bike racks would be completed once the tree was removed (middle of March).

The Chairman reported that she had noticed that one tree had been removed.

The Chairman would keep this item on the agenda until all the work had been completed.

Neil Walters reported that he had confirmation from Vikki Roberts that both trees had now been removed.

Lisa Hughes confirmed that both trees had been removed.

Councillor Singh asked if there was an update on the ends of the cycle racks.

The Chairman requested a further detailed update for the next Forum meeting.

**ACTION: Keep on agenda and invite Vikki Roberts to the meeting**

#### MATTERS ARISING - BLUE BADGE PARKING

Neil Walter, Parking Principal, updated the Forum on the progress. Since the last meeting and the discussion that took place, Neil Walter informed the Forum that the improvements to the Grove Road spaces had all been agreed and the work was nearly completed. The location of the bays had been moved and some of the railings would be removed so that those using the bays would have direct access to the footpath. The changes for Park Street, Providence Place and West Street had all been issued and agreed and the work would be complete in the next few weeks. As far as Bridge Avenue was concerned, these were part of many other changes. Neil Walter had received confirmation of the additional restrictions that there would be for residents so that work had also now been ordered including the 12-metre section of disabled bay. Nicholson's Lane and St Ives Road were both on hold as further information was being awaited. The lowering of the kerbs would be looked at once all the initial work had been carried out. The funding had been agreed for this work.

Councillor Singh asked about the timelines for the bays to be in place on Bridge Avenue. Neil Walter responded that it would be another three to four weeks, middle of April.

Dominic Manley asked if, as per the minutes of the last meeting, had fifteen new bays been completed? Neil Walter informed the Forum that all the permissions had been granted but the work had not completed yet.

The Chairman thanked Neil Walter and suggested it stay on the agenda until the work had been completed.

**ACTION: Keep on agenda and invite Neil Walter to the meeting**

#### MATTERS ARISING - BOROUGH LOCAL PLAN

Lisa Hughes update the Forum on the BLP. Lisa Hughes had at last year's planning inspector's hearings, again, highlighted the difference between the estimates of current and future need for Accessible Homes. Lisa Hughes had developed from government, NHS and other robust datasets versus the unsubstantiated provision in the Borough Local Plan. The latter was both very small and open to challenge from developers as it had no link to assessed need.

After the hearings Lisa Hughes met with Ian Gillespie, a consultant appointed by RBWM to shepherd the Borough Local Plan through the hearings and the Planning Inspector's approval. Lisa Hughes' estimates were discussed and a re-examination of the financial viability of M4(2) homes.

Another meeting took place shortly before Christmas and Mr Gillespie laid out his proposal for new Accessible Homes, having revisited the financial viability work. The proposal for policy HO2 was for 30% of new homes on developments of 20 or more dwellings to be built as M4(2) "accessible and adaptable" and 5% to be built as M4(3),

wheelchair user dwellings. This would bring RBWM in line with other comparable local authorities and begin to offer residents an opportunity to live in a future proofed home as well as allowing residents who are already living with disabilities a safe and accessible place to live.

Mr Gillespie had hoped that a draft amended Policy HO2 would be produced before Christmas and would email a draft version to the Forum. Lisa had heard no more since then so had no idea whether Mr Gillespie's proposal was accepted internally by RBWM. It would be strange, given the 2020 work done on viability testing, if his proposal is diluted or scrapped.

Lisa Hughes asked if RBWM Planning could provide an update on Policy HO2 and in particular to confirm the draft policy would reflect the increased percentage of Accessible and Adaptable Homes and contain a percentage of wheelchair user dwellings?

Councillor Coppinger, Lead Member for planning, informed the Forum that everybody had been concentrating totally over the last few months on answering all the questions that had been set by the inspector. This had just completed and were awaiting the response from the inspector. For this reason, no update could be provided at this point.

The Chairman concluded the item and asked Councillor Coppinger to update the Forum when he had a response.

**ACTION: Keep on agenda and invite Councillor Coppinger to the meeting**

Councillor Singh asked about a specific planning application and Councillor Coppinger would speak with Councillor Singh outside of the meeting.

Councillor C DaCosta asked if all was approved, how long would it be before changes would be seen in planning applications? Councillor Coppinger could not comment on this until he had seen the report.

The Chairman thanked Lisa Hughes.

#### MATTERS ARISING - CHANGES TO SUPPORTED EMPLOYMENT

The report by Steve Eker, Commissioning Manager, had been published with the agenda. The clerk read out the report.

Lisa Hughes asked a couple of questions, Lisa Hughes wanted to understand the figures a bit more. Also, how would employers be able to deal with two different providers and this caused a lot of confusion. Finally, had the autism partnership board been involved in discussions? Robin Pemberton confirmed that they had not been informed.

