

MINUTES OF HILLINGDON'S OLDER PEOPLE'S ASSEMBLY
6 December 2016
Council Chamber, Civic Centre, Uxbridge

1	<p>Welcome</p> <p>Lisa Taylor welcomed everyone to the meeting and explained the purpose of the Older People's Assembly to new members, which is for the Council, its partners and residents to work together to improve services for older residents in Hillingdon.</p> <p>She gave an update on feedback received from issues raised at the last assembly. Below are the updates.</p> <ul style="list-style-type: none">• Wood End Green Road: kerbs too low following resurfacing – <i>this has been noted by the department and is currently being monitored.</i>• St Andrews Subway (Uxbridge High St): constant flooding and not maintained – <i>the gullies have been cleaned.</i>• Long Lane (opposite Oak Farm School): Flooding – <i>all gullies have been cleaned</i>• Bosanquet Close: Flytipping – <i>Antisocial Behaviour Team are calling for witnesses.</i>• Uxbridge Road between Kingston Lane and Shops – <i>the area has been cleaned.</i> <p>Flu can be more dangerous if you are over 65, have an existing health problem, are pregnant, a carer or children under 4 years old. Lisa encouraged residents to contact their GP surgeries to get their free flu jabs.</p>
2	<p>Update from the Older People's Champion - Cllr Ray Puddifoot</p> <p>Cllr Puddifoot gave an update on various issues, outlined below are the key points.</p> <ul style="list-style-type: none">• The council submitted a petition to the House of Commons Select Committee against additional provisions to the HS2 Hybrid Bill. The assurances included measures to reduce HS2 construction impacts, and compensation for the restoration of Ruislip and Uxbridge golf courses and Hillingdon Outdoor Activities Centre.• With the proposed expansion of Heathrow, Hillingdon together with other councils have agreed to seek a formal judicial review.• The council has now fitted nearly seven thousand free burglar alarms for residents over the age of sixty five and this will continue.• The Telecareline scheme has been free for residents over the age of eighty since 2014 and now has over three thousand residents benefiting from the service.

- Twenty three residents using the GPS technology which is the Safer Walking device used by clients with early stages of dementia.
- Free swimming for the over sixty fives remain popular with a take up of over six thousand swimming sessions between June and August 2016.
- More than three hundred over sixty five residents benefiting from the free allotment plot.
- The brown badge parking scheme remains popular.
- Older people's community groups continue to receive funding for outings, parties and other events.
- If you are over sixty five and should your heating fail, the council will loan you electric heaters through its free Heater Loan Scheme if you call the Contact Centre or Social Care Direct. The heater will be available to you whilst you get your heating problem fixed. The council also gives a grant of forty five pounds to cover the extra cost of running the fan heaters.
- Bowls club refurbishments are on scheduled and will be ready in time for next season.
- Because of the council's strong financial management, it is doing very well compared to other London councils. This means the council can do a lot more for its residents in general, without reducing services for older people.

Q1. Any update on Smith farm, next to the old stadium?

A4. It is the Hillingdon House Farm. At the moment, this is not considered a high priority for the council.

Comment: Residents can't park outside certain bus stops, they keep getting fines.

Response: If you park illegally, you will get a penalty fine. We have also recently installed cameras outside schools as part of the council's safety measure.

Comment: The hearing loop system in the building does not seem to be working properly as there are always issues when we attend meetings in the council chamber or in the committee rooms.

Response: This will be looked into as the loop system should be in good working order.

3 Keeping Warm, Healthy, Safe and Fire Safe this winter.

Sharon Trimby from Age UK, Hillingdon gave a presentation about keeping warm and healthy during winter. Below are the key points of her presentation.

The Get Ready for Winter campaign aims to help raise awareness of the dangers posed by winter weather and provide tips and advice on how to minimise its impact.

The initiative was a local response to Age UK's national "Winter Warmth" campaign, targeted at older people living in the borough to help:

- reduce winter deaths
- reduce hospital admissions or visits to Accident and Emergency
- reduce number of people having problems meeting fuel bills
- provide information, support and practical assistance to stay warm and well.

Myth Busting - some of the myths you might hear about.

- I only need to have my heating on for couple of hours a day
- I don't qualify for any help with heating costs
- I keep my bedroom window open at night as it is good for my health
- A warm bedroom is bad for my health

However below are some simple precautions to stay warm and well.

- Eat well - make sure you eat at least one hot meal a day
- Stay healthy
- Get help and advice - for example, find best deal on gas and electric
- Energy helpline
- Information booklets
- 70°F (21°C) is the ideal temperature for your living room
- 65°F (18°C) is the ideal temperature for your bedroom
- Keep your bedroom window closed at night when the weather is cold.
- Keep supply of simple cold, flu and sore throat remedies.
- Order repeat prescription in plenty of time

Residents should get their boilers serviced on a regular basis.

There is also some support for vulnerable clients.

- Blankets, throws, draught excluders
- Electric blankets exchange scheme
- Benefits check

Other Age UK Hillingdon services

- Help at home
- Internet shopping
- Home from hospital
- Handyperson

If you would like to get in touch with Age UK about any of the services they offer, please contact:

- by phone 020 8756 3040
- by email at enquiries@ageukhillingdon.org.uk
- via their website at www.ageukhillingdon.org.uk

Q1. Have you increased the pool of carers that work for Age UK, Hillingdon?

A1. That's one of the things Age UK national is actively campaigning about.

Support for carers is something the council is working in partnership with organisations to improve. There is also the newly formed Hillingdon Carers Partnership delivering a lot of services for carers and a lot of work is going on at the moment.

