



**MEETING OF THE HORSHAM DISTRICT OLDER PEOPLES FORUM**  
**on Wednesday 29<sup>th</sup> May 2019 10:30am – 1.00pm**  
**at The Steyning Centre**

**1(1)01: PRESENT**

Martin BRUTON	<b>MB</b> HDOPF Chairman
Arthur READER	<b>AR</b> HDOPF Vice Chairman
Martin TOOMEY	<b>MT</b> HDOPF Secretary
Sonia MANGAN	<b>SM</b> CEO Age UK Horsham District
Edna BENDER	<b>EB</b> Billingshurst Parish Council
Lilian BOLD	<b>LB</b> Clinical Commissioning Group, Horsham & Mid Sussex
Elizabeth BROWN	<b>EIB</b> Steyning Parish Church
Janet BROWN	<b>JB</b> Sussex Police
PS Craig BURGESS	<b>CB</b> Sussex Police
Michael COCKERILL	<b>MC</b> North Horsham Parish Council
Sam COLLIER	<b>SC</b> NatWest Community Banking
Jason COLLINS	<b>JC</b> Post Office Ltd
Gina DIXON	<b>GD</b> Nuthurst Parish Council
Jess DONLEVY	<b>JD</b> Vintage Years Club Steyning.
Ann GAFFNEY	<b>AG</b> Nuthurst Parish Council
Edna HENLY	<b>EH</b> Pulborough Parish Council
June JARVIS	<b>JJ</b> Horsham Forest Neighbourhood Council
Michael JARVIS	<b>MJ</b> Horsham Forest Neighbourhood Council
Elaine KIPP	<b>EK</b> Pulborough Parish Council
Sarah LAMBERT	<b>SL</b> Post Office Ltd
Lorette MACKIE	<b>LM</b> Henfield Haven, Impact Initiatives
Philip MOCKETT	<b>PM</b> Community Link HDC
Guy NELSON	<b>GN</b> Coldwaltham Parish Council
Christine NOBLE	<b>CN</b> Thakeham Parish Council
Michael PEARCE	<b>MP</b> Horsham District Council
Gerry RUSSELL	<b>GR</b> Steyning Good Neighbours
Joyce SHAW	<b>JS</b> Upper Beeding Parish Council
Claire SHEPHERD	<b>CS</b> Horsham District Council
Danielle SHURGOLD	<b>DS</b> West Sussex County Council
Anita VAN DER COLFT	<b>AV</b> Action for Deafness
Debbie WOOD	<b>DW</b> The Hub: Upper Beeding

### **1(1)02: APOLOGIES FOR ABSENCE**

Christine OSBORNE Horsham Denne Neighbourhood Council; Derek MOORE Southwater; David SEARLE HDOPF & Horsham Town Community Partnership; Douglas BANKS; Keith and Beryl BARRACLOUGH;  
Cllr Stuart RITCHIE; Nicky FULLER Age UK Horsham District.

### **1(2): NOTES OF THE PREVIOUS MEETING**

Notes of the meeting of 18<sup>th</sup> March 2019 in Storrington are on the HDOPF Website.  
Website: [www.horshamdistrictolderpeoplesforum.btck.co.uk](http://www.horshamdistrictolderpeoplesforum.btck.co.uk)

### **2(1)01: CHAIRMAN'S REPORT**

**Mobility Scooter Training** : supporting the work of of Horsham Town Community Partnership.

Training locations at Park Barn Horsham and as negotiated in other areas.

Funding: adequate at present and with future prospects with TESCO and Christs Hospital fund.

Outreach: have capacity to train many more attendees than at present. Approaching appropriate bodies, other organisations and advertising the service.

**Community Transport Working Group:** HDOPF taking part with WSCC hosted a Networking Meeting of Voluntary Community Transport providers 14<sup>th</sup> May 2019.

**'Bag Tag' Project:** [from Hospital Insight project] continues with NHS, CCGs, Park Surgery, Age UK Horsham District; West Sussex Healthwatch, WSCC and HDC on launching the scheme soon.

**Dementia Friendly Communities Forum Meeting 23<sup>rd</sup> April 2019.** HDOPF attended.

**TSB Scams Awareness Pop-up shop Swan Walk 10<sup>th</sup> May 2019.** HDOPF attended.

### **2(1)02: TREASURER'S REPORT**

Balance of Current Account 13<sup>th</sup> May 1029 £395.80

### **3(1) GUEST SPEAKER:**

---

POST OFFICE RETAIL OPERATIONS CHANGE MANAGER: Jason Collins and Post Office Head of Network Change Sarah Lambert

#### **A New Strategy for Branch Offices**

Over 6-7 years a program costing £1.8 billion to remove subsidy from the Post Office includes franchising local branch post offices into others' retail premises and reducing the number of Directly Managed Post Offices. Research of opportunities encourages retailers to take on Branches with imaginative ways to provide services in different types of retail outlet. The network of offices is stabilizing for the first time in many years. Post Office has opened 100 new offices this year.

