

## Older Peoples Partnership Board

Monday 12th December 2022 11.00am – 1.00pm (Pre meeting for Independent Members 10.30am). Planned as Hybrid Meeting, at Maple Centre, 6 Oak Drive, Huntingdon PE29 7LB but weather disruptions meant online (via Zoom) meeting instead.

### Present

#### Attending

AC	Alistair Cox	Making Connections – Greater Cambridge Partnership
BW	Brian Walker	Chair of Older People Board & Healthwatch Volunteer
CA	Charlotte Albion	CCC Independent Living Service
DM	Diana Mooney	Supporting Adults, Local Information Services PCC
EP	Elaine Parks	Head of Service for Adult Social Care
GL	Graham Lewis	Partnership Development Manager Healthwatch
JF	Jo Field	Chief Executive of JFG Communications, Making Connections – Greater Cambridge Partnership
JM	Joan Monk	Healthwatch Volunteer
MM	Margaret Moffatt	Vice Chairman of Older People Partnership Board
MW	Melanie Wicklen	Chief Executive Age UK Peterborough and Cambridgeshire
ND	Natasha Davis	Sun Network Older Adult Mental Health Engagement Facilitator
RSG	Rebecca Spalding-Green	Healthwatch Administration Officer
SE	Susan Edmunds	Independent Member

#### Apologies

FS	Francis Swann	Cambridgeshire Home Improvement Agency
KC	Ken Chung	Independent Member
LB	Lynne O'Brien	Commissioner
PM	Paul McCloskey	Independent Member
WD	Wendy Dunne	Alzheimer's Society

#### Resignation

Janet Boston – Independent Member has decided that she will no longer be a full member of the OPPB, but has become a Corresponding Member – receives papers, can pass on her thoughts via GL.

## **1 Introductions**

RSG Requested permission to record the meeting for the purpose of the minutes.

## **2 Feedback from Independent Members**

SE gave feedback regarding a person's long wait for scan results from Peterborough hospital. Neither Kimbolton Doctors Surgery nor the patient have received any result letters (this was sometime before postal strikes).

**ACTION** GL to raise with Information, Signposting Healthwatch Team.

Following on from the last Older Peoples meeting, SE had a visit from East of England Ambulance Service to discuss her recent experience, as she wanted to highlight how good the service was especially at a time when predominantly hear negative stories. SE explained that she was very happy with the visit, and they filmed the discussion for training purposes.

## **3 Making Connections – Greater Cambridge Partnership – Jo Field and Alistair Cox**

Alistair Cox gave a presentation on Making Connections which is about having 'your say on proposals for faster, cheaper, more reliable bus services and safer cycling through the introduction of Sustainable Travel Zone' in Cambridge.

AC highlighted the challenges Cambridge is facing:

- Increased population and demand with 35,000 more residents in Greater Cambridge in 2021 versus 2011. In turn there are 44, 000 more jobs and 35,500 more homes expected by 2031.
- In 2019 there was 10% more traffic versus 2009.
- Transport causes 35% of local carbon emissions and in 2020 121 deaths in Greater Cambridge were attributable to air pollution.

The Investment Plan is focused on:

- Four new bus ways, improved bus service and coverage.
- 10,000 extra parking spaces at travel hubs and an integrated parking strategy.
- 12 new Greenways and 13 cross-city cycling routes.
- New Rail connections.

Transforming the Bus network, the proposal is;

- Cheap fares and simple ticketing meaning more affordable and accessible travel.
- Higher frequency, faster service offering a real alternative.
- New routes doubling the size of the network connecting more people and places.
- More reliable journeys, offering a dependable public transport.
- Longer operating hours, providing freedom to travel at more times of day.

Congestion Zone;

- An area within which vehicles would be charged for driving at certain times.
- All the money raised by the charge would be invested entirely back into improving transport, enabling £50million to be invested in better, cleaner and safer transport.
- The proposed zone would only be introduced after improvements have been made to the bus network. Potential phased delivery of the Zone in terms of the vehicles charged and the operating hours.
- Aim to produce a reduction in the number of cars on road by 50% whilst increase public transport use by 40%.

