

Proposal and Report (Revision 01)

RBC's Older Persons Working Group (OPWG)

and its applicability in RBWM.

Overview

This proposal is intended for consideration by the Councillors and Cabinet Members of RBWM who are concerned with services for older people. It is aimed at the older people in RBWM, and specifically at the members of OPAF.

It recommends that RBWM set up an Older Persons Working Group (OPWG) in a similar manner to that operated by Reading Borough Council (RBC).

Terms of Reference

The suggested TOR for an RBWM Older Persons Working Group is shown in Exhibit I of this report and has been drafted drawing directly from RBCs "Terms Of Reference".

It has been produced in response to the OPAF Steering Groups initiative to improve the effectiveness of the voice of the older person in RBWM. It is considered that RBC has successfully run an OPWG since 2011.

The OPAF steering group were made aware of the Reading Borough Councils (RBC) efforts to consult with older people by Age UK. Councillor Greg Jones and Eddie Piekut of OPAF undertook to research how the RBC group operates and its effectiveness. This revision of the OPWG ToR has been produced following a Zoom meeting of the OPAF Steering Committee on Monday 11th April.

The OPAF Steering Group re-affirmed that that RBWM be requested to set up a similar system to RBC's.

How -

- 1/- By considering this document, and any research by RBWM Councillors, if needed.
- 2/- By a Resolution of RBWM Cabinet Members and RBWM Council supporting a decision to run an OPWG.
- 3/ - Through an online portal supported by RBWM and OPAF as part of an "RBWM Together" initiative.
- 4/ - The OPWG, will be funded initially by OPAF, who have some funds previously allocated to them by RBWM. Thereafter other grants and funding will be sought.

Original ToR: 23/02/2022

This Revision date: 11/04/2022

Author: Eddie Piekut (Vice Chairman OPAF) with comments from OPAF meeting 11/04/2022

Running costs are not thought to be a significant factor when setting up and running a sustainable OPWG.

What - Initially Zoom meetings of an online group of Stakeholders.

Who - To be Co-chaired by an OPAF and a Councillor chairman. The initiative is intended to be a Community led partnership, a none-political activity, with cross-party representation from Borough councillors and if possible a Cabinet Member allocated to adult services. The presence of a duly appointed Council Officer would also enhance the OPWG's efficiency in obtaining advice, publicising meetings, and wider dissemination of any news. OPAF experience indicates that the presence of Councillors who are key points of contact is necessary to attract wider audience participation at meetings. This is further attested by the large number of people attending RBC's OPWG's. Full identification of all stakeholders will follow along the lines of those groups listed in Appendix D. Stakeholders may involve County or National organisations, as long as they provide relevant services to RBWM

Where - Meeting only by Zoom for the first 6 meetings. Thereafter the future meetings could be a mix of Zoom and Face to Face meetings.

When - First full meeting would be on a Friday in the fourth quarter of 2022 to allow time for RBWM to agree the TOR and assign people. Thereafter as per TOR timings.

Why - As per the Objectives in the TOR Exhibit 1, in an ever-ageing Borough the need to listen and consult democratically with all stakeholders concerned with the elderly may prompt RBWM and elderly groups to provide information and action ideas that will improve life in the Borough. Appendix A shows the wide ranging list of Agenda items covered by RBC's OPWG over 5 years.

Exhibit 1 -RBWM Borough Council Older People's Working Group (OPWG) Suggested Terms of Reference

The RBWM Older People's Working Group ('the OPWG') is to be established by a resolution of the Royal Borough of Windsor and Maidenhead Council ('the Council') on xxth mmm 2022. Resolution and these Terms of Reference are still to be decided.

For the Municipal Year 2022-2023, Councillors xxx,yyy,zzz, (Number of – and names of councillors to be decided) were appointed to serve on the OPWG, and Councillor xxx was appointed as a Co-Chair.

Objectives

1. To identify and promote awareness of issues facing older people in RBWM
2. To provide a channel for older people to influence the development of local services, particularly those provided or commissioned by RBWM
3. To improve older people's access to information on local services
4. To support older people taking an active role as citizens, either as individuals, through partner organisations, and membership of OPAF.
5. To identify gaps or improvements in services facing older people in RBWM and to work to resolve them

Meetings

1. The OPWG will have an open membership. All older residents of Maidenhead and Windsor will be welcome to contribute their opinions at OPWG meetings. Representatives of relevant groups will be welcome, although such representatives might not be RBWM residents.
2. The OPWG will meet on a pre-planned basis. On selected Fridays during February, April, June, September and November. Avoiding meetings from June through Sept provides a break for the summer holidays. A celebratory December meeting could be held if agreed.
3. For the first year, 2022 through 2023 all meetings will be via Zoom, all meeting Agendas and Minutes to be held on an RBWM Together Website.

