

**MINUTES OF THE PARISH COUNCIL LIAISON MEETING
HELD AT 7PM ON
WEDNESDAY, 19 SEPTEMBER
BOURGES / VIERSSEN ROOM, TOWN HALL, PETERBOROUGH**

Members Present:

Councillor I Walsh (Chair)	Peterborough City Council
Councillor A Ellis	Peterborough City Council
Parish Councillor Martin Greaves	Werrington Neighbourhood Council
Parish Councillor Ian Allin	Orton Longueville Parish Council
Parish Councillor Jane Hill	Deeping Gate Parish Council
Parish Councillor Sandra Hudspeth	Deeping Gate Parish Council
Parish Councillor Phillip Thompson	Deeping Gate Parish Council
Parish Councillor Dawn Magnus	Eye Parish Council
Parish Councillor Neil Boyce	Castor Parish Council
Parish Councillor Jason Merrill	Bretton Parish Council
Parish Councillor Susie Lucas	Bainton and Ashton Local Council
Parish Councillor Henry Clark	Peakirk Parish Council
Parish Councillor Richard Clark	Wansford Parish Council
Parish Councillor Pamela Blades	Eye Parish Council

Officers Present:

Jawaid Khan	Head of Community Resilience and Integration
Karen Berkley	Assistant Commissioner, Adult Social Care
Sylvia Radouani	Community Capacity Officer and Parish Coordinator
David Beauchamp	Democratic Services Officer

Also Present:

Miriam Martin	CEO - Carers Trust Cambridgeshire, Peterborough, Norfolk
Melanie Wicklen	COO - Age UK Cambridgeshire and Peterborough

1. APOLOGIES FOR ABSENCE

Apologies for absence were received from Parish Councillors James Hayes (Bretton Parish Council) Junaid Bhatti (Bretton Parish Council), John Bartlett (Thorney Parish Council), Lynn George (Clerk, Deeping Gate Parish Council), (Vince Moon (Werrington Neighbourhood Council) and another representative of Werrington. Martin Greaves was in attendance as a substitute, representing Werrington Neighbourhood Council.

It was clarified that any parish councillor or clerk could attend the Parish Council Liaison meeting and there were no restrictions. There was no requirement for parish councils to designate one representative and the Chairman encouraged all parish councils to send at least one representative.

2. MINUTES OF THE MEETING HELD ON 18 JULY 2018

The minutes of the meeting held on 18 July 2018 were agreed as a true and accurate record.

3. INTEGRATION STRATEGY

The Head of Community Resilience and Integration gave a presentation on Peterborough City Council's Integration Strategy.

The Chairman asked attendees for examples of issues that needed tackling in their communities. Examples given included:

- It was suggested that people speaking different languages could be a barrier to integration. An example was raised of a doctor who dealt with 8 different languages being spoken in a surgery who had managed this well and asked if the methods used by the doctor were used by the Head of Resilience and Integration. The Chairman summarised the question as Can public and private bodies deliver to people when there were so many languages to take into account.
- Members asked about what was being done to help the integration of people from Eastern Europe, in particular with regard to the language issues faced.
- The expense and danger of dealing with fly-tipping was raised as an issue. The possibility was raised of using height restrictors to limit fly-tipping by large trucks.
- The representative of Eye Parish Council raised the issues of the overdevelopment, poor quality and poor infrastructure provision in new housing developments.
- The representative of Bainton and Ashton Parish Council stated that it was important for rural communities to have an experience of diversity and different opportunities for people to meet together. For example, Syrian refugees had been invited to the Church at Christmas in Bainton. This had been successful and the representative was keen to build on this.
- The representative of Bainton and Ashton also stated that they had been were trying to get the community involved in different projects. Example included a Church Vision group about how the Church could be used for different activities. Many disparate pieces of work were done in the parish and the representative was keen to duplicate work done in Castor to support neighbourhoods and residents in different ways and integrate these elements. This could be improved through project funding and support that might be available through Peterborough City Council. The Chairman summarised this as bringing people together to get the biggest effect possible for the biggest benefit using everyone's resources and understanding where other resources could be coming from.
- The representative from Castor Parish Council raised the issues of limited employment opportunities in rural areas and especially poor public transport provision making it difficult to access employment opportunities in towns.
- The representative of Wansford Parish Council raised the issue of loneliness and isolation among older people in villages. Poor public transport contributed to this. There was a particular issue with large detached houses being occupied by widowed elderly people. When contacted, that might be the first person they had spoken to in 3-4 days. These were often people who could look after themselves but had become disconnected from the surrounding community. The situation was often made worse by the increasing unwillingness of people to knock on doors and check on each other. The

extent to which people looked after other varied throughout different areas of the village.

