

**Meeting of the Horsham District Older People's Forum**  
**Monday 9<sup>th</sup> March 2015 at Lower Beeding Village Hall**

**Notes**

<b>Attendees:</b>	Martin Bruton ( <b>MB</b> )	-	Chair, Denne NC
	Alf Goodchild ( <b>AGo</b> )	-	Resident, Horsham
	Carole Duffy ( <b>CD</b> )	-	Resident, Horsham
	Frank Bockling ( <b>FB</b> )	-	Resident, Billingshurst
	Barry Mursell ( <b>BM</b> )	-	Resident, Broadbridge Heath
	Brian Harvey ( <b>BH</b> )	-	Resident, Horsham
	Eve Mauchel ( <b>EM</b> )	-	Forest NC
	Ann Gover ( <b>AG</b> )	-	Resident, Warnham
	Keith Barraclough ( <b>KB</b> )	-	Resident, Billingshurst
	Paul Leaney ( <b>PL</b> )	-	Billingshurst PC
	Michael Jarvis ( <b>MJ</b> )	-	Resident, Horsham Forest
	Janice Leeming ( <b>JL</b> )	-	CEO, Age UK Horsham District
	Lisa Boydell ( <b>LB</b> )	-	Community Development & Engagement Manager, HDC
	Shirley Gardner ( <b>SG</b> )	-	Administrator, HDC
<b>Visitors:</b>	Christine Wylie ( <b>CW</b> )	-	Resident, Plummers Plain
	Sandra Wylie-Sporne ( <b>SWS</b> )	-	Resident, Plummers Plain
	Claire Webley ( <b>CW</b> )	-	Horsham Voluntary Action
	Andrew Moffat ( <b>AM</b> )	-	Chair, Horsham District NHW
	Ann Beamish ( <b>AB</b> )	-	West Sussex Trading Standards
<b>Apologies:</b>	Eva Matschy	Lesley Ainslee	
	Joyce Shaw	Shirley McCaig	
	Connie Lucien	Betty Ogden	
<b>Resignations:</b>	Dot Davidson		
	Joyce Narborough		

**1. Welcome, Introductions and Apologies (& Member update)**

The group welcomed new member Eve Mauchel.

Letters have been sent to Dot Davidson and Joyce Narborough thanking them for their past support of the group, following their resignations.

**2. Notes of the last meeting on 11<sup>th</sup> December 2014**

- Are they correct record of meeting?

Item 6, second paragraph should read "**MB** asked if any other member of the group wanted to stand for Treasurer". Otherwise all agreed they were a correct record of the meeting.

**3. Matters Arising**

**MB** listed meetings he has attended since the last meeting of the group:

- HDC Housing & Social Care Options Forum
- HDC 'Working Together' Partnership Conference
- A 1 day Practical Fund Raising Workshop with Horsham Voluntary Action
- 2 meetings with Lisa Boydell, Community Development & Engagement Manager at HDC
- 2 meetings with Julian Carrington, Community Planning Manager at HDC (now retired), on the possible rewriting of the HDOPF Constitution, assisted by Keith Barraclough

Other actions have included:

- On behalf of HDOPF, joined Horsham Voluntary Action
- Creation of the HDOPF website, including the HDOPF Facebook page. This is a free website so has limited space and opinion of the group was welcomed
- In promotion of the Forum, **MB** will be writing an article for the West Sussex County Times and it was agreed for **MB** and **JL** to meet to discuss an article for the Arun Magazine. **Action: MB/JL**
- HDOPF article/information published in the Horsham District News, page 20

#### **4. Presentations from Guest Speakers:**

- Ann Beamish - West Sussex Trading Standards – Fraudulent Activity

**AB** gave an outline of her role in Fraudulent Activity and pointed out that West Sussex Trading Standards had, like many other organisations suffered cuts, and a service which started with 70 personnel now had 24 operational officers. These covered an area from Horsham/Gatwick/Worthing into Hampshire.

- The priorities in place cover; caring for those in the community who are most in need or are vulnerable, preventing crime and public safety - this may not just be for the ageing population.
- Fraud at the moment can be via telephone or mail. It was pointed out that if this is through mail, and it is 'returned to sender', it does now get sent back.
- Telephone Preference Service (TPS). This service is regulated by Ofcom, who subcontract to TPS. This is not seen at present as being as effective as it could be, with calls from overseas being a problem, but, if a person is registered with this service and calls are received, it is a breach of contract.

