

Minutes of Hillingdon's Older People's Assembly

26 June 2018

Council Chamber, Civic Centre, Uxbridge

1.	Welcome Marion Finney from the Customer Engagement Team opened the meeting by welcoming everyone and introducing herself as the Chair. She went through the agenda and explained the purpose of the Older People's Assembly, which is to hear about services and activities that partners and the Council provide and a forum for people to ask questions. Marion went through some housekeeping and introduced the speakers for the day.
2.	Address - Cllr Ray Puddifoot The Leader Councillor Ray Puddifoot welcomed everyone. He explained some aspects of the Older People's Plan which goes to cabinet every six months. Some of the highlights delivered from April 2017 to June 2018 are; <ul style="list-style-type: none">● 2008/2009 - To date over 9000 free burglar alarms have been fitted for residents over the age of 65 years. The Council has purchased a further 1000 and will continue helping older people feel safer in their homes.● Preventative Care - Approximately 7700 Dementia Friends have come together with 2276 people been trained. An innovative Dutch invention called The Tovertafel ('magic table' in English) that provides stimulating light games for people with dementia have been installed in Uxbridge, Botwell, Ruislip Manor and Northwood Hills libraries and are available for groups and residents supporting someone living with dementia to use for free on a regular basis. A further 2 are planned to be installed.● Over 50 events have been funded for older people in the last year which include Christmas parties, the royal wedding and trips to the seaside. The tea dances are ongoing and there have been new art workshops, coffee morning activities, keeping healthy and free swimming lessons which are free to over 65's in the leisure centres.

- Telecare system provides a means for older people to get assistance and live safely. It is free to over 80's, however the age band has now been lowered to include over 75's. A total of 5072 received these services of which 3899 were for over 80's.
- Brown badge parking scheme - available to over 65's, helping older residents with mobility problems to use easy-access parking bays in a variety of local car parks and retail spaces. There are over 11,000 active brown badges. ASDA and Lidl in Hayes have brown badge spaces. A majority of residents applied online. Buckinghamshire Council has contacted Hillingdon Council to know how the scheme works as they wish to adapt a similar scheme.
- Financial health checks provided by Age UK Hillingdon - giving older people advice and support on money matters, claiming benefits and debt management.
- Allotments have proved to be very popular with. 359 allotments in the borough issued free to residents over 65 years old, in addition 61 plots allocated to residents over 60 years old at half price.
- Heater Loan Scheme - loaning electric heaters to residents living in their own homes if they have a heating breakdown. Residents can also apply for small one off grants through funding available from the Older People's Plan.
- Celebrations to mark the anniversary of the First World War in Hillingdon. For our younger residents, as a mark of respect for the 18 year olds who lost their lives in the year 1418 conflict, the year 1418 has been taken and these figures used to set aside a grant fund for 18 year old residents to cover their first year university fees as a way to give them a start. Also looking to do something in Harmondsworth to mark the anniversary.
- The Outturn for the year to March came in under budget of £2.5m.

Reporting issues and service requests

- Council Main Switchboard and out-of-hours service: 01895 250111
- Key Contact Numbers - inside back cover of Hillingdon People
- Do it online 24/7 at www.hillingdon.gov.uk

3.	<p>Presentation 1 - Navdeep Babra - Housing Register & Allocations Team Leader</p> <p><u>Accessing Social Housing</u></p> <p>The Housing Allocations Policy sets out how priority is awarded and is the key tool we use to decide what priority applies to a household.</p> <p>There are three key points to the assessment process, these are:</p> <ul style="list-style-type: none"> • Eligibility, • Qualification, • Housing Need <p>Once an applicant has qualified, been given a banding and joined the Housing Register, they will then need to go onto the Choice Based Lettings system Locata weekly to view the available properties. They will be required to bid for the properties, there will be a shortlisting and verification process before an offer of accommodation can be made.</p>
4.	<p>Presentation 2 - Gary Collier, Health and Social Care Integration Manager - Adult Social Care</p> <p><u>Extra Care in Hillingdon</u></p> <p>Extra Care is a '<i>home for life</i>' for people whose disabilities, frailty or health needs make ordinary housing unsuitable. They are self-contained flats with own front door. The main difference from other types of sheltered housing being 24 hour care is available on site 365 days a year.</p> <p>Extra care is for people aged 65 or over, or over 55 in exceptional circumstances. People who have a completed community care assessment that identifies both housing and social care needs, e.g. a disability or mental health need. People who are currently a borough resident. People with savings or assets below £30,000.</p> <p>Hillingdon has 4 Extra Care schemes:</p> <ul style="list-style-type: none"> • Cottesmore House - Perkins Gardens, Ickenham UB10 8FT • Triscott House - Avondale Drive, Hayes UB3 3PE

- **Grassy Meadow Court** - Grange Road, Hayes UB3 2UF
- **Park View Court** - Farrier Close, Uxbridge UB8 3XG

If anyone is interested in extra care, ask for a referral by:

- going onto the Council's website via the link below:
www.hillingdon.gov.uk/article/23707/How-do-I-apply-for-extra-care-housing; or telephoning Hillingdon Social Care Direct on 01895 556633.