Original ToR: 23/02/2022

This Revision date: 11/04/2022

Author: Eddie Piekut (Vice Chairman OPAF) with comments from OPAF meeting 11/04/2022

4. Agendas for the OPWG meetings will be directed by the issues raised by older people. They will be coordinated by the Co-Chairmen. They will be made available on the RBWM Together website with links to OPAF's website at least 5 working days before the meeting.
5. Agenda's and other papers prepared or distributed at the OPWG will be where possible shared in advance of any meeting. Minutes, Agendas, and Presentations will be held on the RBWM Together website. Membership and invitations to the OPWG will be kept as a developing mailing list which will be used to invite those interested to attend meetings. It is noted that OPAF's membership includes 139 interested people and could be used to seed corn initial meetings.
6. "Welcome" "Immediate Concerns" and "no more than four or five Appropriate agenda items" and "Subjects for Future Meetings", are intended to be standing Agenda items. It is noticeable that the RBC attendance at meetings although good, can be variable. Some topics attract more attendees than others. This is why the "Subjects for Future Meetings" should be discussed with those present at the meetings and set the agendas for future meetings.
7. OPWG decisions will, wherever possible, be made by consensus of the attendees.
8. Taking records and circulation of minutes after the meeting will be arranged by appointed members of the OPWG or by Council Officers. Consideration will be given to using "Virtual Assistant" to cut down on the level of Administration.
9. Members may support additional planning meetings to organise events for older people.

Code of conduct for meetings

The OPWG will invite people initially via ZOOM to give honest views. Sometimes feelings can run high, but we want people to be able to participate fully and allow others to have a voice and not feel intimidated.

Attendees and participants at meetings and events are expected to:

- Treat others with respect

Original ToR: 23/02/2022

This Revision date: 11/04/2022

Author: Eddie Piekut (Vice Chairman OPAF) with comments from OPAF meeting 11/04/2022

- Respect equality and diversity by not discriminating against people on grounds of race, gender, disability, religion or belief, sexual orientation or age
- Not bully any person
- Not use abusive, vexatious or malicious language
- Not make unreasonable demands

Review and findings of RBC's OPWG meetings.

Introduction

To explore the most effective strategy for Maidenhead's OPAF group the authors Councillor Greg Jones and Eddie Piekut have looked at the Agendas/Minutes of Reading Borough Councils (RBC) OPWG meetings from 2015 to 2019. They have also attended the Friday 11th of February Zoom meeting of the Working group.

They also express thanks to Nina Crispin (Information & Engagement Officer - Public Health and Wellbeing Team -RBC) and Councillors Gul Khan, and John Ennis, of RBC

Findings and Recommendations

- The OPWG meetings reviewed, covered the elements of OPAFs priorities (and of the UN Age-Friendly Cities initiative). Appendix A shows a list of Agenda items the OPWG covered over 5 years.
 - A well run OPWG is a good process to adopt, as it over the years can cover a wide range of initiatives and make findings and knowledge available to improve services.
- OPWG have six meetings a year. Spaced out throughout the year i.e. On selected Fridays during Feb, Apr, June, Sept, Nov and Dec. The 3-month gap from June to Sept avoids the summer holiday. The December meeting is informal.
 - So, given well-planned meetings. A whole year of dates can be set out in advance. Using Fridays seems to allow those in work to be able to spend some time on the meetings. Although other days may be settled on
- Meetings are scheduled for two hours – and have been held in Reading Council offices.
 - Two hours seems enough time to cover the agendas.
- Meetings are held around a small number of agenda items and are supported by well-written agendas and minutes. The meetings are all recorded. And comments followed through. Documents for years 2015 to 2020 are filed and accessible See Appendix B.
 - Controlling the agenda to 4 to 5 items seems to be essential to run efficient meetings.
- Meetings are attended by a consistent average of circa 50 attendees – (highest attendance of 61 low of 37 from the meetings looked at).