- The Chairman thanked attendees and the Head of Community Resilience and Integration and stated that these responses helped with the Integrated Communities work going forward and would help to set future agendas for the Parish Council Liaison meeting.
- It was agreed that the Head of Community Resilience would send his presentation notes to the Community Capacity Officer and Parish Coordinator in order to be distributed to parishes.
- The Chairman stated that the Integration Strategy had been submitted to government. It would later become known which elements of this would be funded and it was hoped that there would be good news soon regarding this. A report would then be circulated to the Adults and Communities Scrutiny Committee and everyone would have the opportunity to look at it.
- The Chairman stated that the integration was bigger than this one submission to central government and it was the development of this bigger picture where the help of the Head of Community Resilience help was particularly appreciated.

ACTIONS AGREED:

- It was agreed that the Head of Community Resilience would send his presentation notes to the Community Capacity Officer and Parish Coordinator in order to be distributed to parishes.

4. CARERS TRUST: UNPAID CARERS

The CEO of Carers Trust Cambridgeshire, Peterborough, Norfolk delivered a presentation which can be found in Appendix 1. Areas discussed included:

- General statistics about the prevalence of unpaid carers locally and nationally
- Background information of the carers trust
- Services offered by Carers Trust in Peterborough
- The impact of caring
- Why the work of Carers Trust matters
- A video animation entitled 'Out of the Woods'
- Contact information and 'How we can work together'

Attendees discussed the presentation and in summary, key points raised and responses to questions included:

- The Chairman thanked the CEO of Carers Trust for her presentation and commented that the video in the presentation was moving, particular the moment at which child did not know where to turn and that often people were not aware that there was help available until a point of crisis.
- The Chairman stated that there could be people in attendees' communities who could benefit from this kind of help.
- Leaflets relating to Carers Trusts' Annual Review and copies of Carers' magazine, which contained useful contact details, were available for attendees to collect.
- An attendee commented that a relative of theirs used to be a care assessor before becoming disillusioned with the limited timescales for care and low pay provided to carers. Poor staff retention was an issue in the care sector. The attendee and the Chairman commended the important work done by Carers

Trust. The Chairman stated that Carers Trust helped the people who were voluntarily filling in the gaps between professional care visits.

5. AGE UK: WINTER PLANNING

The Chief Operating Officer of Age U.K. Cambridgeshire and Peterborough delivered a presentation on the work of the charity which can be found in Appendix 2.

Areas discussed included:

- General information about Age UK
 - Services and support offered
 - Information and advice
 - Support with household tasks and garden maintenance
 - Community Support at home
 - Day Services
 - Friendship clubs
 - Sharing Time
 - Home Checks and Home Energy Checks
 - 2018/19 Winter Plan
 - Key factors to consider
 - Putting the plan into practice
 - Contact Information
-
- Age U.K. Cambridgeshire, Peterborough, Norfolk was one of 141 Age UK branches which were brand partners of the overall Age UK federation. The branch was very autonomous. The emphasis was on working with, not for, older people. A wide range of services and support were offered across the whole county.
 - The organisation was supported by over 600 volunteers as well as almost 200 staff members.
 - Services were commissioned by Peterborough City Council, Cambridgeshire County Council, the Clinical Commissioning Group (CCG), Parish Councils across Cambridgeshire and other charities.

The Chief Operating Officer had bought leaflets, cards and thermometers to the meeting for attendees to take and distribute within parishes.

In Cambridgeshire and Peterborough there was the opportunity to help people to access a £300 grant to help with heating bills and this was managed by Citizens Advice. Age U.K. would happily help an older person access this and they would recommend that the money would be awarded.

Attendees discussed the presentation and in summary, key points raised and responses to questions included:

- The Chairman thanked the Chief Operating Officer and commented that Age U.K. offered a wide range of services and encourage attendees to take leaflets and spread the word.
- The representative from Bretton Parish Council commented that they had been invited to attend friendship clubs as a guest speaker and had explained their role as a parish councillor.

6. CO-OPTED MEMBERS FEEDBACK SESSION

The Chairman introduced this standing item on the agenda which gave the co-opted parish councillors on Peterborough City Council's Scrutiny Committees the opportunity to provide feedback from these meetings.

Children and Education Scrutiny Committee

The co-opted member of the Children and Education Scrutiny Committee provided feedback on the last meeting of this scrutiny committee which had been held on 12 July 2018. Points raised by the co-opted member included:

- School standards were a particular challenge in Peterborough with the recent results showing the city as being at the bottom of the rankings despite some improvements.
- There had however been positive OFSTED results for schools that showed that the right measures were being put in place.
- The main priority of Jonathan Lewis, the newly appointed Service Director for Education in Cambridgeshire and Peterborough was the raising of standards and putting systems in place to achieve this

The co-opted member of the Children and Education Scrutiny Committee re-delivered the Education Strategy Update presentation previously given by the Service Director for Education, Jonathan Lewis for Cambridgeshire and Peterborough at the July meeting which can be found in Appendix 3.

