

West Berkshire Council Disability External Scrutiny Board

Minutes of the meeting held on Thursday, 28 January 2016

Board Members in attendance: John Carr, Alan Fleming, Marcus Franks, Keith Hester, Sue Hinks, Mick Hutchins and Jan Rothwell (Chairman)

Others: Martyn Baker (Parking Manager), Rachel Craggs (Principal Policy Officer), Marcus Franks (Portfolio Holder) and Brian Leahy (Licensing Team Manager)

1 Introduction and Apologies

The Chairman welcomed everyone to the meeting.

Apologies were received from Jo England and Andrea King. Rachel Craggs will be delivering Andrea King's presentation on her behalf/

2 Minutes from previous meeting held on 15 October 2015 and matters arising

The minutes of the meeting of 15 October 2015 were agreed. For an update on previous actions, please see the attached sheet.

Action 2: March 2015 meeting – Alan Fleming has still not received an update from either Tandra Forster or Mary Page and so there has been no conclusion. AF will mention it to the Care Quality Commission (CQC) when he meets them tomorrow on a separate issue. It was noted that this is reflective of a broader issue within West Berkshire Council (WBC) as Board members felt that service users are frightened of complaining. It was agreed that the Board should look at the complaints around care issues and how service users can be reassured. An understanding is required of how many complaints are being received and how they are dealt with. **Action 1: Rachel Craggs to invite the appropriate person to the next meeting to discuss this**

Action 1: October 2015 meeting – Alan Fleming and John Carr confirmed that it is Jo England who can provide the information they require on the grants and assistance available to people with disabilities. This was discussed at a Commissioning Scrutiny Board in December 2014 at which Jo presented a new policy and was asked by Council Members to amend it. **Action 2: Rachel Craggs to locate the report that went to this meeting and invite Jo England to the next meeting**

Action 3: October 2015 meeting – Councillor Marcus Franks advised that due to the 44% reduction in the Council's Revenue Support Grant (RSG), which was announced before Christmas, it was necessary for further spending cuts to be made. As a result, there will be a second phase of consultation on the proposals which will take place from 15 February – 7 March. Two Executive meetings will be held on 11 and 25 February to agree phase 1 and phase 2 of the savings proposals which will then be ratified at Full Council on 1 March. This will be 6 days before the consultation finishes and is due to the tight timescales given by Central Government on the reduction in RSG. Consequently, the budget may change following the end of the consultation.

Action 5: October 2015 meeting – Rachel Craggs advised the Board of the various health-related pages on the WBC website where the link to the Clinical Commissioning Group (CCG) could be inserted. It was agreed that this should be inserted on the Public Health & Wellbeing and the Adult Social Care pages. It will also be put on the same

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page as the existing link to the CQC. **Action 3: Rachel Craggs to arrange for the links to be added**

Action 7: October 2015 meeting – Councillor Franks suggested that Board members lobby the local MPs about the fact that it is only possible to take one wheelchair on Reading Buses. Rachel Craggs was asked to discuss the inaccessibility of the information board on buses to wheelchair users with Matthew Metcalfe and that the PA system is often turned off. **Action 4: Rachel Craggs to contact Matthew Metcalfe**

Action 9: October 2015 meeting – Alan Fleming noted that the road markings are not yet in place in Hilden's Drive. **Action 5: Rachel Craggs to obtain the results of the consultation with residents and find out the next steps for Highways**

Action 10: October 2015 meeting – It was noted that Board members were not aware of the Blue Assist Scheme app mentioned by Matthew Metcalfe to help provide information for people with visual impairments. The Board felt that there was a general issue with the availability of information and leaflets in Braille and John Carr said it would be far cheaper for the Council to purchase a Braille machine enabling these to be printed in-house. **Action 6: Rachel Craggs to obtain information on the number of requests for information in Braille from Moira Fraser**

Action 11: October 2015 meeting – It was noted that the suggestion of fitting repeaters to the St John's Post Office Pelican crossing would not help people with visual impairments. **Action 7: Rachel Craggs to find out the cost and viability of installing the repeaters**