Comment: The plumbing service is very good and the workmen are very friendly and professional.

Staying Safe this winter

PC Edward Blake from the Metropolitan Police; gave a presentation about staying safe and secure within your home, especially from burglars, as it gets much darker earlier in the day than usual.

Below are the key points of the presentation, including advice and helpful steps to follow.

Burglary is a serious issue that's why Operation Bumblebee is tackling burglars in London. You can secure your home and property by following Bumblebee's 11 Top tips for securing your home.

1. Mark or etch your property with your post code, house or flat number or the first 3 letters of your house name. It is advisable to use markers such as smartwater pens. SmartWater is a traceable liquid and forensic asset marking system that is applied to items of value to identify thieves and deter theft. The liquid leaves a long lasting and unique identifier; that is only visible under an ultraviolet black light.
2. Register items with a serial number at www.immobilise.com
3. Do not leave your car keys or ID documents near doors, letterbox or windows.
4. Always check who's at the door and don't open if you feel anxious.
5. Close and lock all your doors and windows even if you are only going out for a few minutes.
6. Keep your valuables out of sight.
7. Leave some lights on if it will be dark before you get home, for example where you can, use timers to switch lights on.
8. Install a visible burglar alarm, as it is a great deterrent.
9. Always keep sheds and outbuildings locked.
10. Cancel milk or other deliveries if you will be away for weeks or days at a time.
11. Beware of bogus callers - if no appointment, don't let them in. Always ask for their ID.

Comment: There is little or no police presence in the Heathrow villages.

Response: Every ward has a sergeant and Safer Neighbourhoods Team (SNT), so if you or anyone else wants to know how to find out information about local SNTs, you can either search on Google or talk to me at the end of the assembly.

Comment: Always befriend your neighbours as the relationship sometimes helps, especially in times of crisis. Some people leave their spare house keys with their neighbours.

Response: It is good to have a good relationship with your neighbours because you can look out for one another. Please be aware that your house insurance could be affected when you leave your keys to your neighbour, so it is advised that you take precaution when making such decisions. You can also

let your local SNT know if you're going to be away and they can keep an eye out for you while patrolling the area.

Q1. What is the quickest way to report antisocial behaviour (ASB)?

A1. The Police and Council work in partnership to combat any form of antisocial behaviour. Depending on the type of antisocial behaviour, we encourage residents to contact 999 in a case of emergency, 101 to get through to their local police or 0800 694 0240 to report to the council. Information received is always directed to the relevant officers who take action to address any issues.

A resident shared his experience of telephone scam and below is the advice given.

- Always remember, if it's too good to be true, it probably is.
- When people phone and ask you for your details you are not obligated to provide them with the information requested.
- If it involves your credit or debit card, please hang up and call your bank immediately.

For more information, help and advice, go to www.metbumblebee.org or your local police station. If you need the Police after a burglary, call 101.

Staying fire safe over the festive period - Fire Brigade

Ushar Parmar and Barbara Clayton from the London Fire Brigade; shared some useful information about staying fire safe over the festive period. The key points of their presentation are highlighted below.

Safety advise:

- Make sure you get your Christmas trees from a reputable company.
- Make sure your sockets are not overloaded.
- Switch off all Christmas lights at night before you go to bed.
- Ensure the tree is not near a portable electric heater or in front of a gas fire.

Electric blankets:

- Make sure it complies with recognised safety standard and the plug is fitted with a 3 amp and not a 13 amp fuse.
- Make sure your blanket has an overheat protector, which cuts off the power if the blanket overheats.
- If the blanket isn't new, please have it serviced every three years. Follow the manufacturer's instructions.
- Never sleep with the blanket switched on.
- Never lie on top of a heated blanket when it's switched on, it can damage the heating elements and cause overheating.

Candles:

- Candles have become very fashionable but they require attention or can cause fire. Make sure candles are kept in an appropriate holder.
- Tea lights have a metal holder but this is not sufficient, ensure the tea lights are kept in a proper candle holder.

	<ul style="list-style-type: none"> • Rest candles away from flammable objects, open windows or plastic surface. • Before bedtime, ensure all candles are turned off. <p>Bedtime routine:</p> <ul style="list-style-type: none"> • Extinguish all smoking materials properly. • Make sure all appliances are switched off and unplugged as necessary. For example cooker, TV, etc. • Move all material that will burn away from any source of heat. • Make sure escape route is clear and all doors closed. • Make sure there is adequate means of contacting the emergency services, by the bedside. • Never smoke in bed. <p>The fire brigade can visit residents in their home and advise on prevention, detection and escape. The visit may include the fitting of smoke alarms, including in some cases, specialist alarms for the sensory impaired.</p> <p>Q1. Is there a number to ring to get the alarm batteries changed? A1. Yes, you can contact us directly and we will visit and change the batteries for you.</p>
4	<p>Questions and Answers and Discussion</p> <p>There was a general discussion around what other things would help older people stay warm, safe and healthy during winter.</p> <p>Below is the contact information on the council's Heater Loan Scheme, which provides short term loan of electric heaters.</p> <ul style="list-style-type: none"> • Emergency heater loans are usually available for up to 2weeks. • Eligible residents can call Social Care Direct on 01895 556633 from Monday to Friday between 8am and 6pm or the Emergency Duty Team on 01895 250111 on evenings and weekends to request a heater.
5	<p>Close</p> <p>Lisa thanked everyone for attending and the officers for their presentations.</p>
	<p>Date of the next Assembly:</p> <ul style="list-style-type: none"> • 28 March 2017 From 2pm to 3:30pm (registration and refreshments from 1.30pm) The Assembly will be held in the Council Chamber.