Discussed the various proposed congestion charges, and who is eligible for exemptions/ discounts.

Jo and Alistair finished the presentation by asking everyone to visit the website, complete the survey or join one of the live events all available on

[www.greatercambridge.org.uk/mc-2022](http://www.greatercambridge.org.uk/mc-2022).

### **Questions, Answers and Comments**

BW asked how many people had received paper surveys to reduce digital exclusion issues for people giving feedback. JF said there had been door-to-door leafleting in central Cambridge but didn't know the exact number of, and actually explained they are encouraging people to fill out online surveys rather than paper formats.

BW highlighted the severe lack of bus drivers currently, and RSG asked how competitive the package for bus drivers would be as other professions that are also understaffed (ie HGV driving) are offering enticing competitive packages. AC explained this issue has been built into the financial model, that they need to allow for a lot more financially to run the buses with a significant increase in wages and training packages offered to drivers to assist in recruitment and assist maintain a reliable service.

GL queried if people on electric bikes/ electric scooters be charged a congestion charge? AC explained any vehicle registered with DVLA with a driver's plate is eligible so as such bicycles/ e-scooters do not qualify.

GL asked regarding people with Blue Badges, how easy will it be to amend details ie the blue badge holder may be given a lift by different people in different cars. AC said at this stage of the proposal could not give GL a full answer but it is a consideration, and would likely to be similar to London's congestion zone process, with easy ways to update Blue Badge details. AC noted that the proposal is still asking people if 2 vehicle exemptions are enough?

GL mentioned a few people have commented they have been prevented from attending meetings because the meetings only take place in the daytime. JF will contact Transport For All who are leading on their behalf to see what time future workshops are set to run and will ask the question to see if anything can be done to alter this.

JM asked what is the cost of operating the scheme? What happens if there are insufficient funds? What is the projection of £50million, made up of? AC explained that on the website there is a breakdown of current costs of running the scheme. The gross revenue before operating costs is about £90million, costs about £18-£20million to run the new scheme. These figures are based on schemes running around the world and in development, based on technology costings and how many people will be needed to run the service. This is the step of proposal so a lot of work continuing to drill in further to these details.

JM queried how the congestion zone would work with hospital appointments and hospital staff, how will reimbursements work for such a huge amount of people? AC explained not proposing all travel to hospitals is reimbursed, instead exemptions will be for people who cannot travel on public transport because of the health risks. Not proposing all NHS staff are entitled to automatic exemption instead some will be eligible for discount because of

the low-income discount scheme. AC reminded the Partnership Board this is early stage and more details will be confirmed once combined authorities are involved.

JM asked is there a situation whereby once the decision is made to go ahead with this proposal, if at some point there are serious problems with the bus service that can't be put together as is suggested, is there a coming out point or does it have to still go ahead? AC answered there isn't a defined 'this is the minimum service level expected', going forward there's a range of political decisions needed to look at this further.

Both BW and JM expressed their concerns that they don't use their cars a lot in central Cambridge where they live and are happy to use public transport but were concerned that it would prevent them from essential travel outside of Cambridge. AC mentioned that have had lots of similar feedback, and in next stage of proposal will be discussed further. One idea is that if you sign up for an account, there could be a way of offering a number of free trips a month.

#### **4 Feedback from other meetings and Adult Social Care Forum – Graham Lewis**

At the Adult Social Care Forum, we had a presentation on the development of the App called 'Joy'. The app will allow healthcare professional to see what services and organisations are available in the local area to refer their patient directly to. The idea is that this will assist social prescribers to help link patients (with more complex/ different needs than previously have been able to help) to lots of organisations and service. Joy, should reduce pressure off doctors, and better unite healthcare organisations with hopefully a better uptake of these services as it removes the responsibility from the patient to act on information signposted to them by the doctor.

There is a similar discussion across the other boards regarding local Patient Participation Groups (PPG), that generally they are hearing less and less from them (a lot of groups were lost during covid times) but encouraging anyone on PPGs to get involved and attend Healthwatch Health and Care Forums so can continue to gather this information and signpost these shared experiences. In supporting this, starting from January a new project manager will be working with the Integrated Care System (ICS) about PPGs.