Action 12: October 2015 meeting – it was suggested that perhaps the Access Officer being recruited by Berkshire, Buckinghamshire & Oxfordshire Wildlife Trust (BBOWT) could assist with the Linear Park audit. **Action 8: Rachel Craggs to discuss this with Stewart Souden**

Action 19: October 2015 – Jan Rothwell commented that the change in the Terms of Reference to enable Gwen Mason to attend meant that theoretically Elizabeth O'Keeffe could rejoin the Board. Jan Rothwell added that Elizabeth O' Keefe is closely associated with Newbury Town Council and provided a useful link. **Action 9: The Board to reflect on this and revisit at the next meeting**

3 Presentation on Building Community Together

As Andrea King was unable to attend the meeting, Rachel Craggs delivered her presentation to the Board and a copy is attached with the minutes. The aim of the Building Community Together Programme is to help people to help themselves and help each other using restorative practice, as funding to local authorities and other statutory partners has reduced and will reduce further.

There is also research to show that this is a far more effective approach and work is ongoing in the following communities: Greenham, Newbury Town, Thatcham, Mortimer (including building a bridge to Burghfield), Calcot and Lambourn (including building a bridge to Hungerford). The Building Community Together fund is available to help develop local solutions.

Board Members were asked if they would like to receive the restorative practice training and be involved with the programme. It was agreed that information on the restorative practice training will be sent to Board members and Andrea King will be invited to the next meeting to answer questions and provide an update on the programme. **Action 10: Rachel Craggs**

4 Annual Equalities Report

Rachel Craggs advised that there is a specific duty under the equality legislation that requires council's to publish an annual update on progress with the Equality Objectives by the end of January.

Rachel Craggs gave a presentation to the Board on progress with the following Equality Objectives and a copy is attached with the minutes:-

- Ensure our workforce is reflective of our communities
- Endeavour to minimise discrimination, harassment and victimisation and advance equality of opportunity for employees and all members of our communities
- Implement new ways of working to develop communities to be more resilient in meeting the needs of vulnerable people
- Close the education attainment gap for vulnerable pupils

5 Update on Taxi Usage

Brian Leahy advised that consultation had taken place with the taxi trade on the taxi fleet and the data has been published. Following this, consultation was undertaken on the proposal to provide mandatory disability awareness training. The response to this from the trade had been very disappointing as there had been very little regard for disability or elderly people. The original plan had been to take the report on proposed training to Members in March, however it has now transpired that the removal of the Access Officer is one of the savings proposals. Therefore, Brian Leahy will have to revisit this as the Access Officer would have delivered the training and it will mean they council will have to obtain an external trainer.

However Brian Leahy is still committed to providing the training but he is unable to advise further on this until a decision has been made about whether to cut the Access officer post.

Brian Leahy will come back to the DES Board when the training programme has been developed and he will welcome input from Board members on this. The cost of the training is to be borne by the taxi trade and would have been in the region of £50 if it had been delivered internally.

Gwen Mason said that taxi drivers were saying that the training would not be going ahead. However Brian Leahy advised that he intends to follow it through with Council members.

Alan Fleming expressed concern that taxis drivers will ignore wheelchair users and retain their smaller taxis. Mick Hutchins advised that the Disability Alliance had put down a motion stating that the whole taxi fleet should be wheelchair accessible, which could be phased in. So their stance has shifted as they were conscious that nothing was happening.

Brian Leahy noted that 53% of the West Berkshire taxi fleet is wheelchair accessible but he appreciated this did not mean that they would take any passenger or could take any size wheelchair. The council could mandate that all taxis are wheelchair accessible and specify a specific vehicle but there is a balance to make.

Brian Leahy commented that he is only able to act on intelligence relating to specific incidents where taxi drivers have refused to pick people up and he investigates all complaints.