- An 'action plan' was to be shared with the Scrutiny Committee in 2018/19
- Parish Council Liaison would start to focus on each individual scrutiny committees' areas of focus at different meetings. Jonathan Lewis, the Service Director for Education, would be attending at a future meeting to discuss the subject in more detail.
- The co-opted member had requested further information on the performance of rural schools as issues surrounding attainment were not restricted to the inner city. The reasons for this underperformance in rural schools needed to be addressed
- The Chairman thanked the co-opted member for the presentation and commented that it was a comprehensive overview.

Attendees discussed the presentation and in summary, key points raised and responses to questions included:

- An attendee mentioned that they were part of Family Voice Peterborough, an organisation for parents of children with special education needs. The attendee stated that the claim of the presentation that the EHCP plans were going well, was not reflected in the experiences of families. Issues raised including it taking too long to liaise with stakeholders and issues with schools failing to notify parents of changes to the plan.
- The Chairman suggest that Louise Ravenscroft would be a good point of contacting with this alongside Jonathan Lewis in order to get some additional data on the issues raised.
- The co-opted member clarified that the presentation was Peterborough City Council's self-assessment and not her own perspective. The co-opted member stated that she welcomed the attendee's experience of the EHC plans and would feed this back to Jonathan Lewis, the Service Director for Education. .
- The attendee stated that the co-opted member was the voice of parish councils on the Children and Education Scrutiny Committee. The co-opted member agreed it was valuable to have a different perspective and would take this up with officers.

Growth, Environment and Resources Scrutiny Committee

The co-opted member on the Growth, Environment and Resources Scrutiny Committee gave a summary of the meeting held on Wednesday 5 September.

The co-opted member gave an overview of the substantive agenda items from this meeting. These were:

Peterborough Rural (Farms) Estate Action Plan update

- The City Council owned farmland and this was subdivided and let out to tenants.
- There had been a review of tenancy arrangements, qualifications for tenants and the duration of the tenancy to bring them up to date and help new entrants into agriculture or help those wanting to go into less profitable, more specialist areas of agriculture.
- The scheme appeared to be going in the right direction.

Portfolio Progress Report for Cabinet Member for Growth, Planning, Housing and Economic Development

- An update was provided on city's housing targets, provision of leisure facilities and the creation of jobs.
- The city was slightly behind these targets. It would be interesting to see how much the initiatives of the combined authority influenced these targets.
- An update was given on the progress of the Local Plan and the Minerals and Waste Plan.
- The committee examined the list of restrictions on what Community Infrastructure Levy (CIL) funds could be spent on which was currently undergoing consultation.
- A discussion took place around why there had not been a greater take up of neighbourhood plans and what assistance the City Council could provide in this area.
- Only 9 parishes were involved in developing neighbourhood plans currently so take up was still relatively low.
- There was a discussion around how highway services were delivered and how the asset register was kept. The asset register was important as it showed the assets held by the council in order to help prioritise where money was spent.
- A particular challenge for the Highways department was that much of the highway infrastructure was built by the Development Corporation around 40 years ago and much of it now required renewal at the same time.
- There was a discussion around Growth including the Fletton Quays Development and Medesham Homes projects. The latter would be a particularly interesting development in light of the Combined Authority's housing plans.
- Members discussed the schedule for setting up a university in Peterborough. This was largely determined by the availability of funding.
- There was some cynicism on the committee as to whether the North Westgate development would go ahead as it had been under discussion for some time.
- There was a discussion around temporary accommodation. The subject had attracted considerable media interest between the Scrutiny meeting and this meeting due to a television report. Discussion centred on what could be done to improve provision, part of which was related to the new way of delivering

housing via Medesham Homes. The City Council appeared to be taking a more proactive role in tackling the issue.

Proposal for Task and Finish Group to Review Air Quality

- The Task and Finish Group was set up.
- Traffic emissions in cities were not the only air quality issue and it was important that the views of rural areas were represented on the task and finish group