**ACTION: Arrange a meeting with Steve Eker, Adult Social Care and Optalis for the Forum. Invite Councillor Hunt and Councillor Carroll to this meeting.**

**ACTION: Keep on agenda and have another update at next Forum**

#### ITEM - 2021/22 BUDGET

Lisa Hughes informed the Forum that the overall spending on Adult Social Care would increase but there were significant cuts to services and support for Adults with Learning Disabilities. Spending on their day services would be halved and two day centres would be closed. Lisa Hughes continued to inform the Forum that £600k would be cut from 211 adults with learning disabilities who lived in Residential care, supported living or have support in a family home or community setting.

Lisa Hughes raised concerns about this at February's Cabinet Meeting and Sharon Bunce along with Lisa submitted questions to the Full Council later in the month (the written and supplementary questions and their responses will be provided to Forum members). The Lead Member for Adults, Children & Health stated these were not budget cuts but part of a transformation strategy. Councillor Carroll said that a significant proportion of the service had been brought in house into Optalis and that was why there was a difference in expenditure, the policy decision had been heavily scrutinised at the time.

In response to the question about the status of an analysis of supported living packages, Councillor Carroll confirmed it had been completed but he wasn't able to provide details at the council meeting. He would write to Sharon Bunce with that information subsequently. This was still being awaited.

In response to the question about the closure of the Day Centres and halving of spending on day services for Adults with Learning Disabilities, Cllr Carroll stated there would be a full, open 12-week consultation. Further details were required for this.

Lisa Hughes commented that people with learning disabilities were among the most marginalised in society; having poorer health, life expectancy and employment prospects while being at greater risk of domestic abuse and dying from Covid.

The other major area of concern in the budget which was raised at the Cabinet related to the digitisation of services and reduction (in hours, locations and staff) of face to face support. Many people with disabilities and older people could not or found it very hard to use online services. This was not made any better by the sub-optimal RBWM website.

Many older residents would not have had training on using the internet and digital services at work, so there were big training and confidence issues to overcome. Many would not have internet access at home. Additionally, age-related impairments such as cataracts, glaucoma, macular degeneration, essential tremor, memory loss and arthritis would make using digital services far more difficult, even for confident and regular internet users. Some younger residents with disabilities would also have accessing and using digital services.

There could not only be a withdrawal of RBWM face to face or telephone service provision and reliance on individual residents or community support. Residents affected by this would be among the most vulnerable in the borough and must have their needs met.

Lisa Hughes suggested that these two items be kept on the agenda.

Claire Watson commented that more consideration be given to everything being online as there were so many young people whose families were in contact through PACiP who were 18-19 years old and were using an iPad at school or college, they only knew how to use the device for school/college.

Councillor Rayner commented that these were really important points and it would be great to pick all these issues up outside the meeting to make all the services better for everyone.

**ACTION: Keep on agenda and have another update at next Forum**

#### ITEM - COMMUNITY HUB PROJECT UPDATE

An update was provided by Jesal Dhokia, transformation project manager. Jesal Dhokia reported that she had worked with a number of organisations and communities across the borough during the first lockdown around covid response. The responses from the communities were looked at and a blueprint project was created initially in the Clewer and Dedworth area. This was based on the evidence from public health and how the community in the area was understood. Five sub-groups were created led by the borough's housing association, these were Community empowerment, Community Safety, Physical Environment Health and well-being and Employment and skills. The main aim was to understand re engage with the communities based on engagement and communication and understand what their strengths were and really change the way that the borough worked with the communities on ground. For the sub-groups, local residents, local organisations and local councillors were invited. A project board was created which was led by an independent Chairman, Peter Hayley. This board was not a decision-making board but engage health and social care to communicate and work together. A steering group was also created for Clewer, Dedworth and Windsor area which was purely community led. The steering group was chaired by the Youth Engagement Service. The Youth Engagement Service already had fifteen community representatives steering the progress of the project. Five sub groups were invited to talk about what they felt needed to change in terms of the borough within that particular area and focus on the strengths of those communities. An example would be, when discussing physical environments, this led to an individual who was a local resident who had an interest in the local environment around planting trees and biodiversity. This was supported and the residents were helped to create a Company Interest Company and engage with other residents who have the same interest. The resident was assisted to access external funding too. Also conversations were had with resident organisations and councillors within the area to understand what their vision was around changing the way that the community led their specific projects. The community conversations were led by three organisations, the Yes Consortium, Community learning Adult skills service and Abri Housing. From the conversations, twenty-seven projects had been identified that the residents wanted. Five projects had been taken forward based on those conversations. The external funding had been accessed to support the projects. The five projects were disadvantaged children in young peoples activities and a mini consortium had been created with the organisations and the local people who wanted to get involved. It had been possible to access £25,000 of external funding to support the youth consortium, to support children and young people at a disadvantage enabling them to access not just digital activities but as we move slowly into out of covid, to access activities in that area. The second area was employment and skills. There were a lot of residents that felt confused about looking for a job so the team were looking to bringing together all the information from the RBWM website for people to access all the information in one place. The third project was about sustainable transport and people and their bikes being stolen, so residents wanted a bike shed to safeguard their bikes. A partnership

had been created with Maidenhead Cycle Hub and they were working with The Swan within Windsor to create and replicate the Maidenhead Cycle Hub activities within Windsor. Some external funding had been secured for this. The fourth area was the physical environment, mentioned earlier and the final project was the food distribution network. Many organisations had developed services to deliver food to vulnerable residents, especially as a covid response. However, the vulnerable residents did not know how to access the services. With the help of Councillor Carol Da Costa, a food network had been created within the area and all the food network organisations had come together to discuss how they could support as many residents within the area. The team had now started looking at Maidenhead.