If you qualify an assessment will be arranged for you.

5. Agenda planning for the future

- Hayes Area - Litter, rubbish bin supply and problem with people sleeping rough on the benches provided.
- Anti Social Behaviour
- Presentation from the Contact Centre
- Public toilets being removed
- Hayes planning and development
- Fraudulent callers and scams
- Cybercrime
- Waste Collection - fly tipping and enforcement
- Issues about Hayes Town Crossing and the dangers
- Lift in the Pavilions
- Refuse Service
- Healthwatch

Some of the attendees agreed that the presentations were too long and there was too much information up on the screen at one time. There is also not enough time for discussion and questions therefore very little time for participation. This assembly has been the longest time we have had to ask questions and have a discussion.

Marion encouraged residents to join the Steering Group and bring new ideas of how to better shape the delivery of the Assembly. She mentioned that the reason for the assembly is for residents and the Council to have a dialogue about issues that are important.

Questions and Answers

Below are the following questions asked, comments made and responses given.

Q1. Why is everything aimed at couples? I live with my sister and we have lived together all our lives but we cannot get anything together because we are not a couple.

A1. You've got to qualify to get onto the housing register, however we can take your details and further discuss with you what your options are. It is not completely ruled out.

Q2. Can the Extra Care Scheme Flats be bought?

A2. These flats are only available for rent, there are other schemes available in the borough that are leasehold.

Q3. Are the flats only for people within Hillingdon Borough?

A3. The places are only for those who reside within the borough.

Q4. The public toilets in the area have disappeared and the one in Hayes has gone. If you want to use the toilet you have to find a pub. What happened to them?

A4. Your points have been noted. We need to get the right people who can answer your questions to be invited to future assemblies.

Q5. There have been a number of scams taking place in the area. There was one caller, a gas person who was asking to give bank details. There are a lot of vulnerable people out there that can be scammed. What are residents expected to do?

A5. Our advice is, do not open your door to cold callers. Do not let them in. Do not give information over the phone and to let the police know when incidents like these occur.

Q6. Where I live the people in the flats do not keep the area clean and the refuse people do not clear it up. How can this be sorted?

A6. Enforcement officers do come out and pay visits, chase landlords and issue enforcement notices. Please report the issues through the Contact Centre.

Q7. Can the council arrange free fitness classes for 65+ yrs in Hayes and Harlington?

A7. Highgrove Leisure Centre and Botwell Green do Chairrobics. There is also an activity brochure (Over 65 Activities Guide) that informs you of what is going on throughout the borough. The guide is available in the foyer so please pick one up on your way out.

Comment 1: The Golden Bridge plaque is tatty and worn and in need of attention.

Response 1: You need to report it through the Contact Centre and also your local councillor.

Comment 2: Hayes area is not very clean there's a lot of rubbish and rats in the area where the pavements have been upgraded. There are not enough bins and seating for older people.

Response 2: The issue about the rubbish needs to be reported through our contact centre and a job will be raised. We encourage residents to call us and tell us what the issue is. If you have no luck, please look at our website and contact your local Councillor who will act on your behalf.

Comment 3: At the Hayes Crown Parade it is very difficult to cross the road, it can be a nightmare. It would be nice to have a bollard half way through to make it easier to cross.

Response 3: We will pass information on to the relevant department and let you know the response.

Comment 4: The lift in the Pavilion has been out of use for the past 4/5 months. Lift 2 has not been working for a while now.. The Council lifts only go up 2 floors, which is not ideal for people with disabilities and people with buggies who are trying to get up the stairs.

Response 4. The lifts do not belong to the Council and are out of our jurisdiction, you will need to speak to someone at the shopping centre.

Comment 5: There has been 2 accidents on the West Drayton Road, where the bollards have been knocked out of the ground. This means the grass verges will be used as parking. It is unsightly and needs to be fixed.

Response 5: We had a speaker from Highways at the last Assembly who shared information on some of the works planned across the borough and

	<p>West drayton might have been part of it. If you would like to refer to the minutes as the answer to your question might be in it. If not we can pass on your concerns about the destroyed bollards to our highways team.</p>
5.	<p>A.O.B.</p> <ul style="list-style-type: none">• No further items• Marion thanked everyone for attending and the officers for their presentations.
6.	<p>Date of the next Assembly:</p> <p>Tuesday 30th October 2018</p> <p>From 2pm to 3.30pm (registration from 1.30pm)</p> <p>The assembly will be held in the Council Chamber</p>