**AB** said the service is totally free and can be applied for on line.

- There are new rules coming out in April to stop some cold callers but, with the elderly being targeted at the moment, people are reminded not to give details over the phone. Thousands of pounds are given to fraudsters in this way; this can cover offers of prize draws and free holidays. Also, at present, it is not illegal for people to knock on doors but far more people are coming forward to complain about this practice.

**AB** had leaflets available to display on front doors which can give added protection.

- **AB** said if anyone has any concerns, there are online reporting forms which people should use, reminding everyone that there is so much they can't enforce and they can only work on what they are told so, evidence is the key. Unfortunately, often the feeling was that people won't give statements as they don't want the worry or stress and are very frightened of reprisals.

**AB** said, to encourage people, it is made as easy as possible but there can never be total protection and with the timescales they are given, they are unable to give the time to this they would like.

- West Sussex approved traders list. If knowledge of any rogue trader is received, leaflets are put through each door in the street of the area affected.

#### **Questions/Comments:**

**AG** said some older people don't have access to computers and asked for an alternative way of making contact. There are local organisations to contact but, in the first instance, advice can be had by contacting the Trading Standards, found through the Citizens Advice Consumer helpline, tel.no. 03454 04 05 06.

**FB** asked where information passed on by the public should go. **AB** gave the website address of [www.westsussex.gov.uk](http://www.westsussex.gov.uk) which has an enquiry form where any information can be reported.

**AB** explained that they work with, amongst others, Age Concern and the police, and intelligence is shared with surrounding areas, therefore when fraudsters cross borders they are aware of them. **AB** emphasised that people should always deal with reputable dealers, even though they may be more expensive.

**PL** requested leaflets for the Parish Council office in Billingshurst. **Action:** To contact **AB**

- Andrew Moffat – Horsham District Neighbourhood Watch (NHW) Association

**AM**, Chairman of the Horsham District NHW, said NHW is the largest voluntary organisation in the country, counting 4million members, and in Horsham reaches the district council boundaries, covering 204 sq. miles.

He went on to explain that crime often strikes when least expected and can leave psychological effects, especially with the elderly. The NHW foster neighbourliness, reducing the fear of crime and ensuring fellow residents are more security minded to keep safe. Reductions can also be found with insurance if a member of the NHW.

There are three points to the NHW:

1. Ensuring outsiders know that a road is protected by NHW
2. Ensuring residents and neighbours are alert, taking note of suspicious people, cars etc.
3. Helping police with intelligence when a crime is committed

All NHW coordinators are vetted by the police. These coordinators represent the local street/road, and when contacted by the police with information, this can be circulated to all residents, either by email or hard copy. There are 700 coordinators in the district and 15,000 members, so information can be circulated quickly.

Above the Street Coordinator is the Area Coordinator and above this the Area Coordinator of the District. NHW officials do not get paid, it is entirely voluntary.

**AM** joined the NHW 10 years ago in Nutbourne, and is now the District Chairman. A Committee meets quarterly, with the Chair and Vice Chair meeting police and the Horsham District Council Joint Action Group (JAG) on a regular basis. The Committee is very active, with a Junior NHW which is very well attended by pupils.

NHW actions cover:

- Committees for Fund Raising, Sales and also with responsibility for Facebook.
- Special action days with the police. Some held in garden centres, providing information to local residents regarding garden security. In December in Horsham Carfax, purse bells were handed out – if attempted theft is made on the purse, the bell rings.
- During the snow storms of previous years, NHW assisted elderly people, clearing driveways and collecting medical supplies and local shopping.

The main advice at present is on the rapidly growing crime of 'scamming'. This can occur via telephone/internet or mail and very often comes from outside the UK, and all are advised never to give out pin number or bank details etc. This scam is costing billions of pounds each year and if anyone is ever in any doubt, they should telephone Trading Standards (through the Citizens Advice Consumer helpline above) or 101, the police non-emergency line.

#### **Questions/Comments:**

**MB** said he had started the NHW on his estate, after realising nothing was in place and no one would be aware if anything had happened.

**CW** asked if NHW and 'Streetlife' were linked. **AM** said 'Streetlife', which takes a greater interest in the activities in an individual street has just been launched and he was investigating this, to check

there was no profit being made. **AB** said she was not aware of this group but replied that there is also a 'Streetlight' group, which deals with the trafficking of people.

**AM** raised the issue of loneliness, particularly when people are left isolated after children move away. **JL** said over 80% live in rural areas, leaving 2-3,000 people who are lonely. This sees a need for neighbourhood links, a need to work together, focussing on these rural areas. **JL** suggested this may link into the Village Agent scheme, to roll out across the district.