The project board and steering group would remain the same and organisations and members would be invited to join the steering group. The five topic areas would remain the same, community empowerment, community safety and health environment, health and well being skills and employment and physical environment. The two organisations, the Yes Consortium and the Clas, Community, Learning, Adult Services, would come into Maidenhead and have discussions with as many organisations, residents and officers to understand what needed to be done around Maidenhead. The projects would be very different with Maidenhead as there was a very large BAME population within Maidenhead which the team were hoping to engage with around vaccinations and covid but also other projects going forward. A project under the health and wellbeing project had already been identified where twenty residents had been identified and £50000 of external funding had been secured. This project was to support residents who did not meet the adult social care criteria and threshold but were frequent users in hospital but wanted to be apart of their community and use their strengths to strengthen the community. The national wellbeing circle provider would be brought in to support the Maidenhead Magpies, the Maidenhead Mosque and any other organisation that wanted to get involved and create well-being circles for these 20 people within the community.

**ACTION: Jesal Dhokia to send the Clewer and Dedworth report to members via the clerk.**

Jesal Dhokia reminded all that they could still get involved in the Windsor projects and the Maidenhead ones too.

The Chairman thanked Jesal Dhokia and commented that so much had been achieved in lockdown. The Chairman asked if people with disabilities and housebound had been located in the Clewer and Dedworth area? Councillor Carole Da Costa responded that she was involved in running a community hub in West Windsor and the entire area was leafleted when the hub was set up at the beginning of Covid. Councillor Da Costa informed the Forum that she worked closely with Age Concern and the community wardens, who had a list of vulnerable adults and people with learning disabilities. The community wardens had been informing the hub when people needed additional support. Social services had also referred to the hub to support people who were not able to get out during covid. These opportunities allow the hub to work with residents to look at what the future would look like. The areas being looked at were the recovery of covid and how things move post covid.

Councillor Stimson addressed the Forum and informed them that the council were trying to pull together climate change and sustainability and also health and well being as they were all connected. The lessons learnt from the Clewer and Dedworth projects could be grown upon when moving to Maidenhead, with the experiences from the Disability and Inclusion Forum and the experience of Lisa Hughes.

Lisa Hughes commented that it was a really interesting project. Lisa Hughes commented that it was really important to consider the changes in the libraries and also things like day services for adults with disabilities, particularly learning disabilities as part of the joined up working in order to measure the outcomes clearly.

Lisa Hughes asked who made the decisions and were projects being prioritised according to scale and size across the different wards in the borough and was there a process of measuring outcomes to understand the impact that the projects were having. Finally, Lisa Hughes commented that the people hardest to reach were probably the ones that were not connected to the organisations already mentioned and that Councillor Da Costa's approach was probably reaching more people.

Jesal Dhokia responding explaining that the project board made no decisions but had Optalis, AfC, CCG and a GP representative on that board. The steering group was the decision-making board and that had representatives of the community on there and the five sub-groups under that. The process of measuring outcomes with understanding how the organisations were working within the community and not creating red tape around those organisations. In terms of the hardest to reach, the CV list on the system called Leon had been used to be able to communicate with the clinically extremely vulnerable. These were communicated through the library services.

**ACTION: To keep on agenda and invite Jesal Dhokia to next meeting to give an update on the projects.**

Councillor Rayner commented that Covid had given the council the opportunity to join the dots. The library service had called lots of residents and had done an excellent job of reaching the most vulnerable.

#### ITEM - LIBRARY CONSULTATIONS

Angela Huisman, Library and Resident Contact Lead, gave a presentation to the Forum. (Presentation attached)

The Chairman asked if some of the smaller libraries would close permanently after the consultation. Councillor Rayner responded by explaining that currently the five-year plan for libraries was being looked at including the savings made in the budget for the next financial year. The consultation was being carried out to find solutions so not to have to close any library.

Lisa Hughes asked about the insulation of Maidenhead library. Angela Huisman commented that a few ago the library had to be rewired and the heating was not accommodated in the way it should have been but it had been resolved and the library were now working closely with the sustainability team so that it was as green as possible and as efficient as possible. It would take a few years to get that all in place.

The Chairman asked Angela Huisman to spell out the anachronisms in the presentations. The Chairman urged all Forum Members to complete the consultation.