Skanska Annual Report 2017/18

- It had been a difficult year for highways due to a combination of a cold winter and a dry and hot summer.
- The year involved the biggest gritting effort undertaken by Peterborough City Council.
- The real terms funding available for highways had reduced by 19% from 2013 to the present day at the same time that traffic volumes had increased by 15%. In the opinion of the co-opted member, this was not sustainable and costs were being stored up for the future.
- The Skanska contract was a good way of addressing these issues and enabled Peterborough to benefit from facilities that the City would not otherwise be able to afford such as 'The Dragon' high speed pothole machine.
- The 'Dragon' was manned by two personnel who work on an area where the potholes have already been identified. The machine cleaned out the potholes, heated it to ensure a good bind, injected the material, puts down surfacing gravel, reheated it, and compressed it all with a built in roller.
- Peterborough can use 'The Dragon' for one week per month. Skanska deploy it among four different authorities.
- It fills in potholes for a quarter of the normal cost.
- There were some problems with the service and no highway authority could react to problems as quickly as people wanted them to.
- With a few exceptions, the Skanska Contract was generally performing well against its Key Performance Indicators (KPIs)

- The co-opted member on the Adults and Communities Scrutiny Committee mentioned that the Castor Neighbourhood Plan was never mentioned on the list of associated documents on planning applications that were received by the parish. The planning office had been asked for an explanation on three occasions for an explanation of why the Neighbourhood Plan was not considered a document that the planning offices or developers had to adhere to with no response being received. Planning applications therefore continued to be submitted that did not take the Neighbourhood Plan into account.
- It was agreed that Richard Clarke would raise this issue at the Growth, Environment and Resources Scrutiny Committee

Health Scrutiny Committee

Cllr. Henry Clark, a co-opted member of the Health Scrutiny Committee advised that he had been unable to attend the Health Scrutiny Committee meeting on 17 September due to clash a Peakirk Parish Council at which Fiona Onasanya MP was in attendance. Cllr Clark recommended that other parish councillors consider inviting her to their meeting as she took an interest in their affairs.

Cllr. Barry Warne had been attendance as a substitute for Cllr Clark. Cllr. Clark summarised the meeting as follows:

- It was important for scrutiny members to identify useful information to discuss from the reports while challenging officers on less relevant sections and any information missing that should have been included.

STP Update and Strategic Direction 2018/19

- The Sustainability and Transformation Partnership used to be known as both the Sustainability and Transformation Plan and Sustainability and Transformation Plan.
- The NHS were working hard to cope with the anticipated increase in demand and the reduction of resources available.
- Healthcare Professionals appeared before the Scrutiny Committee in order to provide an update on their activities and listen to councillors' input as the committee are representative of their customers.
- The Scrutiny Committee had no direct influence over healthcare services and staff as they worked for different organisations and the boundaries in which they worked were different to those of Peterborough City Council. Nonetheless, these professionals were beginning to appreciate the input of committee members so they were able to have some influence.
- The Health Scrutiny Committee were a statutory consultee. This meant the NHS must consult the committee when proposing any major changes to services.
- There was a proposal to reduce the number of beds available for people with special needs from 16 to 5. A justification was provided on why this was sensible and feasible. The main reason for the reduction was the lack of affordability of the current levels of provision.
- Cllr Clark was not able to comment on the discussion that took place around this issue as he was not in attendance at the meeting
- It was the role of the Health Scrutiny Committee to be a 'critical friend' by requesting further information, saying if a proposal did not sound plausible,, recommending an alternative course of action and potentially opposing suggested changes.
- Although healthcare providers were under no obligation to accept the advice of the Health Scrutiny Committee, the fact that the committee exists helps to improve the quality of their decision making.
- Cllr Clark felt that the activities of the Committee were worthwhile and they were having some effect.
- The Health Scrutiny Committee did have an influence over Public Health as this was a statutory responsibility of Peterborough City Council.
- Cllr Clark stated that he was just one person trying to represent the interests of 180,000 people so invited attendees to pass on any issues or suggestions to improve the work of the committee to raise on their behalf.
- The Chairman thanked Cllr Clark and stated that the opportunity for the Health Scrutiny Committee to provide feedback was useful as the voice of the community even though they had no direct influence over services. More feedback was always a positive thing.

Adults and Communities Scrutiny Committee

Cllr Neil Boyce, a co-opted member on the Adults and Communities Scrutiny Committee, provided a summary of the meeting that took place on 7 September 2018. Discussion points from the scrutiny meeting are listed below under each agenda item. The co-opted member

also provided a summary of the content these reports which can all be found on the Peterborough City Council website.

Adult Social Care Annual Complaints Report 2017/18

- Committee members asked why the number of complaints relating to Staff Attitude and conduct had increased. It was possible that this was caused by better communication between the Adult care system and Peterborough City Council.
- Complaints received about Independent Service Providers commissioned by the City Council were investigated and improvements made via the Quality Improvement Team.
- Members congratulated officers on the low numbers of complaints received compared with the number of service users and thanked them for the report.

Cambridgeshire and Peterborough Safeguarding Adult Board Annual Report 2017-18

- Briefing notes were to be received on this report.
- Cllr Boyce had provided a link for attendees to view the report.
- Members of the scrutiny committee thanked officers for bringing the report and explaining its contents.