**AB** thought this isolation is likely to worsen with the younger generation.

If someone would like to become a member of NHW they can contact **AM**, **MB** or **SG**, or go on line and find 'Ourwatch'. The relevant postcode should be entered and this will indicate if there is a scheme nearby. If there is no scheme running, **AM** can help with setting this up, helping to make the district safe and encouraging people to get to know who is in their community.

## **5. Review of SPC Constitution**

- Discussion and vote on the revised Constitution

Visitor **CW** queried why the Constitution would require change and **BM** said in its present form, it was very out of date. After asking if it would be better as a 'Terms of Reference', **MB** pointed out that if the OPF ever applied for a grant, there would need to be a Constitution in place.

After a full discussion on the revised version circulated today, it was proposed by **MB** and agreed by vote, that this latest version of the Constitution should stand at this point, to be updated at a further date if required.

## **6. Promoting the HDOPF and keeping it going between meetings**

- Finding new 'Supporters'

It was agreed that people on the Parish and Neighbourhood Councils were very likely working so wouldn't be able to attend and younger people aren't available, although there was suggestion of a Parish Council link to this group.

**JL** suggested contacting the local Community Partnership.

The suggestion of an Older Person's Champion was raised and **BM** said this had already been done but it was felt to be met with some apathy.

- Future of HDOPF?

**LB** suggested once the core committee was in place it could then be decided in what direction or how far the group goes – it could go far or remain as a consulting committee. **MB** asked the group if there was still felt to be a need for this forum and all agreed the need was there. **FB** agreed that we need a core committee, temporarily for 6-8 months, to decide which way we want to go and all agreed the current format of the group would continue.

- Steering Committee

**MB** would like to see a steering group with 12 members, to drive things forward, and asked for volunteers. The following people volunteered, but it is hoped that more will follow:

Ann Gover  
Barry Mursell  
Carol Duffy  
Alf Goodchild

- Promoting the HDOPC through its website/Facebook page/ event stands/local publicity etc.

A HDOPF website has been created, including a Facebook page.

**MB** will write an article for the West Sussex County Times and meet **JL** to discuss publishing an item in the Arun Magazine. **Action MB/JL**

**MB**, on behalf of HDOPF, has joined Horsham Voluntary Action.

An article on HDOPF is published in the Horsham District News on page 20.

**MB** mentioned the Older Persons Directory, which he had discussed with **LB**, and said he would like to send emails to all Parish Councils to find out what organisations in their area deal with older people, as it was felt that there is much for younger people, but not for the older person.

#### 7. Future topics

- What would you like to happen at future meetings?

**FB** thought there was a need for local people and organisations to be aware of us. **MB** to email all Parish and Neighbourhood Councils to this effect and to check who their 'Older People's Champion' was. **Action MB**

**MB** would like a HDOPF directory of organisations that can help older people.

**LB** thought the marketing of this group will be ongoing and should perhaps be a regular item on the agenda. She could get posters/leaflets, but it would then be down to others to post or circulate. A new committee could progress this.

#### 8. Any Other Business

Notes:

Name cards to be done for Alf Goodchild, Eve Mauchel and Christine Wylie. (Many thanks to **KB**). If any others have been missed, please inform **SG/KB**.

Request to send hard copies of paperwork to **PL** as opposed to email.

**AGo** asked if it would be preferable to have presentation items at the end of the meetings, but it was agreed for the present format to stand, with the presenter being given the choice of staying or leaving for the remainder of the meeting.

**CW** would like to be a supporter of this group and showed interest in the NHW.

**MJ** highlighted that Parish and Neighbourhood Council meetings are open meetings and thought it was worthwhile for people to attend.

The group were asked for their preference regarding the meeting venues and whether to use one location or to leave in the current format ie quarterly at different locations around the district. It was agreed to carry on in current format until it was felt a change was needed.

Contact email address for the group is [horshamseniorpersonscouncil@gmail.com](mailto:horshamseniorpersonscouncil@gmail.com) or Google; Horsham District Older Peoples Forum for website and contact details/Facebook link.

#### 9. Close of meeting

##### **Date and location of future 2015 meetings:**

Tuesday 2<sup>nd</sup> June - Washington Village Hall, Dore Room

Wednesday 9<sup>th</sup> September - Rudgwick Village Hall

Thursday 10<sup>th</sup> December - Partridge Green, St Michael's Church Room