Angela Huisman asked for assistance with the EQIA's.

**ACTION: Keep on Agenda and invite Angela Huisman to the meeting for an update.**

## ITEM - HOUSING STRATEGY OVERVIEW

Councillor McWilliams informed the Forum that RBWM was putting together its first comprehensive Housing Strategy which picked up on many different areas. The three key areas were properties of delivering new homes, supporting health and wellbeing and delivering homes that support our vulnerable people. Councillor McWilliams continued to give the bigger picture before Tracey Hendren gave a presentation to the Forum. Councillor McWilliams reminded the Forum of the headlines three years ago and commented that the service had improved massively. It is expected that developer partners take the strategy into account when bringing forward any applications and it sets out some really clear priorities for the kind of homes and the kind of places that the council would like to deliver. Councillor McWilliams commented that the Chair and Vice Chair had met with the developers and it had been a very successful meeting.

Tracey Hendren, Head of Housing and Environmental Health, gave a presentation to the Forum. (Presentation attached).

The Chairman asked how many flats in the centre of Maidenhead would be available for social housing? Councillor McWilliams responded that for St Clouds Way, the shared ownership was 30% that was being proposed and he thought for York Road it was 40 or 45% which included socially rented units. Councillor McWilliams offered to find out and inform the Forum.

**ACTION: Councillor McWilliams to inform Forum of exact number of social housing in the new developments.**

Councillor McWilliams continued to inform the Forum that an important point to note was that the schemes were planned when the borough's focus was on shared ownership and Section 106 and affordable housing commitments, and whilst this was still the focus, it was an important part of negotiations with development partners that the housing strategy explicitly states the ambition to deliver on the objectively obsessed need which was a hugely ambitious undertaking because delivering that number of socially rented units was very difficult because of many reasons related to the current system of development in this country.

Lisa Hughes thanked both Councillor Mc Williams and Tracey Hendren. Lisa Hughes asked if the housing register mentioned captured the number of people requesting accommodation who had disabilities or some kind of impairment that would affect their housing need. Tracey Hendren commented that specific questions around what disabilities impact on the household so that the more generic medical conditions could be captured.

Lisa Hughes asked if the registered housing providers such as Housing Solutions and their approach or the RBWM strategy to target them towards building accessible homes and by that Lisa Hughes did not just mean mandatory as these were just for visiting. Lisa Hughes asked for more information on this. Councillor McWilliams commented that the Strategy include a key commitment to working with the registered providers to drive up customer service and customer satisfaction numbers both for tenants and also leaseholders. This is going to be achieved by ensuring that the relationships are more formalised and working more strategically.

Lisa Hughes also asked how RBWM supports both tenants of private rented accommodation but also landlords that are happy to make changes but could not fund them. Tracey Hendren commented that the disabled facilities grant was available for private properties, but permission was needed from the private landlord. The borough were going to adopt a landlords forum which would enable the borough to ask landlords of what the challenges were and work with them to embrace a joint approach.

Councillor Baldwin asked for commitments 11 and 22 to be sent to him as he thought here was a conflict between planning policy and housing policy. He would take this matter offline.

**ACTION: Keep on agenda and invite both Councillor McWilliams and Tracey Hendren to next meeting.**

#### ITEM - BETTER ENGAGEMENT

Emma Duncan, Monitoring Officer, Council's new deputy director for law and Governance. Emma Duncan explained that her role was to help the council make better decisions, whether that was making sure that people had the right information or that the processes were open and transparent. Emma Duncan gave some background and informed the Forum of how things would change going forward to have better relationships which were constructive and responsive. The aim was to have good engagement that created social connections between individuals and groups enhancing motivation and capacity to participate in decision making fostering more open relationship with the community and save time that may have otherwise be spent in fighting long-run battles.

The Chairman asked if the weekly newsletter being published to residents was part of this new change. Emma Duncan informed the Forum that this was through the Communications Team trying to get better links across a whole range of functions with content specific information.

The Chairman raised an issue of a recent consultation called 'Walking and Cycling', within this consultation was some very important information about the closure of Shoppenhangers Road to make it a bus gate. This information was disguised. The Chairman commented that all consultations needed to be very direct and truthful. Emma Duncan commented that the formal consultations had certain requirements to follow and as the Monitoring Officer, she would be making sure that those consultations were legal.

Lisa Hughes thanked the Monitoring Officer. Lisa Hughes was very pleased to the approach going forward. Lisa Hughes suggested that there were many improvements to be made, to have a standard approach to make it easier for residents to participate and respond.

Councillor Rayner commented that cultural changes in the organisation were important and needed to be made. This was a time that the council had the most ongoing consultations.

#### DATE OF NEXT FORUM

The Forum noted the date of the next meeting.

The meeting, which began at 11.00 am, finished at 1.35 pm

CHAIRMAN.....

DATE.....