Brian Leahy will take the report on mandatory disability awareness training to committee in March. There will be opposition to it and it would be very helpful if Board Members

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attended the meeting to put their argument to Council members, as they take note of people who come along and put their view across. He will advise the Board of the date of the meeting. It is important to make a representation and Brian Leahy could present it on the Board's behalf if they are unable to attend. **Action 11: Brian Leahy to advise the Board of the meeting date**

6 Update on New Car Park Transponders

Martyn Baker advised that an upgrade will be taking place to the pay on foot car parks in the next few weeks. This will not result in any reduction in service for Blue Badge holders and should see an improvement in service as it will include new cameras that will read registration plates more effectively.

New transponders have been ordered and these will be distributed when the new system is installed. It will also be possible to have a small disc fitted to the Blue Badge instead of a transponder, which can be held against the entry and exit barriers. This disc will work in all pay on foot car parks and will need to be replaced when the Blue Badge is changed.

It is hoped that the upgrade will take place before the end of March 2016 and all transponder holders will be advised when it is in place. SH said that she will require a phone call to let her know as she is unable to read her post. She will need to come to the Market Street council offices to collect the new transponder as she has returned her faulty one and so will be required to show her Blue Badge to collect it. **Action 12: Martyn Baker to phone Sue Hinks when the transponders are ready for collection**

Martyn Baker advised that in the interim, if it is not possible for Blue Badge holders or their drivers to get of their vehicle to show their badge at the ticket office, they may sound their horn or speak into the microphone at the barrier.

Martyn Baker noted that Blue Badge holders pay at other car parks and this has been the case since 2008. He also advised that the car park by Johnson dry cleaners in Newbury was changing to pay and display and the car park behind the Corn Exchange was changing to pay on foot. Blue Badge holders will therefore have free parking in the car park by Johnson dry cleaners once the change has taken place.

Rachel Craggs was asked to let the Board know the date of the Executive meeting when the removal of the Access Officer post will be discussed and to find out the process for submitting a question. Keith Hester also asked if it would be possible to provide him with transport to get to the meeting. **Action 13: Rachel Craggs to advise**

7 Any Other Business

Access Panel update: there was no update as John Carr had to leave the meeting before this item.

Sue Hinks updated the Board on a positive experience she had last weekend when she travelled to Eastbourne by train with a friend. Her friend had booked travel assistance and they provided a wheelchair. On the return journey, as Thatcham was an unmanned station after mid day, and there would be no one to see them off the train, a taxi was provided and the driver instructed to take them to their respective addresses with no further cost to them.

DES Board meeting times: In order to enable WBC transport to be provided to collect Alan Fleming, Sue Hinks and Keith Hester, it was proposed that the meeting times were changed to run from 11.30 am - 2 pm with effect from the next meeting. It will not be possible for the council to provide lunch, so it was suggested that Board members brought their lunch with them and this was all agreed.

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8 Agenda items for next meeting

- Jo England to provide information on grants and assistance available to people with disabilities
- Andrea King to provide an update on the Building Community Together programme and information on Restorative Practice training
- Brian Leahy to provide an update on disability training for the taxi trade
- Information on the Social Care Complaints procedure
- Nick Carter to provide an overview on the impact of council cuts

9 Future meeting dates

Thursday 14 April 2016, 11:30 – 2pm: Committee Room 1

Thursday 14 July 2016, 11:30 – 2pm: Committee Room 2

Thursday 27 October 2016, 11:30 – 2pm: Committee Room 1

Thursday 26 January 2017, 11.30 – 2 pm: Committee Room 1

All meetings will take place at the Council's offices in Market Street, Newbury

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Building Community Together



Andrea King

Head of Service, Prevention & Building
Community Resilience

Strategic Context

Funding to Local Authorities and other statutory partners has reduced, and will reduce further

We cannot continue to do 'more with less'; we need to think and work together differently

If we succeed we will:

- 'help people to help themselves' and
- 'help people to help each other'and....

then be able to focus our services on those who most need our help

What does different look like?

