

HORSHAM DISTRICT OLDER PERSONS FORUM
PUBLIC MEETING 30TH MAY 2018
at BILLINGSHURST COMMUNITY CENTRE

1(1). PRESENT

| | | |
|--------------------|------------|--|
| Martin Bruton | MB | HDOPF Chairman |
| Arthur Reader | AR | HDOPF Vice Chairman |
| Alf Goodchild | AG | HDOPF Treasurer |
| Martin Toomey | MT | HDOPF Secretary |
| Edna Henly | EH | Pulborough Parish Council |
| Dennis Saunders | DSa | Citizens Advice |
| Mrs Durham-Shearer | DSH | |
| Margaret Cornwell | MC | U3A |
| Toni Spence-Holey | SH | |
| Alex Spence-Holey | SH | |
| Sally Curtis | SC | Age Uk Horsham District |
| Sonia Mangan | SM | Ceo Age Uk Horsham District |
| Joyce Shaw | JS | Upper Beeding Parish Council |
| Claire Shepherd | CS | Horsham District Council |
| David Searle | DSe | Horsham Town Community Partnership |
| David Jessop | DJ | Horsham Town Community Partnership |
| Chris Osborne | CO | Horsham Denne Neighbourhood Council |
| Godfrey Newman | GN | HDC and Denne Neighbourhood Council |
| Jill Chaytor | JC | Nuthurst Parish Council |
| Ann Gaffney | AG | Nuthurst Parish Council |
| Hazel Barnes | HB | Billingshurst Parish Council and Wednesday Group |
| Leo Jago | LJ | Action for Older People Henfield |
| Kate Rowbottom | KR | Councilor Horsham District |
| Chris Cribb | CC | Southwater Neighbourhood Network |
| Rosemary Burton | RB | Southwater Neighbourhood Network |
| Lilian Bold | LB | Patient Reference Group |
| Marlene Riecker | MR | Ascot Care |
| Keith Barraclough | KB | |
| Zoe Harris | ZH | My Care Matters |
| Rachel Pauley | RP | Apetito |
| Jill Peckham | JP | Southwater |

1(2) APOLOGIES FOR ABSENCE

| | |
|----------------|---------------|
| Derek Moore | Southwater |
| Tim Wilkins | Alzheimers UK |
| Michael Jarvis | |
| Brian Spicer | |
| Lindsey Wine | Sussex Police |
| Nigel Jupp | Councilor HDC |
| Amanda Jupp | Councilor HDC |
| Andy Tilbrook | Pulborough PC |
| Loretta Rogers | WSCC |

2. NOTES OF THE LAST MEETING: SOUTHWATER 6TH December 2017.

Are on the Website: horshamdistrictolderpersonsforum.btck.co.uk

3. CHAIRMAN'S REPORT

Appended to these notes: SEE **ADDENDUM 1. 'HDOPF AT BILLINGSHURST'**

Note: Question Time meeting with Jeremy Quinn MP: re-scheduled to 1030am

Friday 16th November 2018 Parkside Council Offices Ground floor conference room.

4. TREASURER'S REPORT

Current Balance of Account £140.22

To receive HDC grant £ 825

credit £ 965.22

To pay Public liability ins £ 218.12

Balance of credit £ 747.10

5. HDOPE / HORSHAM TOWN COMMUNITY PARTNERSHIP MOBILITY SCOOTER TRAINING PROJECT

Introductory Report by David Searle [DSe] Appended to these notes; see **ADDENDUM 2**

Project Introductory talks, demonstrations and courses:

Organisations such as Parish Councils, Sheltered Housing, Care Homes and Older Peoples' groups would be welcome to ask the Project for an introductory talk and / or a safety awareness course. The project can bring two scooters to a venue for use in the demonstration or course. There is third party insurance with Zurich.

Discussion/Comment issues arising from the report

LB: **Queen Elizabeth Hospital Carshalton** can also advise between the choice of a wheelchair or a scooter. Chairs can be controlled with a joystick – easier for the more seriously disabled for example for stroke victims. The Horsham Stroke club may benefit from a talk. **LB** will enquire.

DSe : **An Information pack will be given with the training.**

D J There are several types of Scooter to buy – the Project will aim to advise on choice including suitability for carrying by car, pavement or rough terrain travel, storage, battery charging, and third-party insurance. (neither Insurance nor serious training is obliged by law presently).

Atlas Mobility has given helpful support.

Scooter Routes: in Town dropped kerbs strategically placed for continuous routes to important areas are necessary and these need to be coordinated with car parking arrangements so that they are not obstructed. Scooter users may need to plan their routes.