**Supported Employment  
Service  
Royal Borough Windsor and  
Maidenhead**

# Supported Employment Service

- The Supported Employment Service is a confidential service, which offers help to people with learning disabilities and people with Autism.
- 25 clients transferred from Ways into Work. Contact has been made to introduce the service and offer initial assessments in person or over Microsoft Teams.
- Introduction meetings have been held with various teams and organisations such as Community Team for People with Learning Disabilities, Achieving for Children, Autism Lead for Adults in CMHT and Parents and Carers in Partnership with Windsor and Maidenhead.
- Connections have been made with the Disability Adviser from DWP to discuss what support can be offered to clients who are claiming benefits.
- We are working in partnership with Thames Hospice and going forward we are keen to be involved with the Learning Disability Partnership Board.

# Referral Pathway and Support

- The referral pathway has been secured with Adult Social Teams such as Community Team for People with Learning Disabilities and Achieving for Children.
- If an individual is not known to Adult Social Care Services, we would welcome a conversation to discuss their employment needs.
- Referrals can also be made by using our Enquiry Form on our website or sent to our mailbox at [OptalisEmployment.Services@RBWM.gov.uk](mailto:OptalisEmployment.Services@RBWM.gov.uk)
- Once a referral has been taken, contact is made with the individual to arrange an initial assessment to discuss employment needs and what support is required.
- This will be followed up with subsequent meetings where an individual is supported towards employment goals and aspirations.

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## Additional Information

- We have ensured that we can provide a range of information in different formats for clients, families and professionals. These include leaflets, easy read and a video animation. These materials can be sent out or emailed.
- If anyone has any questions please do get in touch with the Supported Employment Service, either by telephone or email.

Donna Morgans, Head of Supported Employment Service  
Melissa Whitley, Team Lead  
Humayra Fazil, Employment Coach



# Thank You

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## **Embedding Community Response Update** **Jan to June 2021 – report.**

**Responsible Officer: Jesal Dhokia, Transformation Project Manager, RBWM.**

### **1. Introduction**

This report provides Members with an outline of the Embedding Community Response project and the progress to date, by Jesal Dhokia, Transformation Project Manager. The project has moved into its next phase area of Maidenhead, five sub-groups have been set up and will commence mid-June. The project has also been added to the Engagement Platform and will be presented to the panel.

Embedding Community Response - Clewer and Dedworth became the blue print pilot project based on the data drawn from the JSNA but also from what was identified through the COVID response delivery project with communities with RBWM in March 2020.

Now Abri previously known as Radian Housing had already carried out a needs analysis with residents within this area were already planning to integrate the ABCD ethos within their Community Investment Plans<sup>1</sup>, it was an ideal platform for RBWM to join up and begin to transform the way public sector partners worked with RBWM.

A project board with health, adult social care (Optalis) and children services (AFC) partners and an independent chair was created.

A steering group made up of community partners was created to drive the project and the five 5 subs were created to provide an engagement platform for the community to bring forward their ideas.

### **2. Delivery Group Update: CLASS, YES & ABRI**

#### **Community Learning Adult and Skills (CLASS) update:**

- Completed group meetings with 15 organisations and are currently following up with groups that would like support with volunteers
- The Introduction to Volunteering workshops via Zoom are still continuing and support to volunteers around their specific training needs, including matching with training programmes
- CLASS are looking into supporting the vaccination centres with volunteers
- CLASS have completed their conversations with Cllrs and community groups for the Maidenhead project i.e. Hindu Society, Age Concern
- Ongoing conversations with WAM GI to connect and support one another and avoid duplication of training have taken place
- CLASS have communicated with all the volunteers and groups regarding involvement within sub-groups for Maidenhead

***Future work – once volunteers complete the welcome to volunteering workshop, they may want to consider taking part in the Volunteer Passport Scheme: Made up of four modules:***

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<sup>1</sup> APPENDIX A ABRI CIP

*Confidentiality and Boundaries, Adult and Children Safeguarding, Equal Opportunities and Communication Skills. Free to all WAM volunteers and community organisations. For upcoming courses please refer to the link: <https://www.eventbrite.co.uk/o/slough-cvs-amp-wam-get-involved-training-amp-events-648623805>*

### YES update:

- Green Earth Plan, Plastic-free Windsor, 4Motion and Family Friends have joined the youth programme and launched their pilot project for young people called 'Turn It Around' - there has been a great uptake so far. Funding runs out at the end of June so will be looking for further funding going forwards for the summer programme
- YES has had more groups join their consortium and their next meeting (face to face) is at Jubilee Riverside Centre on 25th June around lunchtime
- YES and Frimley CCG have created a short film called 'Poem to a Parent' with young people to raise awareness of parents and carers talking to young people about mental health ([Young people ask for #TimeToTalk with Poem to a Parent \(eastberkshireccg.nhs.uk\)](https://www.eastberkshireccg.nhs.uk))