Community Resilience: A Shared Approach

- Committee members asked if more involvement with young children would be taking place. Officers responded that young children were a key element and this included the current review of the child support service.
- Members asked if play areas, recreation grounds etc. attached to buildings subject to Community Asset Transfer would still be maintained by Peterborough City Council. Officers responded that they would still be maintained by the City Council in good order.
- Members asked what help, in the in the form of information and funding, would be made available to community groups to help start community initiatives. Officers responded that the city council were keen to work with parish councils and voluntary organisations in gaining funding and information.
- The Scrutiny Committee noted that parish councils now had a better understanding of the issues faced by the city council and were moving to help them with these issues. Information, Communication and Assistance were key to talking this approach forward.
- The committee agreed the report's recommendations further to more scrutiny at a later date.

Safer Off the Streets

- The Scrutiny Committee congratulated the officer for the work that had been previously undertaken and the proposed campaign.

The Chairman thanked Cllr Boyce and mentioned that there was excellent work being undertaken by organisation working with those on the street such as the Light Project and recommended that attendees look at the work they do. Churches were involved who offered beds, volunteers and food.

ACTIONS AGREED:

1. Cllr Clarke to raise Cllr Boyce's concerns surrounding the lack of reference to Neighbourhood plans within planning applications with the Growth, Environment and resources Scrutiny Committee.

2. Cllr Susie Lucas to raise the attendee's concerns surrounding EHC plans with Jonathan Lewis alongside Louise Ravenscroft of Family Voice Peterborough.

ANY OTHER BUSINESS

- The Community Capacity Officer and Parish Coordinator reminded attendees that the Parish Conference was taking place on 15 November. Acceptances of attendance needed to be received soon as well as information on how many people would be attending from each parish.
- The Community Associations, who managed community centres, had been invited this year and would be attending. Only one of these groups had accepted but reminders would be sent out
- The theme of the conference was 'Resilience and Safety' and this would cover Community Associations.
- Residents Associations were also invited as the material delivered to parish councillors would also be beneficial to them.
- The venue for the conference was the Allia Future Business Centre in the conference room overlooking the football pitch.
- The schedule of the day had changed in response to feedback. There would now be a working lunch, instead of having it at the end.
- Participation by all was encouraged. The focus of the conference was what parishes, residents associations and community associations wanted to get out of the key speakers. These speakers were Andy Gipp (Police), Rob Hill (Assistant Director of Community Safety, a representative of Fire Brigade and Neil Boyce (Co-opted member on the Adults and Communities Scrutiny Committee).
- The Chairman mentioned that parish councillors input and feedback into community safety would be essential and the presenters were keen to hear the views of parish councillors. The Chairman encouraged every parish to make sure they had good representation at the conference.

- A Task and Finish Group to tackle fly-tipping had been established and nominations were being sought for a parish council volunteer to sit on the group. This would be fed back to the Parish Council Liaison meeting.

- The Community Capacity Officer asked attendees to suggest topics that they would like to see covered at Future Parish Council Liaison meetings so that key speakers could be invited. The officer stated that she was investigating transport issues with regard to Jawaid Khan's (Head of Community Resilience) Integration Strategy and getting a key speaker.

- An attendee suggested that having too many key speakers can result in there being less time available for questions. The Chairman acknowledged that this meeting had overrun and recommended that the amount of agenda items should be reduced to allow each item to receive the discussion time it deserved.

- An attendee suggested that many parishes and areas around Peterborough experienced issues with illegal traveller encampments and a speaker should be invited to discuss what could be done to tackle these issues and help engagement with the traveller community.
- The Chairman agreed that this was an important issue throughout the city that caused considerable problems within communities. It would be useful to understand what the present powers of the police and the local authorities were. An understanding of these issues would help improve the communities understanding of why things happen the way they do, the role of the courts and the whole engagement process from beginning to end.

The Chairman encouraged attendees to pick up the leaflets left by the key speakers.

The Chairman thank attendees for staying until the end stating that although it was a good meeting, they do need to be shorter in future.

7. DATE OF NEXT MEETING

19 December 2018

Chairman
6.30pm – 8.48pm

Appendix 1: Carers' Trust Presentation



www.carerstrustcpn.org



Miriam Martin
Chief Executive



www.carerstrustcpn.org

A story about John

Some facts

- 3 out of 5 of us will be a carer at some point.
- Carers save the economy £132bn each year
- 7m carers across the UK increasing to 10m by 2030
- 78,000 carers in Cambridgeshire, 5,000 of whom are under 18.
- 18,000 known carers in Peterborough

Who we are

- A Charity operating for 30 years
- The result of various mergers over the years and now operate across Cambridgeshire, Peterborough and Norfolk.
- Last year we supported over 12,000 people
- We are contracted to provide services by local authorities and CCG's.
- We receive grants, donations and support from individuals and corporate partners.
- We need to do more!