A good ride would be another HTCP project – the 13mile Riverside Walk.

RB **Publicity:** HTCP activity on this project should be good copy for referral to local newspapers, HDC and WSCC publications and Village news magazines.

SM They, with their volunteers, deserve applauding, mention in Volunteers Week.

EH Pulborough Parish Council would like a presentation. [DSe] Leaflets have been sent.

6(1) GUEST SPEAKER: CITIZENS ADVICE – DENNIS SAUNDERS

Area organization

Citizens Advice is a national charity of volunteers organised into areas such as the area of Central and South Sussex. This area has a population of 31,300 presenting 60,000 problems to the sixteen advice bureaux (listed on the internet) over a year.

Access

Face to face: essential for ethnic problems where language is a difficulty. Bureaus in larger centres of population. Walk in service. Triage of 15/30 minutes difficult to achieve when busy.

Telephone: advice lines for English speakers the most effective as problems can be identified as cases and followed with case files.

Webchat: internet conversation available for skilled internet users.

Email : the advantages of post without the cost. Time for considered/researched advice.

Public libraries with Internet are an access to these services.

Volunteers

The best time for volunteering is early on in retirement. The work is not a cosy option and can involve dealing with domestic violence and emotion. The training involves commitment to two to three months 'e' learning the navigating of databases

Skills

There are three levels of trained volunteers.

Receptionists

Triage assessors

Advisers capable of solving problems and advocacy in behalf of their cases and having a second language.

The work re: Older people

Mental issues are 50% of the work in consequence of personal inability to surmount the barriers of access to social assistance needed from the disabilities of old age.

Typical issues are:

Signposting and Assisting claims to benefits : blue badge mobility

Pension credit

Attendance allowance

Personal Independence Payments

Reclaim VAT on House modifications.

Feedback to Authorities

Bureaus make an analysis of the problems with which they are presented which they report to their Regional offices who report to the National office. Unseen problems in government provisions experienced on the ground can then be presented to Ministers for redress.

INTERNET HELP ADDRESS: Citizensadvice.org.uk

6(2) GUEST SPEAKER: APETITO – RACHEL PAWLEY [RP]

Apetito provides Meals on Wheels in the West Sussex area

Apetito succeeded the WRVS service (many drivers continued with Apetito)

Service for: those whose need is identified by WSCC Social Services

or who buy the service for themselves. It is a commercial Contract which is not subsidised.

Delivers

365 days of the year within the 3 hour period 11am-2pm. (14,000 meals)

A Hot meal: 2 or 3 courses plus a teatime pack.

Sourced frozen from Wiltshire Farm Foods Trowbridge

Cooked in the delivery van

Menu choice 3 meat & two veg and 3 puddings – hot, cold, diabetic.

All dietary requirements (kosher, halal etc.) mini size ; puree.

User cost: £6.24 / 5.20. +£1 for 3 course. Teatime pack £3.25

Flexibility

Daily – can stop if call before 10am.

Temporary supply: can be arranged e.g. Carers' holiday. 12hours for initial registration.

Questions/Comments from the meeting:

[CO] please send **leaflets for promotion of the scheme** to Chris Osborne HDNC.

[JP][SM] WSCC **monitors** the Contract and can conduct **customer surveys** but what avenue is there for existing (not exiting) Customer Satisfaction to be known? [RP] **No formal avenue**

[SH] One aim of the scheme is for the **alleviation of loneliness** so that drivers should have contact with those to whom they deliver and a continuous relationship. [RP] **there has been continuity with drivers from the previous scheme. Drivers are allowed 3-5minutes for each delivery stop.** (note this is a commercial contract with no subsidy)

[LB][EH] What contact is there with general carers ? For example Is there a place for Apetito in the preparation of Care plans e.g. on leaving hospital ? and do they have contact with Community Wardens?

[RP] **no answer recorded**

[DSh] Does Apetito recycle foil containers and do they have paper topping? [RP] **as previous query.**

[GN] Is Apetito online WEBSITE ADDRESS
apetito.co.uk

7. DISCUSSION / COMMENT ON TOPICS RAISED

7(1) Banks and Post Offices in Rural Villages [HB][JS][AR][SM]

Banking services reduced to single bank or visiting mobile banks with restricted times. Post Offices supposed to take over their functions but even they are threatened – closing in Upper Beeding and for sale in Steyning. Internet Banking is not a substitute. Age UK has examples from elsewhere in the country.

Post Office has a Rural Development support department.