### ABRI UPDATE

- The Orchards have now been planted at Sawyers Close and the next stage is to make a pump room at Sawyers Close so community groups can use the space (maximum of 12 people)
- Abri are also working with libraries on a digital device loan service scheme for organisations
- The project has also engaged the Employment Support team who will continue to give support to residents throughout the borough.
- July 2021 will see the projects' first Community Action Day at Sawyers Close on 22<sup>nd</sup> July (times TBC). This will act as an communication day for local regeneration plans but local organisations will also attend and have stalls to promote their projects and services

### 3. Clewer & Dedworth Project Groups & Sub-Group Updates

- **Sustainable Transport** – Maidenhead Cycle Hub and The Swan are meeting regularly to launch the Windsor Cycle Hub and hold Dr Bike sessions. Windsor Cycle Hub launched on 6<sup>th</sup> June at the Swan and are currently are linking with OCE to look at funding option
- **Food network** – are having regular meetings and looking at the right options, they have had a session with the Lyon database and are still exploring other areas. West Windsor Hub are reducing open days to Tuesday and Friday. They looking at a specific project about period poverty and sustainability of hygiene products which the group hopes to make and sale.
- **Physical Environment**– orchard at Sawyers Close has been created and a watering group has been set-up to ensure the trees are watered. The biodiversity area is being planned with Wild Windsor and Wild Eton & Eton Wick. Competition being held for a mural. £500 external funding has been sourced from a local business to retain and maintain the planters.
- **Community safety**, exploring further projects to support mental health which has been linked to safety in the community.

### Maidenhead Project

- Project sub-groups are currently being set up, first meetings via Zoom will take place at the beginning of June

- Community conversations for the project have been completed and the insight received from the conversations will be fed into the sub-group meetings
- All project ideas from the sub-groups will be promoted on 'RBWM Together' ([RBWM Together](#)) so residents can vote on the ideas they want to take forwards. This will improve the transparency of the project and resident engagement
- A flyer is being created which can be circulated by Cllrs to encourage residents and local organisations to get involved in the sub-group
- We have now recruited all five chairs for the subgroups
- Jon Adams explained who has recently joined the project from Maidenhead FC has access to funding such as the National League Trust that supports Maidenhead FC's general community programme. This gives them the opportunity to incorporate activities with other partners. They are open to opportunities to work with partners particular for health and wellbeing-based activities.
- Maidenhead FC run a programme called PREMIER PRIMARY STARS which has education sessions such as environment, sustainability and healthy eating. These events are held within primary schools in the borough and will connect resources for this work with other community groups

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<b>Subject:</b>	Disability & Inclusion Forum Briefing
<b>Reason for briefing note:</b>	Requested agenda item – Housing update
<b>Responsible officer(s):</b>	Tracy Hendren, Head of Housing, Environmental Health and Trading Standards
<b>Senior leader sponsor:</b>	Hilary Hall, Executive Director of Adults, Health and Housing
<b>Date:</b>	8 June 2021

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## Summary

A written update was requested from Housing Services for the Disability and Inclusion Forum on:

- The Housing Strategy
- The numbers of social housing units within new developments
- Establishing a Landlords Forum
- Housing register capturing relevant medical conditions / disabilities

An update on each theme has been provided below including relevant statistical data.

## 1 The Housing Strategy

Although the requirement to develop and publish a Housing Strategy is no longer a statutory duty for local authorities, it is imperative The Royal Borough develops a strategy that clearly states its housing ambitions and goals for the future benefit of the residents of The Royal Borough. The Housing Strategy has now been fully consulted upon, ensuring that the ambitions of The Royal Borough reflect those of our residents, partners, and colleagues.

Members and partner organisations were consulted on the Housing Strategy in November 2020, including the option to complete a 'Survey Monkey' consultation response to provide their views and to attend a consultation event to discuss in person. 48 consultation responses were received and analysed in the first consultation round.

The public consultation on the Housing Strategy began on 24 December 2020 and closed on the 3 February 2021. A total of 134 consultation responses were received and analysed during the second round of consultation

The draft Housing Strategy 2021 - 2026 has been developed around three key objectives:

- Deliver New Homes
- Promote Health & Wellbeing
- Support Vulnerable Residents to Obtain and Sustain Appropriate Accommodation

The Strategy's Delivery Plan will be monitored and reviewed, including updates which will be published annually.

The adoption of the Housing Strategy will enable the related action plan to be implemented, monitored, and fed back through the appropriate channels. The final action plan has highlighted the agreed priorities for housing within the Borough through full consultation and adoption at Cabinet. The action plan is SMART, including milestones, ownership and proposed outcome dates enabling demonstration of its effectiveness.

The final stage of the process is for the Housing Strategy to go to Full Council on 29 June 2021, with the recommendation that the strategy is adopted.

