

Older People's Assembly

Minutes of Public Meeting held on:

Wednesday 7th December 2016, commencing at 1.30pm,

Council Chambers, Civic Centre, Southend-on-Sea.

COMMITTEE:

Mike Grimwade	Chairman	Lynda McLernon	Treasurer
Derek Iles	Vice-Chairman	Molly Dennis	Committee Member
Alan Grubb	Committee Member	Jill Allen-King	Committee Member
Dave Monk	Honorary President		

Agenda 7th December 2016

No.	Item	Speaker	Time
1	Welcome, Introduction, Apologies & Declaration of Interests: (All members having a vested interest in items on this agenda should declare their interest if relevant).	Chair/Secretary	5 minutes
2	Minutes & Matters Arising: (7 th September, 2016)	Chair/Secretary	5 minutes
3	Correspondence:	Chair/Secretary	5 minutes
4	Essex Crimestoppers: All the news from Essex Crimestoppers and an update on the latest scams.	Colin Dobinson Crimestopper Trust	25 Minutes
5	A New Approach to Service Delivery: A new approach to service delivery and support and what this will mean for our local community.	Sarah Baker SBC Group Manager Transformation Dept. of People	25 minutes
6	Oakhouse Foods: The company, its services and product range.	Tracy Gilbey Oakhouse Foods	25 Minutes
7	Question Time: - Open forum for questions. Advanced notice of subject is an advantage to enable relevant information to be obtained ahead of the meeting to inform the discussion.	An open forum for questions whether related to this agenda or not	Chair discretion on time
8	Close of meeting:	Chair	

Minutes of Public Meeting 7th December 2016

Agenda Item 1

Welcome, Introduction Apologies & Declaration of Interests:

1.1	Mike Grimwade began by apologising for the half-hour delay in start time which due to lack of booked Laptop and Microphone facilities. GM welcomed Assembly and briefly outlined today's speakers;
1.2	Apologies were received from Barbara Armitage.
1.3	No declarations of interest were received from the Assembly.

Agenda Item 2

Minutes & Matters Arising:

2.1	The Assembly agreed the minutes of the previous meeting held 7 th September 2016 were an accurate account of that meeting, and were duly signed by MG.
2.2	MG informed Assembly that OPA have secured a 'grant' albeit only half of the required sum from SBC – thus enabling the organisation to produce/provide the Winter and Spring Newsletters. MG announced that Carol Edwards would take over the editorship of newsletter from 2017 Spring edition. MG confirmed that we are still seeking funding to enable us to both expand content and circulation of the newsletter and thus through advertisements potentially gain a small income to offset some of the costs. The subject of membership fees was again mentioned and MG confirmed that the OPA does not wish to raise a fee for membership as it should remain free and open to all.

Agenda Item 3

Correspondence:

3.1	No new correspondence had been received.
3.2	At this point owing to there still being no laptop & roaming-microphone DI used the opportunity to update on the issues surrounding the inadequate facilities at the intended Post Office (Southend) when relocated within WH Smith. There will be no escalators, the lift 'theoretically' should hold 8 people – several Assembly members noted this was not feasible and also not wheelchair-friendly. DI advised there had been an 'on-line consultation period'! LMc confirmed that she had finally had a response to the OPA's consultation submission and in essence – it's going ahead regardless and re the one lift issue they say if it's faulty they will get it repaired promptly. LMc noted that those of us 'in the real world' know that lift repairs particularly if parts are needed take time! JAK noted that as a blind person, she would be unable to use the new P/O, and noted it could not fulfil criteria for H&S and disability access. One Member also noted that P/O stationery is already disappearing from the current P/O in favour of the WH Smith brand. DI informed that the equivalent Chelmsford branch of P/O has an 'up-escalator' only!

Agenda 4

Essex Crimestoppers:

4.1	Colin Dobinson began by asking the Assembly how many had heard of Crimestoppers? This was confirmed as 90% by a show-of-hands. CD stressed his organisation are <i>not</i> 'Crimewatch', Neighbourhood Watch or the Police. CD explained that Crimestoppers are a completely independent charity – began in 1988 – (in the wake of PC Blakelock murder in '85) Lord Ashcroft decided to create a charity to help Police solve crime. It is independent of Government – both local and National.
4.2	The aim of Crimestoppers is to help detect, reduce, and resolve crime. Fundamentally, it aims to seek information from <i>anyone</i> (including criminals) – anonymously – trained-volunteers take the calls, and ask the callers what they know....and <i>not</i> who they are. Pin-numbers are given to callers whose information might lead to a reward, as a further way to ensure anonymity when collecting an