Original ToR: 23/02/2022

This Revision date: 11/04/2022

Author: Eddie Piekut (Vice Chairman OPAF) with comments from OPAF meeting 11/04/2022

- Might be a challenge to find somewhere in RBWM to hold meetings for so many people. This level of meeting attendance in the RBC shows the relevance of the subject. Efficient chairmanship of meetings is necessary and appears to have been readily achieved. Early adoption might be to use Zoom type meetings
- The same Councillors have chaired all the meetings. There is strong representation from Reading Councillors and Reading Council Staff. Appendix C shows the councillors involved and their contact details. Not all of these Councillors attended every meeting.
 - This level of interest in the OPWG issues by RBC councillors demonstrates a level of commitment and openness that is impressive.
- Meeting attendees cover a range of relevant Reading and/or Berkshire Based organisations. See Appendix D. The meetings are open to all.
 - RBWM would need to invite relevant people and organisations to any RBWM OPWG?
- The Terms of Reference for the OPWG were discussed at the Friday 11th February 2022 – 2-4 pm OPWG meeting – and seem to have held up well after 11 years of operation. For adoption by RBWM, it is essential that the **purpose** and **effectiveness** of a group meets RBWM’s need. The suggested Terms of Reference for the OPWG can be found above.
 - The Terms of Reference and the operation of such a group should be discussed and agreed by RBWM.

APPENDIX A - LIST OF OPWG AGENDA ITEMS

The list below shows the Agenda Items covered by the OPWG. It is not in any order of importance. The Author has roughly assigned them to topic areas. Some Items could be categorised under multiple topics. This list shows the range of topics covered over the years. The First agenda item for OPWG is always “Welcome & Matters arising”. “Current Issues” are also always addressed.

On the OPGW Agenda/Minutes
<i>Advice and Education - A history of the Nepalese community and Nepalese war veterans in Reading Chandra Burathoki, The Forgotten British Gurkha Veterans</i>
<i>Advice and Education - Changing in TV Licensing for over 75 and Scams</i>
<i>Advice and Education - Decommissioning of 0845 numbers</i>
<i>Advice and Education - Energy Savings Campaign</i>

Original ToR: 23/02/2022

This Revision date: 11/04/2022

Author: Eddie Piekut (Vice Chairman OPAF) with comments from OPAF meeting 11/04/2022

<i>Advice and Education - Everyday First Aid Programme</i>
<i>Advice and Education - Powers of Attorney</i>
<i>Advice and Education - Reading Active Consultation</i>
<i>Advice and Education - Winter Warmth Discount</i>
<i>Advice and Education - Make Every Contact Count (MECC) Awareness Raising session</i>
<i>Advice and Education - The Reading Assistive Technology Strategy</i>
<i>Consultation - Council Tax Consultation</i>
<i>Consultation - Reading Joint Strategic Needs Assessment</i>
<i>Consultation - Update on Broad Street Cycling Consultation</i>
<i>Consultations - Budget Consultation</i>
<i>Consultations - Council's Budget</i>
<i>Cultural Commissioning Programme</i>
<i>Culture - BAME Community Project</i>
<i>Culture - Carers Rights Day is on Friday 20th November</i>
<i>Culture - Caribbean Serenaders</i>
<i>Culture - Firtree retirement Club - a free open day event</i>
<i>Culture - Nursery Children Choir – Seasonal songs (Christmas)</i>
<i>Culture - Oddfellows Singing Group</i>
<i>Culture - Reading adopt your street</i>
<i>Culture - Seasonal Quiz Michelle Berry, Wellbeing Team</i>
<i>Culture - Tea & Jam Ukulele Music Band</i>
<i>Culture - The Afternoon Tea Party at St Laurence Church</i>
<i>Culture - West Indian Women's Circle (WIWC)</i>
<i>Current issues</i>
<i>Disease Control - Dementia Action Alliance</i>
<i>Disease Control - Diabetes – prevention and diagnosis</i>
<i>Disease Control - Legionnaire Disease Control - Prevention</i>
<i>Disease Control - MacMillan Cancer Education Project</i>
<i>Disease Control - Mental Health monitoring in older people living at home</i>
<i>Disease Control - Reading Recovery College - mental health</i>
<i>Facilities - Highways issues – road conditions / pavements</i>
<i>Facilities - Moving the Maples Resources Centre to Rivermead</i>
<i>facilities - New National Cycle Network Route</i>
<i>Facilities - Public Facilities access around the town centre</i>
<i>Facilities - Street Lighting</i>
<i>Facilities - The Maples Resource Centre at Rivermead</i>
<i>Health and Wellbeing - The Care Act in Reading</i>
<i>Health and Wellbeing - Adult Education - have your say on</i>

Original ToR: 23/02/2022

This Revision date: 11/04/2022

Author: Eddie Piekut (Vice Chairman OPAF) with comments from OPAF meeting 11/04/2022