Detailed objectives of the Housing Strategy are set out below:

**Deliver new homes:** Deliver thousands of new high-quality homes with a mixture of tenures and sustainable infrastructure to provide a range of housing solutions for our residents

1. Deliver a mixture of housing tenures; social rent, affordable rent, private rented sector, shared ownership, ownership; maximising developments which deliver appropriate homes and adaptable spaces to suit the modern workforce, with ambition to deliver on our assessed need
2. Create homes for ownership by working with partners to create a ladder of housing opportunity, particularly for social housing tenants
3. Liaise with business to ensure we are building homes to support a modern workforce and to help support continued economic growth
4. Support house building in the appropriate location (as per the Local Plan), including maximising housebuilding on brownfield sites and putting the right infrastructure in place
5. Work with Registered Providers to monitor customer satisfaction to enable improved leaseholder and tenant satisfaction and services
6. Work with private sector landlords to improve accommodation standards in the private rented sector, including the provision of appropriate guidance
7. Assess the needs of Gypsy and Traveller communities within the Borough and seek appropriate sites to increase supply and support sustainable communities
8. Expand the Property Company's house building programme to push forward social regeneration and neighbourhood renewal projects

**Promote health & wellbeing:** Use development to drive positive physical and social regeneration, maximise health and social outcomes and reduce health inequalities through the use of green technology and innovative built environments

1. Take a targeted approach to areas of high social and economic deprivation through regeneration, which improves the built environment and supports better education, employment, and housing outcomes for existing and future residents
2. Improve health outcomes by supporting innovative designs that promote well-being and better health (including mental health) outcomes - particularly gardens and green open spaces
3. Incentivise developers to bring forward schemes that support our climate change obligations to achieve net zero by 2050, including supporting carbon-neutral and carbon-positive technologies in new homes
4. Work with private landlords and Registered Providers to retrofit existing stock with zero carbon technologies, particularly with the least sustainable stock
5. Tackle digital inequality and digital poverty by working with housing associations to improve opportunities for their residents to benefit from super-fast broadband
6. Ensure residents with disabilities are not further impacted by their home environment by providing efficient and effective assessment and adaptations through the Disabled Facilities Grants (DFGs) process, maintaining strong partnership working for the successful delivery and implementation of grant-funded interventions
7. Assess the need for supported accommodation, including Extra Care, and review our supported accommodation provision to ensure we are able to offer accommodation to support better health and wellbeing outcomes

**Support vulnerable residents to obtain and sustain accommodation:** Increase support and prevention for homelessness by providing excellent customer service, a range of housing options and good quality temporary accommodation for those in need

1. Create a coalition of temporary accommodation landlords to provide sustainable, reliable, cost-effective temporary accommodation to support homeless households into long-term solutions
2. Strengthen working relationships with existing partner organisations and seek to develop new relationships in order to increase support provision to our residents
3. Consider the purchase of units of quality temporary accommodation to replace those leased from the private sector and ensure value for money
4. Optimise revenue available to create new services by monitoring funding opportunities and bidding for funding where this could fill gaps in service provision
5. Use technology to improve access to services and clearly demonstrate outcomes
6. To improve access to the private rented sector for households who are homeless or threatened with homelessness

7. Explore and optimise opportunities to support vulnerable residents in maintaining accommodation and reduce instances of repeat homelessness
8. Maximise effectiveness of the new 'Tap & Donate' scheme – *Tap 4 Lasting Change*

## 2 The numbers of social housing units within new developments

Affordable housing has been secured from development proposals since at least 2003 using the local plan Policy H3 – this requires 30% of total dwellings to be affordable on sites of 15 or more dwellings.

Delivery of affordable housing since 2012 has been low, averaging around 10% of total dwellings completed. This is partly because of smaller sites coming forward which are below the affordable threshold number and partly due to schemes which *have* triggered the affordable threshold not delivering 30% affordable housing due to viability issues.

As an example, in 2020/21, 85 affordable homes were completed of which 7 were social rent and 78 shared ownership. Shared ownership or low-cost home ownership does provide affordable homes; however this will not always address the wider social housing need.

Several proactive steps have now been put in place to support the delivery of affordable housing. These include:

- A Housing Enabling Officer has been appointed and is consulted on any planning application, or pre-application, which involves affordable housing. After proper assessment of the proposal, appropriate comments are made to Planning.
- Policy HO3 in the Borough Local Plan Submitted Version continues to seek 30% of total dwellings to be affordable housing. Unlike the 2003 local plan policy, this new policy specifies a tenure split of 45% social rent, 35% affordable rent and 20% shared ownership which reflects the Strategic Housing Market Assessment 2016 (SHMA) conclusion for future tenure requirements to meet local housing needs.
- The SHMA also refers to the percentages of dwelling types from future developments, and on larger developments a full range of dwelling types should be secured from 1-bed flats to 4-bed houses. We are also seeking a small proportion of dwellings to be designed to full wheelchair standard for households with mobility needs.
- The Housing Options and Allocations Service has prepared tables showing percentages of affordable types and tenures to inform future developments. These have been sent to Registered Providers and some developers.
- The Council's Housing Register is the key indicator for housing need and in March 2021 68% of households needed social rented accommodation. Total number of households on the Housing Register is currently over 950.
- The recently published Housing Strategy has a clear commitment to deliver a mixture of housing types and tenures