#### **Support for Branch Offices and franchise**

There are circa 11,600 post offices nationally. The Post Office is required to be a commercial operation but also has a social purpose to maintain services within communities.

Jason Collins is responsible for assessing and maintaining the areas serviced by Post offices and the provision of postmasters.

## QUESTIONS, ANSWERS & COMMENT

**GN: Importance of Place:** A Branch should be a place permanently present – not a mobile van such as some banks are providing. Possibility of sustaining the Village hall.

**CN: Postmasters in Franchises:** are trained but not employed by the Post Office. Course material on the internet, time in the classroom, and initial and or occasional supervisory support on site are provided by Post Office Business Support Manager. Barcoding makes the Postmaster's work easier.

**Branch Services:** Not all branches provide Passport or Driving Licence issuing. Taking on Bank services.

**SM: Responsibility for Providing a Branch :** initiative from a Retailer or a Community assessed by the Post Office with its community responsibility in mind. Sometimes disputed issues. **Contact Change Management.**

**DW: The Beeding Hub:** was well supported by the Post Office when considering setting up a branch in the Hub - an organisation with Charitable status - though they decided against.

**MC: Post Office Limited is not Royal Mail.** Post Offices have the contract to take in Mail to be sorted and delivered by Royal Mail.

**EH: Pulborough Problem:** There is a petition to reinstate the original retailer position for the Post Office which is moved to a Service Station. This is a problem for **application to the Change Management** (Jason Collins).

**SM: Post Office facilities are required for new housing estates.**

**EB:GD:PM: What criteria are there for closing a Post Office?**

OFFICES ARE NOT CLOSED – THEY MAY BE MOVED – THERE IS ONLY AN OPENING PROGRAM.

In **Horsham** the Crown Office (Direct Management) has moved to Franchise in a Retail Outlet.

No move is made without consultation.

**CN: What is the current state of the change?**

The Network Transformation Program started in 2012. 3000 branches remain subsidised.

---

### **3(2) GUEST SPEAKER:**

NATWEST COMMUNITY BANKER SOUTH DOWNS: Sam Collier

Natwest has a video presentation of **Advice against Scams.**

**J B:** Sussex Police leaflet 'Scam mail It's a crime' and Warning notice to display against cold callers support the Banks' efforts. Natwest leaflet '**friends against scams**'- a national trading standards initiative.

**MB:** Community Groups want talks on scams but do not want to be frightened by videos without soothing presence of people to answer fears. Stress for imagined harms is real for aged people.

**The Scam problem:** is extensive especially through incidental contact by telephone or by mail and email. 53% of those reporting are over 65 and it is estimated that only 5% of cases do report – others hold back through embarrassment for their self-esteem or lack of confidence in finding the means of redress.

**Help with scams :** Banks are working together and providing more contact for the public needing help against a scam or with concerns for security. **Online :** Natwest.com/security and **Personal contact:** Community banker can visit.

**Progress of a scam:** Scam criminals are intelligent and can have different faces in development of the scam ranging from charming befriending to aggressive intimidation. They develop a profile picture of their victim in targeting the vulnerable points. Acceptance of a first approach puts the victim on a 'suckers list' which leads to a successful scam in one visit or more calls and in some cases a cycle of victimisation. A common one visit successful scam is the persuading of the victim to open their computer to remote control by which, with various subterfuges, the scammer can open ways to identity and financial theft from the victim.

**Banks surveillance:** Fraud departments look out for 'unusual' movements in their customers' accounts and query them with the account's holder. In this respect there are procedures between the bank and the account holder for **identity verification**.

#### QUESTIONS ANSWERS AND COMMENT

**Scam variations :** Doorstep; distraction burglary.

**J B; SC:** Offers to young people: job adverts involving advance payments; deposits in bank accounts and credit cards. Money laundering schemes involving repayments.

#### **Telephone Banking**

**DW; PM;SM;JD;SM:** Villages are being left with no branch of a bank. One in four people over 75 either do not own a computer or are not on line, and **need to speak to a person**. Age UK and West Sussex County council offer assistance in getting people online but the more immediate solution is getting people onto telephone banking.

**SC:** The Natwest is the only Bank which offers its Community Service for individual consultation visits which can be used where needed for this purpose.

**SC; Online and telephone contact to banks is secure from hacking.**

#### INCIDENTAL HINTS

**[JB] Verification by calling another phone:** the scammer suggests you end your call with him and make a verification call to a trusted source which he specifies. When you do so you are unwittingly still connected to the scammer who continues the deception.

**[SC] Never respond:** to a text message saying it is from a Bank – it won't be from them.  
: to an unexpected email from HMRC – it won't be from them.  
: to a TV licence demand by email.

#### **Giving Card details over phone:**

: if you are initiating the call ok to give them.  
: if a caller asks for them **do not** give them.