<i>Health and Wellbeing - An update on the shape and quality of local GP Services</i>
<i>Health and Wellbeing - Better Care Fund Integration</i>
<i>Health and Wellbeing - Fitness - Beat the Street</i>
<i>Health and Wellbeing - Mindfulness and relaxation</i>
<i>Health and Wellbeing - NHS Long Term Plan – what it means for voluntary organisations and older people</i>
<i>Health and Wellbeing - Older People’s Day</i>
<i>Health and Wellbeing - Reading Cycling Campaign (RCC)</i>
<i>Health and Wellbeing - Reading Health and wellbeing Strategy 2017-2020</i>
<i>Health and Wellbeing - The Council’s approach to promoting wellbeing and making sure people can get the information and Advice and Education - they need</i>
<i>Health and Wellbeing - using 3B’s Café Bar</i>
<i>Health and Wellbeing - Whitley Men’s Shed</i>
<i>Health and Wellbeing Strategy Consultation</i>
<i>Health and Wellbeing Updates – Flu Vaccination and Winterwatch</i>
<i>Health and Wellbeing- Oddfellows – a befriending and support service</i>
<i>Love food hate waste campaign</i>
<i>Museum English Rural Life – making medicine of the past</i>
<i>Planning - Plans for South Side of Reading Station</i>
<i>Safety - Cycling Consultation in Broad Street</i>
<i>Safety - Fraud and Scams</i>
<i>Safety - Remain safe in your home with Telecare Adaptations and Equipment</i>
<i>Safety - Travelers</i>
<i>Services - Improving Services for Older People – consultation</i>
<i>Services - Living Well Services</i>
<i>Services - StreetCare and Green Bin Charges</i>
<i>Services - Bin collection Changes to bin collection</i>
<i>Services - Buses Feedback from Reading Buses</i>
<i>Services - Connected Care /Share Your Care</i>
<i>Services - Crematorium and Registration Services</i>
<i>Services - Fire Services Changes in service delivery – Fire Services</i>
<i>Services - Healthwatch was launched in Reading in April 2013.</i>
<i>Services - Improving Day Services for Older People</i>
<i>Services - Introducing Physician Associates</i>
<i>Services - Library Services</i>

Original ToR: 23/02/2022

This Revision date: 11/04/2022

Author: Eddie Piekut (Vice Chairman OPAF) with comments from OPAF meeting 11/04/2022

<i>Services - Pharmaceutical Needs Assessment (PNA)</i>
<i>Services - Police Community Support in the town centre</i>
<i>Services - Preventative Services funded by Reading Borough Council - a list like age friendly cities have</i>
<i>Services - Reading Buses – routes and schedules updates</i>
<i>Services - Recycling Bins</i>
<i>Services - Refuse Collection/Recycling</i>
<i>Services - REMAP Berkshire designs & manufactures, or adapts, special equipment for people with disabilities, that are not available to buy</i>
<i>Services - Support for people with dementia</i>
<i>Services - Technology Enabled Care Services (TEC) - Nickey Hardey, RBC</i>
<i>Services - Winter Watch (Richard Pike/RBC)</i>
<i>Services - Neighbourhood Services Survey</i>
<i>Transport - Bus Routes</i>
<i>Transport - Traffic Disruption to the traffic in the town centre (Thames Tower)</i>
<i>Transport buses -Changes to the Concessionary Fares Scheme for Older Person Pass Holders (Transport Team, RBC)</i>
<i>Wellbeing - Pensions and changes to Pensions Regulations</i>

APPENDIX B

It is a particular feature that the RBC Councillors involved are all contactable – with emails, addresses and telephone numbers all available.

OPWG Committee details

Councillor	Street	Town	Post code	telephone	email
Gul Khan (Chair)	33 Lorne Street	Reading	RG1 7YW	07977 513295	gul.khan@reading.gov.uk
Micky Leng	Bridge Street c/o Civic Offices	Reading	RG1 2LU	07753 311110	micky.leng@reading.gov.uk
Helen Manghnani	6 Albert Illsley Close	Tilehurst Reading	RG31 5PJ	0118 941 6402	helen.manghnani@reading.gov.uk
Rose Williams	32 Alan Place Bath Road	Southcote Reading	RG30 3BW	0118 962 3384	rose.williams@reading.gov.uk
Councillor	5	Reading	RG30	0118 958	john.ennis@reading.gov.uk

Original ToR: 23/02/2022

This Revision date: 11/04/2022

Author: Eddie Piekut (Vice Chairman OPAF) with comments from OPAF meeting 11/04/2022

John Ennis	Hampstead Court Grovelands Road		2QQ	1893 07891 382672	
Karen Rowland	Civic Offices	Bridge Street Reading	RG1 2LU	0118 956 8926	karen.rowland@reading.gov.uk

APPENDIX C

The Meetings are all recorded with easy access. Documents for years 2015 to 2020 are filed and accessible.