- The Council-owned Property Company seeks to maximise the number of social rent and affordable rent properties in the Borough and have various schemes in their development pipeline

**Table showing the affordable housing development since 2013**

<b>From RBWM Annual Monitoring Reports</b>	<b>2013/14</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>	<b>2017/18</b>	<b>2018/19</b>	<b>2019/20</b>	<b>2020/21</b>
<b>Rent (Social/Affordable/Intermediate)</b>	61	61	14	8	6	38	8	7
<b>Shared Ownership</b>	23	12	3	7	17	13	62	78
<b>Total Affordable Homes Completed</b>	84	73	17	15	23	51	70	85
<b>Total Dwellings Completed (AH + Private)</b>	360	514	608	584	515	705	334	<i>tbc</i>
<b>AH as % of total</b>	23%	14%	3%	3%	4%	7%	21%	<i>tbc</i>

### **3 Establishing a Landlords Forum**

There is a housing affordability crisis in the UK and in The Royal Borough our residents face particularly acute housing costs. The average house price in The Royal Borough is approximately £476,000, which is over 15 times the average UK salary (£30,420). This makes getting into sustainable rented accommodation and onto the house ladder difficult for many of The Royal Borough's residents. To address this key issue, The Royal Borough has submitted a Local Plan for inspection and requires a Housing Strategy to clearly set out the Council's priorities for addressing the housing challenges our residents face.

The Housing, Environmental Health & Trading Standards Service Plan recognises the challenges set out above and clearly sets out the agreed actions for the service including establishing a landlords' forum by December 2021.

Accessing the private rented sector and establishing a positive relationship with local landlords will support an inclusive approach moving forward, an extract of the action plan is included below for information.

Service Name	Team Name	Project Name	Description and Scope	Emerging Milestones/ comments	Lead Officer Role	Due Date
Housing Operations Service	Options & Strategy	Deliver improved services for Private Rented Sector Landlords and their tenants, by developing a bespoke RBWM landlord and tenant offer	Ensure appropriate access to the private rented sector for discharging homelessness duties.  Set up and run a landlord's forum to influence, support and provide training to landlords	Established landlord offer	Lindsay Megson	Dec 2021
Housing Strategy & Residential Services				Established tenant offer  Aligned budgets for both  Website promoting services  Staff training provided	Emma Congerton	

#### 4 Housing register capturing relevant medical conditions / disabilities.

The Council's Housing Register is now an online register, providing applicants with the ability to apply to join the register, supply supporting documents and monitor the progress of their application online.

There are currently 961 households in housing need on the Council's housing register. When applying to join the Council's housing register, applicants are required to provide a range of information about their current circumstances and future aspirations. This includes information pertaining to disabilities.

The table below captures information provided by applicants on the Council's housing register who have indicated they or a member of their household has a disability and the nature of the disability.

Reported disability.	Number of households	% of those on the housing register
Learning disability	75	8%
Long term mental health condition	113	12%
Long term physical condition	211	30%
Permanent physical disability	89	9%
Visual impairment	14	2%

When applications to join the council's housing register are reviewed, an assessment is undertaken as to the household's property requirements, including any adaptations which may be required.

The table below captures information from the assessments of households on the housing register including any specific adaptation which may be needed:

	<b>1 bed</b>	<b>2 bed</b>	<b>3 bed</b>	<b>4 bed</b>	<b>5 bed</b>	<b>6 bed</b>	<b>Total</b>
<b>Ceiling track hoist</b>	0	0	0	0	0	0	0
<b>Full Lift</b>	1	2	2	0	0	0	4
<b>Fully wheelchair adapted</b>	1	4	5	3	0	0	13
<b>Ground floor bedroom</b>	4	5	1	0	0	0	10
<b>Ground floor essential facilities</b>	1	2	1	2	0	0	6
<b>Ground floor toilet</b>	3	5	0	0	0	0	8
<b>Level access shower</b>	12	6	4	0	0	0	22
<b>Over bath shower</b>	2	0	0	0	0	0	2
<b>Ramped access</b>	1	2	2	1	0	0	6
<b>Stair lift</b>	0	1	0	0	0	0	1
<b>Through floor lift</b>	0	1	0	0	0	0	1
<b>Toilet on both levels</b>	0	1	0	0	0	0	1
<b>Wet room</b>	6	5	2	2	0	0	15

The Council's new online housing register provides an enhanced ability to interrogate data available on the housing needs of households in the Royal Borough and is already being used to influence future housing delivery line with key objectives set out above in the Council's Housing Strategy.

## **Conclusion**

Each of the updates above link directly to the Council's Housing Strategy or Homelessness and Rough Sleeping Strategy, the action plans for which will be a live document which will be available annually as a mechanism to provide further updates to the Disability and Inclusion Forum.

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