[MB] **HDOPF will invite a speaker from the Post Office.**

7(2) Internet Scams and Fraud [CS]

Internet users are in fear of scams and fraud. Citizens Advice have written a report and have publicised the problem in a 'Scam Awareness Week.' Details can be found on the internet.

ATTACHMENTS

ADDENDUM 1: CHAIRMAN'S REPORT FOR BILLINGSHURST MEETING

ADDENDUM 2: MOBILITY SCOOTER SAFETY AWARENESS PROJECT REPORT

NEXT FORUM PUBLIC MEETING: 29TH AUGUST 2018 AT COLGATE VILLAGE HALL 1030 – 1300

Addendum 01

Chairmans report for Wednesday 30th May 2018

1. Welcome & thank you to everyone attending. Would like to see more older people attending. Numbers dropped off after HDC withdrew free transport. Would also appreciate greater support from Parish & neighbourhood Councils.
2. Pleased at the feedback on the revised HD Older Peoples Directory of Services published in January 2018.
3. We have renewed our public liability insurance with Zurich £218.12 for June 2018/19
4. We have been awarded a grant of £825 by HDC to continue the HDOPF and we owe them a big thank you.
5. The cancelled 2nd March MP Question Time with Jeremy Quin MP rescheduled to 16th Friday November 2018. Please reserve your place.
6. Any suggestions or requests for future guest speakers?
7. We will be hearing about the Forum mobility scooter pilot training project with HTCP from David Searle in a minute. I would just flag up for future discussion the increasing concerns and issues around the older driver and 'having the conversation.' Issues such as lack of local buses, loss of one's car, getting to Dr's and hospital appointments or visiting, loss of social life, loneliness etc.

Addendum 02

Horsham Town Community Partnership - Report to HDOPF 30th May 2018

For the benefit of those that were not at the previous meeting.

HTCP in conjunction with HDOPF and Age UK Horsham District are providing **FREE** Mobility Scooter Safety Awareness Sessions for a trial period of 6 months.

We have secured funding from WSCC, Police Lost Property Fund and Horsham Rotary Club and the show is now on the road.

You may recall at last HDOPF public forum I made a plea for volunteer Instructors and I am pleased to say we now have 7 Instructors which includes myself and my colleague David Jessop. We all attend a one day training course at QEF in Carshalton and received a certificates.

HDC arranged for us to have a stand in the Carfax food market on Thursday 26th April to advertise the Safety Awareness Sessions. There was a fair amount of interest, particularly from family members who was interested in getting and elderly family member to attend_.

With the support from HDC who gave the Park Barn and Tennis Court to us FOC we have held 2 sessions with 3 trainees in attendance each time. Ages ranged from 87 to 94. Clearwell Mobility based at Burgess Hill with retail outlets in Surrey and Sussex provide FOC 2 mobility scooters for each session. Some of the trainees were experienced drivers others were complete novices.

The experienced drivers thought the course was well worth attending and they picked up lots of useful information and tips.

Novice drivers started off slow and were very nervous but after driving around the obstacle course we set out in the tennis court their confidence grew.

They drove round a set of cones so we could assess their judgment skills, reversed and drove out of a lift marked out by cones, carried out a 3 point turn on a narrow pavement and whilst they drove at speed we shouted STOP and this demonstrated the distance a scooter takes to come to a stand.

Once we were confident they were ready to go out into public areas we crossed

the road at the controlled crossing opposite the Capital Theatre and headed up towards the railway station . Using the public subway we crossed North Street and traveled back through the park to the Barn. This boosted their confidence driving in public areas and this included teenagers on their way home from Millais and Forest Schools'.

Without exception everyone that attended the session thought it was wonderful and would recommend it to their friends. They all received a certificate to prove they had attended the course and were given a hi-vis vest as a momentum of their day.

On Wednesday 23rd May 2018, Instructor Derek More and myself attended McCarthy and Stone Retirement Home, Clarence Court along the Brighton Road and gave a presentation at their coffee morning to 16 residents. This was well received and we hope that some will enrol. We suggested that if there was sufficient interest we could come to them and run the sessions at Clarence Court . We are currently trying to speak to the Scheme Managers of retirement homes and sheltered housing throughout the District but there doesn't seem to be much interest.

Nevertheless we are plugging away and hope though a contact with Saxon Weald they will show a little more interest.

Explain the lack of interest from Ben Gold and Mandy Cracknel who are responsible for Horsham Shopmobility.

Clearwell Mobility have offered us a permanent loan of 2 scooters whilst this 6 month trial takes place but currently we are looking for secure storage!!!; suggestions would be welcomed.