In Peterborough

- Information, Advice and Guidance
- Carers Hub monthly at Orton Brimbles
- Free quarterly Carers Magazine
- Young Carers in Schools
- Family Carers Prescription
- Employers for Carers
- Carer Breaks
- Events

The impact of caring

- 72% of carers suffer with mental health issues
- 62% of carers have physical health issues as a result of caring
- 37% of carers struggle to make ends meet
- 47% of carers cut back on essentials such as heating and food
- Over a third of carers give up work to care
- Young Carers leave school on average with qualifications 2 grades lower than their peers.
- Over ¼ of Young Carers say they are bullied because of their caring role.

Why what we do matters

- It takes on average two years for an individual to recognise themselves as a carer
- The search for help is often at crisis point
- Caring happens within an existing relationship
- Situation for Young Carers is acute

<https://youtu.be/HZz0uU72eOo>

How we can work together

- Let people know we are here

0345 241 0954

www.carerstrustcpn.org

- Fundraising
- Volunteering
- Working as part of our team

Any Questions?

Appendix 2: Age U.K. Presentation



Age UK Cambridgeshire and Peterborough Winter planning

Age UK Cambridgeshire and Peterborough is a charitable incorporated organisation registered with the Charity Commission for England and Wales. Registered charity no. 1165856

www.ageukcap.org.uk



About Age UK Cambridgeshire and Peterborough

We are a local independent charity working with and for older people across Cambridgeshire and Peterborough.

We provide a wide range of services and support for older people across the county.

Age UK Cambridgeshire and Peterborough is a charitable incorporated organisation registered with the Charity Commission for England and Wales. Registered charity no. 1165856

www.ageukcap.org.uk

Our Services and Support



Age UK Cambridgeshire and Peterborough is a charitable incorporated organisation registered with the Charity Commission for England and Wales. Registered charity no. 1165856

www.ageukcap.org.uk

Information and Advice

Helpline

0300 666 9860

365 days per year

infoandadvice@ageukcap.org.uk

- Free information on issues including: Welfare Benefits, housing, care, health and wellbeing
- Factsheets and guidance
- Signposting to other organisations

Age UK Cambridgeshire and Peterborough is a charitable incorporated organisation registered with the Charity Commission for England and Wales. Registered charity no. 1165856

www.ageukcap.org.uk

Homes and Gardens

- Supporting those aged 60 plus
- Support with household tasks such as cleaning, laundry and ironing
- Garden maintenance to help keep the garden tidy
- Chargeable services



Community Support at Home



- For people aged 60 Providing regular contact (Mon-Friday), either by a personal visit or telephone call
- Collecting prescriptions, small items of, reading post etc
- Regular contact provides a sense of security and wellbeing.
- Free service

Day Services



- 6 day centres in Cambridgeshire, 1 in Peterborough
- Providing friendship, social activities and a hot meal
- Encouraging older people to stay socially active and engaged

Friendship Clubs



- 11 Friendship Clubs in Peterborough and its borders
- Run by volunteers
- The clubs organise quizzes, guest speakers, outings, and many clubs offer a hot meal
- Encouraging older people to stay socially active and engaged

Sharing Time



- Formerly known as:
Befriending / Visiting Scheme
- Friendship visits to older people who are isolated and lonely
- “Sharing time” reflects the positive contribution which our service users make to the lives of our volunteers

Home Checks

- Working very closely with, and taking referrals from, Adult Social Care
- To assess for low level interventions which can support safety and independence in the home
- To identify other factors which can help maintain independence and self-resilience
- To review and ‘keep in touch’



Home Energy Checks

- Free assessment for 65 and over's home looking at energy saving
- Focus on fuel poverty and health conditions
- Install measures such as draught excluders, radiator foils, low energy lamps along with fall prevention remote sockets for lighting and television points. (Not easy to access)
- Check energy bills to see if savings can be made and place on to priority registers
- Investigate available grants for loft insulation etc.
- Onward referrals to other services and organisations

Our Winter Plan for 2018/19

In the winter of 2017/18 we experienced rather extreme cold weather. The purpose of our plan is to enable Age UK Cambridgeshire and Peterborough to prepare, in advance, for what could be potentially another extended winter.

We will consider the many important factors which contribute to the safe delivery of services and support for older people.