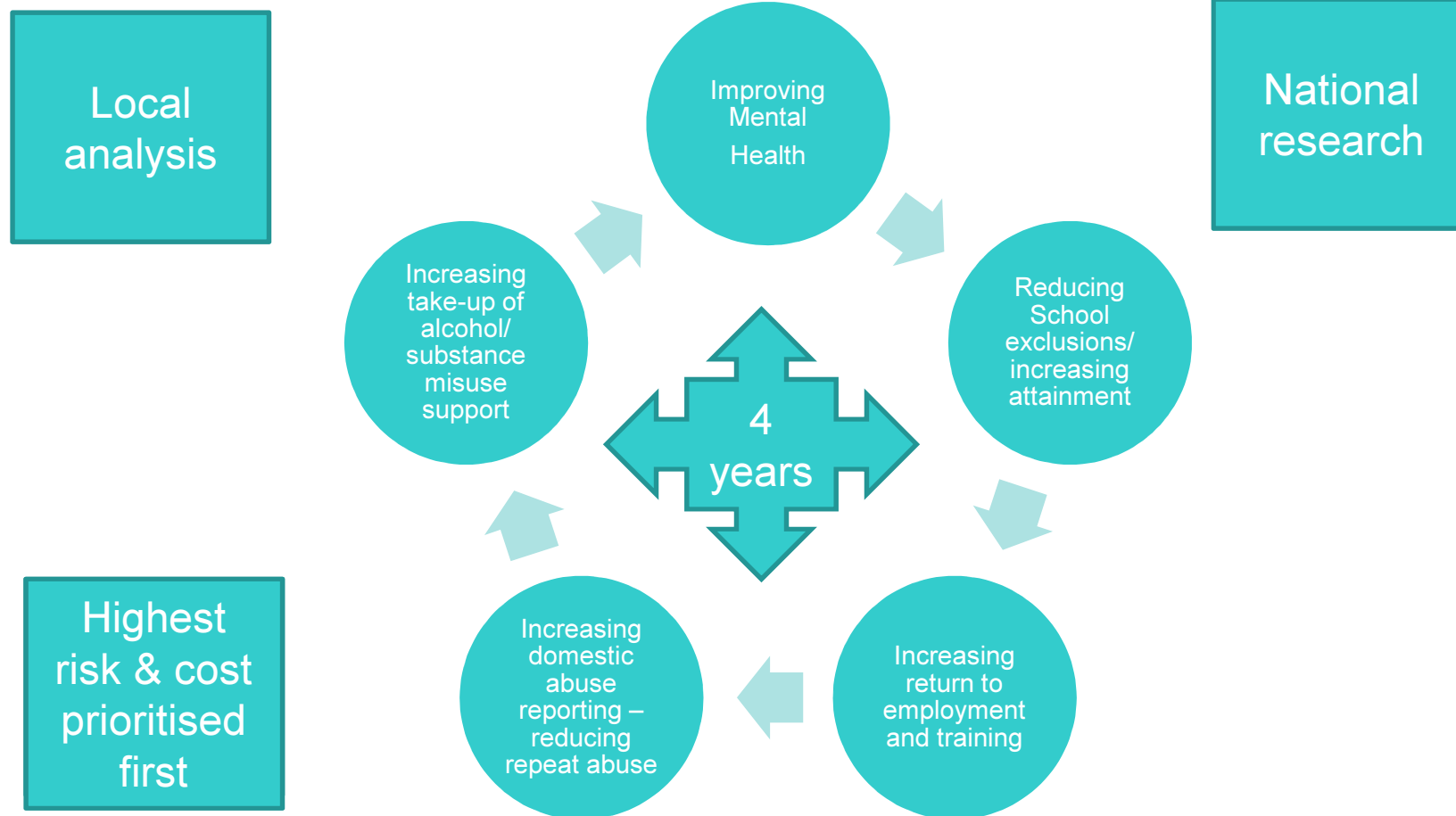
Helping 'early in the life of a problem'

- Not doing things **to** people
- Not doing things **for** people
- But doing things **with** people

Building on **community resources, skills, experience and expertise**

Looking local first - never assuming a 'service' is a solution

Analysis - What do we start with?



Transforming Communities

Greenham

Calcot

Newbury
town

Thatcham

Mortimer
(inc building
a bridge to
Burghfield)

Lambourn
(inc building
a bridge to
Hungerford)



Partnership involves our residents

Community conversations

What are the local talents?