#### **Questions, Answers and Comments**

CA asked when the Joy App was planned to be active. RSG explained that at the moment there is no official launch date as the app is still in development and trial stages.

## **5 Update from Older People's Services – Elaine Park, Social Care**

Winter period is a busy time, with preparations being made to ensure people have the right level of care through Christmas. Linking people with groups that offer warm places and / or meals in the area.

EP asked that as the teams have focused a lot of work on social prescriber roles in Peterborough, especially in linking in between health and social care. Would the board like a longer presentation on this in a future meeting?

**ACTION:** arrange for a future meeting

A lot of work this year, focused on people who have a service who should have a review. Through the work an external company has done and their own, thought to be in a really good position in finishing at the year end with the majority of people having had these annual reviews.

### **Questions, Answers and Comments**

GL asked about referral times in Peterborough 8 week plus versus Cambridgeshire 10 days. EP explained that referral waiting times vary week to week, mentioning staffing issues, with one member off on long term sick and another having left the team. Looking at an agency to come in and support phone call stage.

**ACTION** EP will get back with an update on current referral waiting times.

## **6 Older Adult Mental Health – Natasha Davis, SUN Network**

Natasha introduced SUN Network, as an independent not for profit organisation that is steered by people with lived experience of mental health, and addiction. Covering Cambridgeshire and Peterborough the aim is that by working alongside people to get their experiences heard mental health, drug and alcohol services are the best they can be.

Natasha's role is to help facilitate older people's involvement in projects, by amplifying their voices so they are heard by those in charge of these services, and to hear directly from people.

What Sun Network have heard the most about is:

- The difficulty of trying to get help for a loved one.

- Trying to access help and services has become very difficult since the pandemic – with everything online,
- Loneliness is growing – people don't know where to meet and socialize in person.
- Transport links being cut is isolating people from services and social groups.
- Voices not listened to because 'we're old and grey' or in a wheelchair.

Natasha gave her contact details

**ACTION** GL to email these contact details

### **Questions, Answers & Comments**

BW agreed with the comments, saying that it hard to let people know you exist in your role ie Older People's Partnership Board. ND has also had the same experience but continues to gently remind professionals, discuss with local communities, and advertise in local leaflets/ magazines where possible.

## **7 Recap of last meeting and Action Log Updates**

The minutes for the last meeting on Monday 10th October 2022 – online, were recapped and approved. Graham Lewis discussed the outstanding actions;

50, Is Care and Repair in Peterborough back at full service? At last meeting, told that it is still a reduced service and still having issues for other services as people are not receiving the support they need. This is an ongoing issue and still awaiting further reports.

51, Lifeline – it has been heard that this service will not be delivered by the Council's from March 2023. Found that the service by Cambridge CITY Council is being withdrawn, not the County Council, Healthwatch Information and Signposting Team are now able to advise this.

52, Questions about the e-scooter pilot project in Cambridge and status of the law in relation to privately owned e-scooters. GL has spoken to someone from Combined Authority and things are slowly going before the Secretary of State to make changes in the laws regarding e-scooters.

53, Concerns that Covid-19 is on the increase and that to the broader community the pandemic appears to be over, whilst elderly and vulnerable people have concerns were reported to the council.

54, Ageing Well Strategy, Erin Lilley and Ashling Bannon will return to a future meeting when their work has moved on a bit more to discuss developments,

55, Falls Strategy, Helen Tunster will return to a future meeting as developments come up in that work.

56, Advocacy Service, information was sent out after the meeting.

57, Market Position Statement, information was sent out after the meeting.

## **8 AOB**

### **Next Meeting**

Monday 13<sup>th</sup> March 2023 11.00am – 1.00pm (Pre meeting for independent member 10.30am). Venue to be announced nearer to the time as still looking for suitable places (if anyone can think of venues with good technical kit suggestions are welcome).

<b>Date</b>	<b>Time</b>	<b>Venue</b>
13.03.2023	11-1	Hybrid – venue tbc
12.06.2023	11-1	Hybrid – venue tbc
11.09.2023	11-1	Hybrid – venue tbc
11.12.2023	11-1	Hybrid – venue tbc