Key factors to consider



- **Service continuity**
- **Cold weather alerts**
- **Working in partnership**
- **Prioritising**
- **Prevention**

Putting the plan into practice

- *Reactive to urgent, unexpected, often complex situations:*
 - Heating not working
 - Weather stops an older person from grocery shopping
 - Poor health declines further due to climate
 - Recent discharge from hospital

- ***Preventative, less urgent interventions***
- **Home Energy Checks**
- **Consider the implementation of a service as temporary measure during the winter season**
- **Sharing weather alert in order to pre-plan for adverse conditions**
- **Careful and wide promotion and communications**
- **Priority registers**
- **Accessing grants and heaters**

How to make direct contact

- The first point of contact for any new enquiry or concern should always come to our local Helpline
- Open 365 per year from 9am to 8pm
- If lines are busy please do leave a message – quick response

0300 666 9860

infoandadvice@ageukcap.org.uk

www.ageuk.org.uk/cambridgeshireandpeterborough
[gh](http://www.ageuk.org.uk/cambridgeshireandpeterborough)

"Ageing is not lost youth but a new stage of opportunity and strength."

Betty Friedan (1921-2006)



Thank you

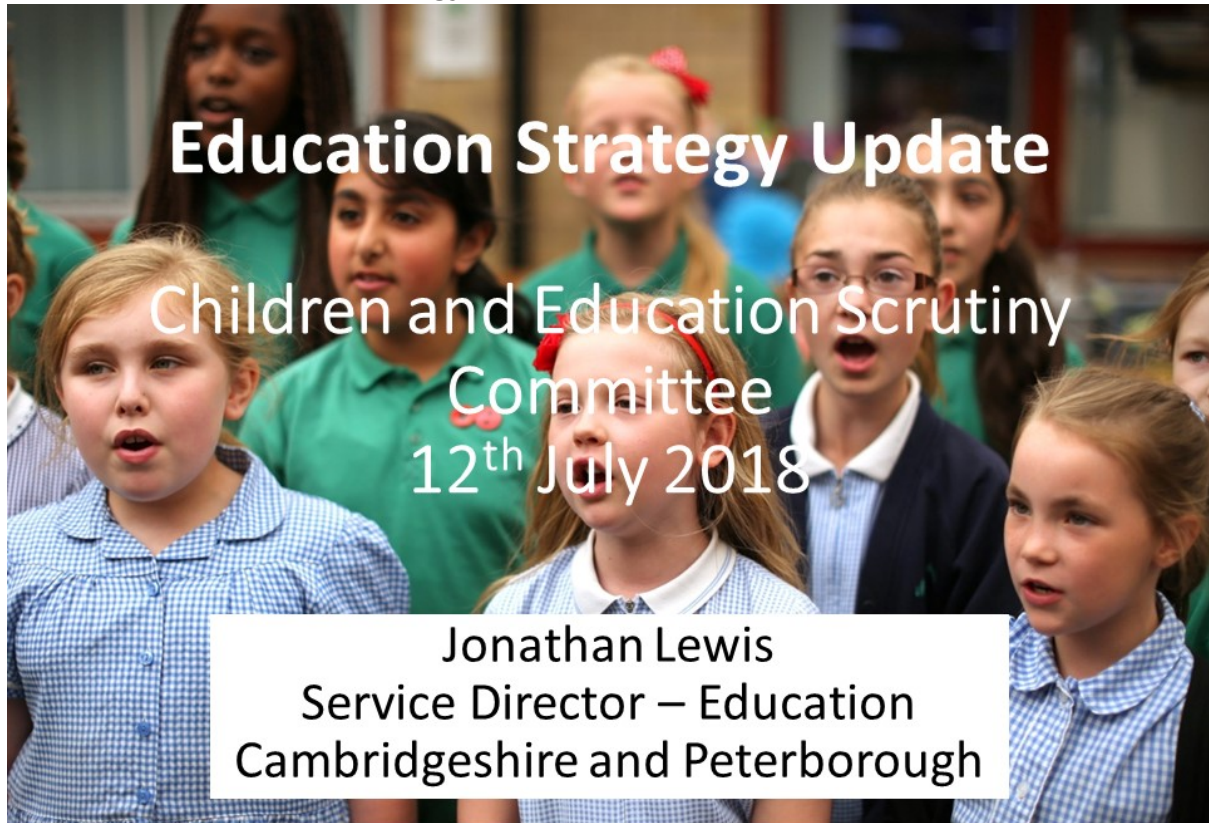
Melanie Wicklen

Chief Operating Officer

melanie.wicklen@ageukcap.org.uk

01733 806246

07538 792909



Education Strategy Development

- Currently reviewing and updating the Education Strategy and Action Plan following the appointment of new Service Director.
- Full survey undertaken with schools to help shape the services the LA provide and learn from feedback – 65 responses from school – **‘PCC as leading the local education system’**
- Shared Services programme under way – considering ways in which Peterborough and Cambridgeshire can work together to provide services with greater capacity, better quality services which have innovation and provide value for money.
- Full revision and update on action plan for the 2018/19 academic year to be shared with the committee in November in light of 2018 results.