**[JB] Activating links in unexpected emails / messages: don't.**

**Passwords:** Keep a book to note down your passwords.[separately from your computer]

---

#### **3(3) GUEST SPEAKER:**

**SUSSEX POLICE: PREVENTION TEAM ADUR WORTHING HORSHAM: Sgt Craig Burgess**

**Funding Stablising :** Government restrictions on funding have caused cuts of 25% over the past 7-8 years amounting to £92million for Sussex police.

Police Commissioner Katy Bourne now permitted to set a higher Police Precept though it has been set low by comparison with others.

**Police Stations:** Worthing, Steyning, Shoreham, Horsham open – Littlehampton, Lancing closed.

**Prevention team:** 4 Sergeants 3 teams on shifts of 7 officers and 12 PCSO's.  
(not 24 hours)

**Response teams:** 90 officers on shift and rests. West Sussex hub of 6 officers per shift.  
(24 hours)

**Activity all Sussex :** 2000 calls to 101 per day Summer and Winter average and emails which are an alternative to 101. 5 shifts of call takers – need more. Fridays and Saturdays difficult.

30% do not have an operational response. Operational response mobilisation between 8-40 minutes.

**Horsham district:** rated second safest in the country by crime figure comparison.

**Yardstick:** crime statistics nationally have shown a fall in activity which is now rising again.

#### QUESTIONS ANSWERS AND COMMENT

**MC: DW:**

**Increase in Calls:** reflects changes in society since 101 was started. Footfalls into police stations less but more mobile phone users.

**EB:EH:JB:GR: MP:**

**Volunteers and Special Constables** assist – help with the hub.

**Wardens** funded in some Parishes by HDC

- are accredited to Police with limited powers but of great assistance in police awareness of the ground and communication of incidents. They report to Parish Councils and are under control of Horsham District Council.
- have social functions preventing anti-social activity and as contact and welfare check for isolated, lonely vulnerable people linking to Social Services, Voluntary Clubs and Transport services.

3(4) **GUEST SPEAKER:**

THE BEEDING HUB: Debbie Wood

**Befriending scheme:** Start-up grant 2014

Older people at first – now includes pre-school parents. 80 people involved. 30 visiting 30 older people in the area of the Steyning Medical Centre covering 11,000 people. Hub is in the premises of Beeding Baptist Church which provides funding in extending the service.

**Activities across the age groups;**

•COMMUNITY CAFÉ

**Daily** 9.00AM-12.00PM (manned by 40 volunteers from church and community)

Young mums coffee & chat after delivering children to school.

Older people drop in coffee and chat.

•TIME TRAVELLERS CAFÉ:

**Monthly** 1<sup>st</sup> Thursday Light lunch and early afternoon time.

For those with 'Memory Issues' and dementia diagnosed. Activities.

Would like to extend availability.

- WELLBEING CAFÉ (avoiding 'white-coat' syndrome)

**Quarterly** fronted by different agencies in rotation giving access to range of services.

Action for Deafness;4Sight; Alzheimers society; Age Uk

- FRIENDSHIP LUNCH

**Quarterly.** Last Friday of the month : 60 people.Two Course cooked lunch £4.

- COMMUNITY TEA

**Quarterly:** On vintage china. With entertainment.

### **Community Connector for Steyning District**

Statistics identify 'over-use' of Health Centres with non-medical issues mostly, but not only, in the older age brackets. '**Social prescribing**' has been introduced for Doctors to link with community activities such as walking, gyms, clubs and centres such as the Hub. Training in use of central government funding from 1<sup>st</sup> July 2019 raises uncertainties.

**Liaison with the Health Centre** Thursday mornings.

**Connector Champions:** identified for activities e.g. Steyning Vintage Years Club [for over 65s]

Steyning Good Neighbours car service with leaflets available for applications to services.

Pools of volunteers to take people to activities. Community minibus includes Hub in regular trips.

### **Other Community connectors in Horsham District.**

Horsham Park Medical Centre

Henfield Haven

**[LB] [JC]** Some confusion to be sorted out with different Titles (eg 'care coordinators) and Charities who have been ahead of government schemes with the 'Mendip project and Crawley Project as examples.

### **Funding for the HUB:**

Debbie is employed by the Hub for the Community service assisted by Vicky looking after families.

2 year development funding by the local Wilson Memorial Trust and two sources of funding from the Steyning Health Centre. Role to be reviewed in government 'training' 1<sup>st</sup> July 2019.

---

### **NEXT MEETINGS:**

**3<sup>rd</sup> SEPTEMBER 2019:** ROFFEY MILLENIUM HALL, Crawley Road, HORSHAM. RH12 4DT.

**22<sup>nd</sup> NOVEMBER 2019:** MP Question Time with Rt.Hon. Nick Herbert MP, HORSHAM DISTRICT COUNCIL OFFICES, Parkside, Chart Way, HORSHAM RH12 1RL

---