What could be better?

What are the hard things to fix?



Community planning – developing local solutions
(small grants available ‘Building Community grant’)

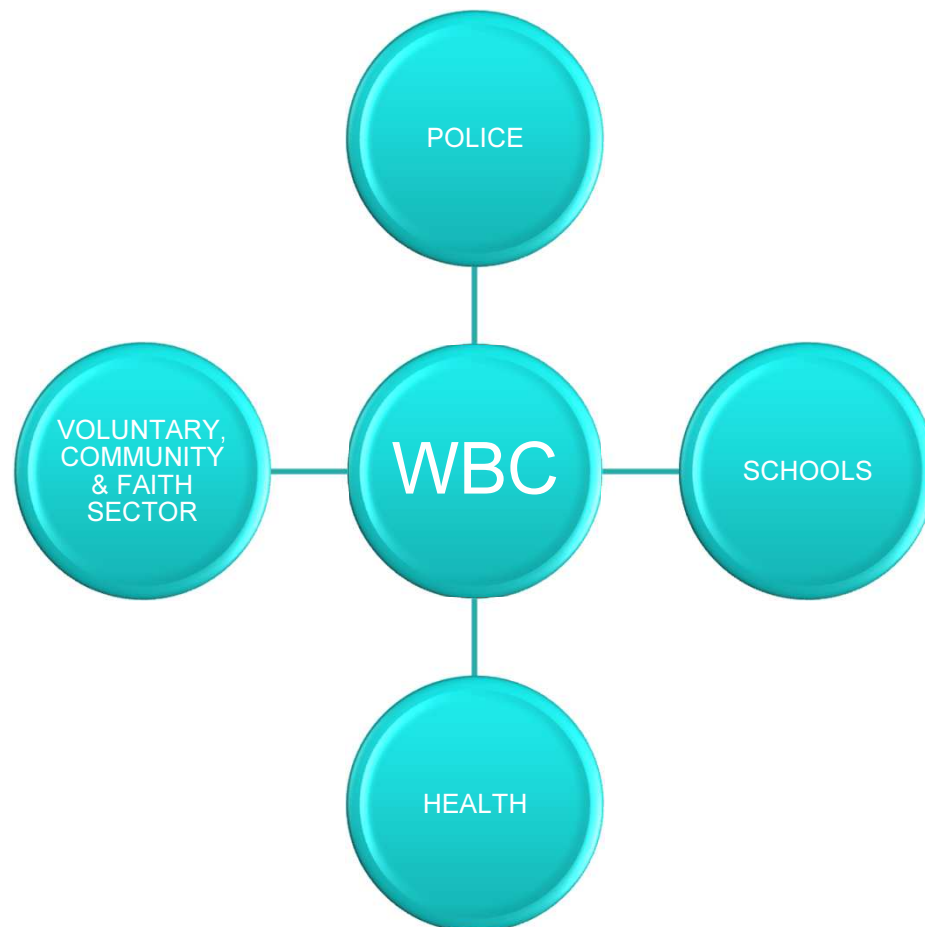


Implementing solutions
Monitoring impact
Sustaining change

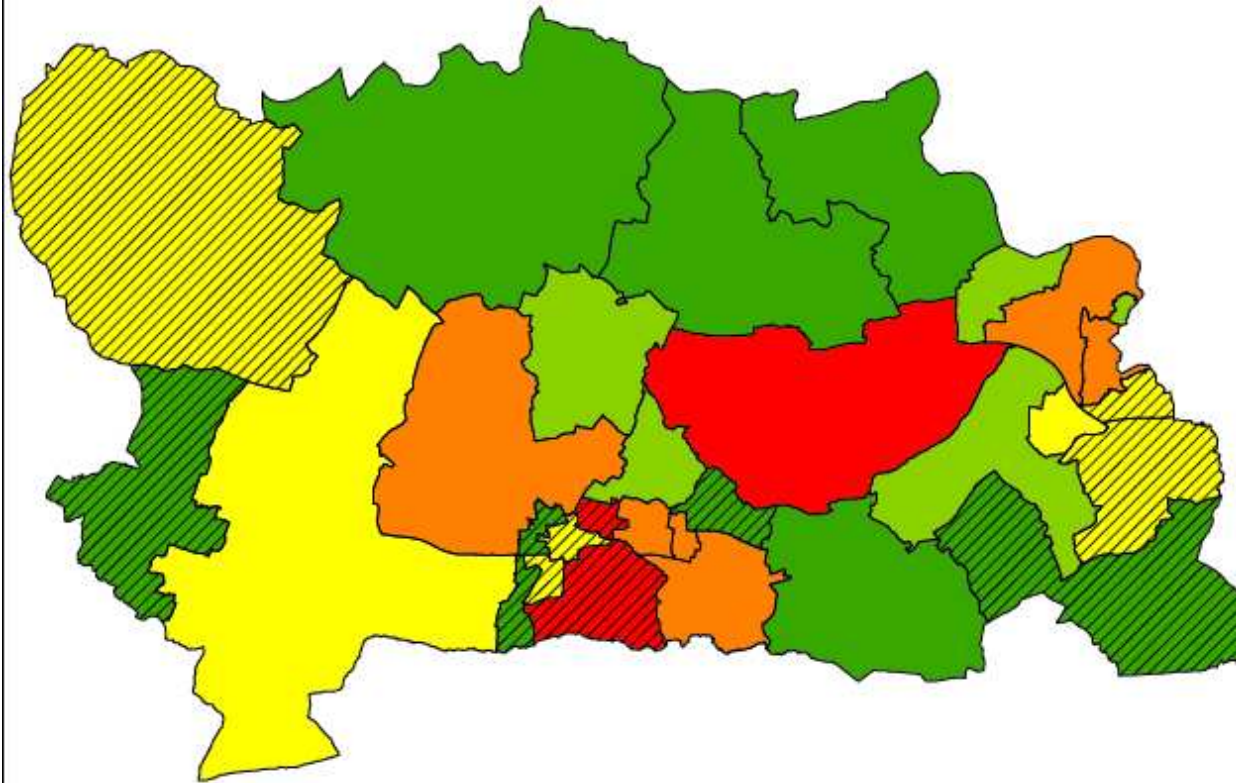
What's happened so far?



Partnership implementation



Emotional Health need looks something like



An Emotional Health Academy

- ❑ Health colleagues had 2 part time workers covering the whole district
- ❑ With help we've been able to triple that
- ❑ Those workers were available to provide support, advice and outreach in your areas
- ❑ You will be able to access additional training and advice from psychologists
- ❑ Children and families will be seen within weeks rather than months
- ❑ We have clinical specialists behind the scenes

Relevance for DES

- ❑ We want to hear from geographical communities, or people linked with similar circumstances or experiences
- ❑ Do you want to starting a conversation to consider:
 - Thinking about the priorities – asking what are the local gaps and needs?
 - What skills and talents are that you have?
 - What could we all contribute or create?
- ❑ Coming up with innovation...designing

solutionabidding...sustaining those changes.



Building Community Together

- ❑ When we come up with innovation or ideas, we need to ensure:
 - It's sustainable
 - It builds on local skills, talents and experience
 - It will make a difference to local people
- ❑ Building Community Together fund is available, with modest revenue and capital investment

Any questions?

THANK YOU

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Equality Objectives Annual Progress Report

April – December 2015

Equality Act 2010

- ❑ Protected characteristics: Age; Disability: Gender Reassignment; Marriage & Civil Partnership, Pregnancy & Maternity: Race: Religion & Belief; Sex: Sexual Orientation.
- ❑ Specific Duty to publish information to demonstrate our compliance with the general equality duty in January each year.
- ❑ Equality objectives taken from Council Strategies for 2014-18 and 2015-19

Ensure workforce is reflective of our community

Review % staff with protected characteristics

- ❑ 75% female
- ❑ 79% aged 35-64
- ❑ 3.75% aged under 25
- ❑ 3.04% 65 and over.
- ❑ 3.49% with a disability
- ❑ 4.07% of Black Minority Ethnic (BME) origin