Update on Action Plan

Create a Strategic Board for Education, Further Education and Skills to drive forward improvements and develop further the school led system across the two authorities

- Meeting with Peterborough Primary Heads in September to talk about their views on how to take this forward.
- Re-establishing the Education Performance Clinic to provide greater insight in performance and challenge to officers on progress – need to review membership from Scrutiny Committee

Review structures and support arrangements for governance in Cambridgeshire and Peterborough to ensure effective challenge and support arrangements are in place to drive school improvement

- Being undertaken as part of shared services project. Governor conference held in June with 100 attendees including those new to governance.
- Governor recruitment website being developed

Create communications strategy and run a high profile media campaign to raise public awareness of education successes and challenges

- Positive discussions with local media and a media plan has been established for the year. Pro-forma developed for capturing good news in schools.

Update on Action Plan

Create robust and effective system to collect and analyse data that is easily accessible and interpreted across the education system

- Meeting held with Headteachers in June and a set of action developed including the appointment of a project manager. Existing system use to be strengthened and further developments in the data we share with schools in the autumn including question level analysis reports and school profiles reinstated.

Schedule in regular meetings with Ofsted Senior HMI / Develop joint training programme with Ofsted

- Meetings planned for September. Engagement with the Regional HMI in summer term.

Improve recruitment and retention of teachers across the county

- TeachPeterborough website reinvigorated and a working group being formed with Headteachers to review strategy for recruitment and retention working with Cambridgeshire. This will include an intern teacher training programme – developing people in Peterborough.

Emotional health and wellbeing of children and young people in and out of education

Develop a strategic approach to improving the attainment of vulnerable learners

- Both areas are the focus on the Vulnerable Pupils Group which is developing an action plan to look at how to best support these groups and accelerate outcomes.

Examine pupil mobility in schools against the wider national and local context

- Links made with Newham. Further analysis of 2018 outcome data will focus on challenge and how to address the changes in mobility especially with the impact of leaving Europe.

Monitor progress of the SEND action plan following inspection in March 2017 in Cambridgeshire and prospective inspection in Peterborough.

- Continues to be a focus internally and with partners. Headteacher Reference Group for SEND to be formed

Key Activities underway....

- School Readiness – bridging early years and school effectiveness.
- Being clear with schools and settings on our expectations for how we work with SEND – developing a ‘can do’ approach and making everyone feel welcome and included.
- Joint SEND strategy with Cambs and dealing with the challenge of population and need - education, health and social care.
- Improving outcomes for SEND Support – SEND Review Process
- More schools signing up for Attendance support
- Launching our approach to managing the challenge of school place planning.

Other Emerging Areas of Focus

- CEO Forum meeting with all Chief Execs in Peterborough and Cambridgeshire. Likely to continue in the autumn.
- University need to form part of the action plan report – key focus for driving aspirations in schools.
- Key focus in new academic year on Phonics – working closely with Newham Teaching Schools and sharing best practice in schools.
- The need to pull together the fragmented education landscape for the benefit of children in Peterborough.

Successes...

- Improving our performance with Ofsted – both in schools and settings.
- Successfully restructured the School Standards and Effectiveness and Special Educational Needs divisions of Education Services.
- Established and embedded a Peterborough Vision for Reading.
- “We believe, based on feedback from parents, that EHC planning meetings are far more inclusive than ever before”

Successes Cont'd

- 100% transfer of statements to EHCP by deadline – only LA in the Eastern Region.
- Issuing 90% of EHCs in 20 weeks: “Yes- Whilst stretched at times, we think the SEN Service do a fantastic job”
- Monitoring and moderations of NC assessment well regarded both in schools and across the region.
- Managing one of the most dynamic school and setting infrastructure provision on the country.
- Diminishing resource with increasing demand – and we still deliver. It is about the quality of the staff.

Early Years % of Settings Good or Better

All Provision		Childminders		Childcare on Non-Domestic	
National	94	National	94	National	95
Derby	98	Peterborough	98	Peterborough	97
Telford and Wrekin	98	Derby	98	Derby	97
Peterborough	97	Southend on Sea	98	Southend on Sea	97
Southend on Sea	97	Telford and Wrekin	98	Coventry	97
Bolton	95	Portsmouth	96	Telford and Wrekin	96
Coventry	94	Walsall	95	Bolton	95
Plymouth	94	Bolton	95	Plymouth	94
Portsmouth	94	Coventry	93	Portsmouth	92
Sheffield	93	Plymouth	93	Sheffield	92
Southampton	93	Sheffield	93	Southampton	92
Walsall	93	Southampton	93	Walsall	88