- [6 Nov 2015](#) - Documents available
- [11 Sep 2015](#) - Documents available
- [26 Jun 2015](#) - Documents available
- [9 Apr 2015](#) - Documents available
- [6 Feb 2015](#) - Documents available
- [4 Nov 2016](#) - Documents available
- [9 Sep 2016](#) - Documents available
- [24 Jun 2016](#) - Documents available
- [8 Apr 2016](#) - Documents
- [5 Feb 2016](#) - Documents available
- [15 Dec 2017](#) - Documents available
- [3 Nov 2017](#) - Documents available
- [8 Sep 2017](#) - Documents available
- [23 Jun 2017](#) - Documents available
- [7 Apr 2017](#) - Documents available
- [3 Feb 2017](#) - Documents available
- [14 Dec 2018](#) - Documents available
- [2 Nov 2018](#) - Documents available
- [7 Sep 2018](#) - Documents available
- [22 Jun 2018](#) - Documents available
- [6 Apr 2018](#) - Documents available
- [2 Feb 2018](#) - Documents available
- [13 Dec 2019 2.00 pm](#) - Agenda
- [8 Nov 2019 2.00 pm](#) - Agenda
- [6 Sep 2019 2.00 pm](#) - Agenda
- [21 Jun 2019 2.00 pm](#) - Agenda
- [5 Apr 2019 2.00 pm](#) - Agenda

Original ToR: 23/02/2022

This Revision date: 11/04/2022

Author: Eddie Piekut (Vice Chairman OPAF) with comments from OPAF meeting 11/04/2022

- [15 Feb 2019 2.00 pm](#) - Agenda
- [14 Feb 2020 2.00 pm](#) - Agenda

APPENDIX D

This list shows in Alphabetical order all the organisations who have joined in the OPWG meetings (they were not at every meeting).

Organisations INVOLVED
ACRE (Alliance for Cohesion and Racial Equality)
Action on Hearing Loss
Age UK Berkshire
Age UK Reading
Alzheimer's Society
Arthritis Care
Berkshire Cancer Centre
Berkshire HAD Support Group
Berkshire Healthcare Foundation Trust
Berkshire REMAP
Bowling Club
British Red Cross
C.S.R. F
Carers Hub
Civil Service Pensioners Alliance,
Civil Service Retirement Fellowship (CSRF)
Creative Support
Crossroads Care
CSRF
Cultural Development, RBC
Department of Work and Pensions
Depression Expression
E.R.F. A
Engage Befriending
Firtree
Forestcare
Get Berkshire Active

Original ToR: 23/02/2022

This Revision date: 11/04/2022

Author: Eddie Piekut (Vice Chairman OPAF) with comments from OPAF meeting 11/04/2022

Gnostic Fellowship
Grovelands Walking Group
Healthwatch
Intelligent Health
John Lewis Partnership
M.S. Society
Macmillan
NAG,
National Pensioners Convention
New Directions
NHS Retirement Fellowship
NHS Retirement Group
Interglossa Ltd
Oddfellows Society
Older People Neighbourhood Services
Park 60+ Dance and Music DWP
Pegasus Court
PPG Tilehurst
RBC
RBC Sheltered Housing,
RBC Housing Strategy
RBC Neighbourhood Services
RBC Transport
RBC Wellbeing Team,
RBH
ReadiBus
Readifolk/Readipop
Reading & West Berkshire Carers Hub
Reading & Wokingham MS Society
Reading Community Learning Centre
Reading Crossroads
Reading Deaf Centre
Reading Fibromyalgia
Reading Museum, RBC
REBS
Redlands NAGS Reading CAB
Remap Berkshire
Royal Berkshire Fire & Rescue Service

Original ToR: 23/02/2022

This Revision date: 11/04/2022

Author: Eddie Piekut (Vice Chairman OPAF) with comments from OPAF meeting 11/04/2022

S A Central Club for the Retired
South Reading Patient Voice
Southcote Forum
Southcote Group
Southcote Residents Association
SSEN
Stroke Association
Thames Valley National Pensioners Convention
Thames Valley Pensioners Convention
Thames Valley Police
The Stroke Association
U3A
Unison
Walking Group
Walks Programme Coordinator British Red Cross
Wellbeing Team,
West Indian Women Circle
Whitley Community Development Association

Original ToR: 23/02/2022

This Revision date: 11/04/2022

Author: Eddie Piekut (Vice Chairman OPAF) with comments from OPAF meeting 11/04/2022