Ensure workforce is reflective of our community

Breakdown of responses from staff attitude survey

- ❑ % scores for staff with disability lower than those without in key areas eg satisfaction with working conditions; perceived value by council; support received when they joined
- ❑ Information informed report setting out case for corporate budget for staff reasonable adjustments

Ensure workforce is reflective of our community

Produce data showing breakdown in senior roles

- ❑ 83.73% jobs on lowest grades are woman
- ❑ 64.17% middle managers are women
- ❑ 26.32% senior managers are women
- ❑ 47.62% BME employees in lowest grade compared to 40.53% of all employees

Ensure workforce is reflective of our community

- ❑ 91% part time employees are women
- ❑ 54.86% part time workers in lowest graded jobs
- ❑ 0% senior managers work part time
- ❑ 22.92% middle managers work part time

Minimise discrimination, harassment & victimisation

% undertaken mandatory equality & diversity training

- ❑ 66% of managers
- ❑ 73% of staff
- ❑ 71% of Members

Minimise discrimination, harassment & victimisation

Staff positive & negative experiences

- ❑ 5 disciplinary actions against employees
- ❑ 2 grievances made by employees
- ❑ 0 cases of potential discrimination
- ❑ 131 employees left the council
- ❑ 23 took part in an online exit interview
- ❑ 84% positive responses to questions
- ❑ 16% negative responses to questions

Minimise discrimination, harassment & victimisation

Stage 2 Equality Impact Assessments undertaken:

2014-15

- ❑ 16% of reports to Full Council
- ❑ 11% of reports to Executive

2015-16

- ❑ 16% of reports to Full Council
- ❑ 27% of reports to Executive

Minimise discrimination, harassment & victimisation

% contracts <£100,000 whose compliance with the council's Equality Policy reviewed annually

- ❑ Process being put in place to include criteria for annual review
- ❑ Procurement Board Chair to raise need for annual review with contract managers

Develop communities to be more resilient

Number volunteers obtained through the village agents' volunteer scheme

- ❑ Q1: 20
- ❑ Q2 23
- ❑ Q3 23

Develop communities to be more resilient

Approve 95% of high priority Disabled Facilities Grants within 9 weeks of full application

- ❑ Q1: 100%
- ❑ Q2: 100%
- ❑ Q3: Data awaited

Develop communities to be more resilient

Number volunteers received restorative practice training

Q1: 5

Q2: 62

Q3: Data awaited

Close education attainment gap for vulnerable pupils

- ❑ Reduce gap to 22%
- ❑ Proportion pupils eligible for free school meals achieving expected level in Phonics decoding - 51% in 2014/15
- ❑ Proportion pupils eligible for free school meals who achieve 5+ A*-C grades at GCSE inc English & Maths – 33% in 2014/15
- ❑ Data awaited

DES Board Actions List

January 2016 meeting	
Action 1: Rachel Craggs to invite someone to provide information on the Social Care complaints' procedure	Unfortunately Maria Shepherd is unable to attend as she will be on leave. However either Mary Page, the Adult Social Care Complaints' Manager or Maria Shepherd will be able to attend the July meeting and so an invitation has been sent to them.
Action 2: Rachel Craggs to locate the report that Jo England took on grants and assistance available to people with disabilities to a Commissioning Scrutiny Board in December 2014. At this meeting, Jo presented a new policy and was asked by Council Members to amend it. RC to invite Jo England to discuss if appropriate.	<p>RC has spoken to Jo and the only report that she took to Overview & Scrutiny Commission was on the Fairer Contributions Policy, which went to the Commission on 1 July 2014. It was then overtaken by the requirements to make the Policy compliant with the Care Act and a working group was set up with members, Sandy Ralph and David Lowe to redraft it.</p> <p>RC emailed the DES Board on 8/2 to ask if this was what they had been referring to, whether they would like Jo to be invited to the next meeting and if so, what they would like her to update them on.</p>
Action 3: Rachel Craggs to arrange for links to the CCG to be inserted on the Public Health & Wellbeing page, Adult Social Care page and on the same page as the existing link to the CQC.	<p>The link to the Public Health & Wellbeing page and the CCG was inserted on 4/2.</p> <p>Barbara Billett has been requested to add a link between social care and the CCG and she will decide if the link needs to be to the Newbury and District CCG, Reading CCG or Berkshire West CCG federation Group (or all three).</p>
Action 4: Rachel Craggs to discuss with Matthew Metcalfe the inaccessibility of the information boards on Reading Buses to wheelchair users and that the PA system is often turned off.	<p>Email sent to Neil Scott at Reading Buses on 8/2 raising inaccessibility of information on bus stops to wheelchair users when they are on the bus, as the information board is often positioned where they can't see it and the audio system is turned off. He has responded to ask which routes this relates to and an email has been sent to Alan, Mick and Keith requesting this information.</p> <p>Tel 0118 959 4000 /Email NScott@reading-buses.co.uk</p>
Action 5: Rachel Craggs to obtain from Matthew Metcalfe the results of the parking consultation in Dec 15 with residents covering Hilden's Drive and find out the next steps for Highways	<p>Email received from Alex Drysdale on 3/2 advising that the Traffic Order is still with Legal as it is being prepared for advertisement and public consultation. They don't have a date yet for when the consultation will take place (although they hope this will be within the next few weeks) and as some of the proposals are fairly contentious, they expect to receive objections from some road users or residents. As a result an Individual Decision may be required, which adds more time before anything can be implemented on-street.</p> <p>It may be June/July time until they can introduce any yellow lines. Until then any parking or obstruction problems would</p>

	have to be dealt with by the police. Unfortunately other high priority tasks have prevented this particular scheme being progressed any sooner.
Action 6: Rachel Craggs to obtain information on the number of requests for information in Braille from Moira Fraser	Since 2002 MF has received one request for an audio transcript of a meeting and none for Braille or large print. She has suggested that a discussion with the DES Board would be helpful about whether Braille is now out of date and whether service users would be prepared to pay for it if it was required.
Action 7: Rachel Craggs to find out the cost and viability of installing repeaters at the St John's Post Office Pelican Crossing from Glyn Davis	Glyn Davis initially advised that it would be feasible to install repeaters and the cost would be in the region of £1,250. However, he has since advised that he has checked both of the St John's pedestrian crossings and they already have high level repeaters.
Action 8: Rachel Craggs to discuss with Stewart Souden whether the Access officer being recruited by BBOWT could assist with the Linear Park DDA audit	
Action 9: The Board to reflect on inviting Elizabeth O'Keeffe to rejoin the Board due to her close association with Newbury Town Council and discuss again at the next meeting	
Action 10: Rachel Craggs to email Board members information on the restorative practice training and invite Andrea King to the next meeting to discuss the training and provide an update on the programme	Email sent to Andrea on 3/2 asking for information on the RP training and inviting her to the April meeting.
Action 11: Brian Leahy to advise the Board when the report on mandatory disability awareness training for the taxi trade will be going to committee to enable them to make representation.	
Action 12: Martyn Baker to phone Sue Hinks when the new car park transponders are ready for collection	
Action 13: Rachel Craggs to let	RC discussed this with Any Day and emailed the Board to

<p>the Board know the date of the Executive meeting when the removal of the Access Officer post will be discussed, the process for submitting a question and whether it would be possible to provide Keith with transport to get to the meeting.</p>	<p>advise that the meeting is taking place at 5 pm on Thursday 11 February in the Council Chamber. Board members will be unable to speak during the meeting, however they can submit a question before hand and it will need to be emailed to Moira Fraser. As a result, 3 questions have been submitted and Alan will be attending the meeting to ask the questions.</p> <p>RC enquired about whether the Council can provide transport to get Board members to the meeting and unfortunately this is not possible.</p>
<p>Action 13: Nick Carter to be asked to provide information on the impact of the savings proposals at April meeting and his time slot to be changed from 12.30 to 1.30 pm</p>	<p>Agreed in conversation with Melanie Best on 3/2 and NC to attend from 1.30 – 2 pm on 14/4.</p>

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