	information-fee. CD explained that if claiming a reward, the onus is on the <i>caller</i> to ring-in and provide their secure pin-code.
4.3	Crimestoppers are for those who do not want to talk to Police (for whatever reason), and who do not want to be asked as an official witness in court (perhaps in fear of retribution). Crimestoppers are 100% anonymous, and have no tracing equipment – even if a caller accidentally gives personal details.
4.4	Here Cllr Assenheim had some questions: (i) is the response-time immediate? (ii) Has there been an increase in calls following the reduction in Police capacity? (iii) Could Crimestoppers do a ‘1471’ to trace a caller? CD highlighted that Crimestoppers are <i>not</i> an emergency service and <i>not</i> a replacement for the Police; though he noted if it wasn’t for Crimestoppers, then 80% of information on crimes would never have got through to the Police! CD quoted statistics of 44 volunteer-committees – each with 650 volunteers nationwide. Crimestoppers undertake national campaigns such as ‘metal theft’, information on illegal immigration, and ‘most wanted’. Also heading effective campaigns on cannabis-farms; and ‘hidden’ campaigns such as ‘behind-closed-doors’, GPs, including the over 65s and domestic abuse (there are 1600 carers in Essex): Vets are flagging-up animal abuse via ‘accidental injury’ caused by owners; there are anti animal abuse campaigns which are also RSPCA-linked – as there is a high correlation between animal abuse and human abuse!! Victims of domestic abuse do not call Crimestoppers, (often calls are instead from neighbours or a friend of those abused) – victims who do call are not asked their name but are referred to refuge centres.
4.5	The most profitable crimes are Drugs; Human Trafficking – movement of people; Slavery – holding on to people. CD confirmed that Crimestoppers are very effective – moreover it’s ‘Ambassador Programme’ gathers (local) intelligence incorporating HM Prison Chelmsford, criminals, known associates, friends and family; middle-men which can help target people more closely. There are 63-65 organisations in Essex who work to this end.
4.6	CD went on to speak about the Scams Crimestoppers are aware of. ‘Actionable Information’ received was up 38% in 2016. CD referred to ‘alerts’ that they can publicise e.g. credit cards being tampered with where you receive a call asking you to ‘press 1’ saying that ‘your credit card(s) have been compromised’ This is a scam and you <u>must put the phone down</u> and not call back but instead this should be reported to Action Fraud; but Crimestoppers would pass on this sort of information if received.
4.7	Finally, CD highlighted that the only person who will know you have contacted Crimestoppers is YOU. <u>Anonymity is guaranteed</u> . Crimestoppers take information straight to the intelligence unit of the Police when needed. If you wish to become a volunteer for Crimestoppers there is no commitment on your time; CD left leaflets at the end of the meeting for members of the Assembly.
Agenda Item 5	
A New Approach to Service Delivery:	
5.1	Sarah Baker returned to address the Assembly on the latest project emanating from SBC. (Note: SB had already addressed OPA Committee on Tues 11 th October 2016 on this subject of ‘Localities’ and had provided committee with an overview set of slides.)
5.2	Key Points: to relieve pressures on Basildon, Chelmsford and Southend Hospitals: (i) Relieve GP’s time within the Borough (ii) Navigators/ Coordinators to assist and guide so to prevent having to relate the same info to several different organisations/people. (iii) Reduce pressure on the hospitals by bringing some of the services out into the community and thus People <i>only</i> go to hospital if they really need

	<p>to be there!</p> <p>(iv) Assessing if people are going to GP for wrong reasons e.g. loneliness and directing to relevant support to address these social issues.</p> <p>(v) Single Point of Access; <i>only one number</i> for everyone to call.</p> <p>(vi) Transitional Pathway, encourage people to maintain their independence.</p> <p>(vii) Maximise quality of life.</p>
5.3	<p>Q. One member BG asked “will it increase the workload of GPs?”</p> <p>A. SB stressed this project is in its initial stages, ‘a prototype’, there are social issues that people are seeking aid from the doctors for which need to be re- directed, and can contribute to why GP are already over-loaded.</p> <p>Q. Cllr Assenheim asks “How is Mental Health incorporated?”</p> <p>A. SB quantified this scheme included mental health regardless of age. Locality approach to ensure <i>single point of access</i> includes mental health – SB acknowledged national mental health is a real issue.</p> <p>CS noted that some surgeries are closing down & thus increase on patient numbers at others which in turn affects availability of emergency patient appointments. He noted that this would increase staff numbers and thus cost more money! SB noted ‘we are using the ‘same pound (£)’ but in a different way. We are already stretched and this is a national picture, we only have set budgets and so need to look at different/better ways of working. CS commented that ‘there are 4 000 more people coming into the town! And so impact on health services.’</p> <p>SB concluded by saying she would return to a future meeting to update on progress of the pilot and in the interim would keep the OPA committee advised.</p>
<u>Agenda Item 6</u>	
Oakhouse Foods:	
6.1	<p>MG announced that the Speaker Tracy Gilbey, from Oakhouse Foods, had regrettably sent very belated apologies and would not be able to attend as her daughter had been taken to hospital and she was required there. The presentation from Oakhouse Foods would be re-booked and hopefully for the next meeting. The notification had been too late to arrange an alternative speaker.</p>
<u>Agenda Item 7</u>	
Question Time:	
7.1	<p>JAK asked if there had been any follow-up on whether the #5 bus would be reinstated. JAK also made the Assembly aware of concerns about pharmacists as she had recently had an issue where the pharmacy did not check the address of the person who the prescription was for and had issued the wrong medications to her husband who, being blind was not aware and unable to check that the correct medication had been dispensed to him. He thus was taking the wrong medication which resulted in a 2-day hospital stay, followed by a further 2 days off work owing to having taken erroneous meds! JAK noted ‘Boots’ the chemist in Chelmsford is especially known for this.</p> <p>MG advised that the question of #5 buses had already been flagged by OPA to bus groups and councillors alike. They are in talks with Arriva around possibility of adjusting the bus-route and perhaps terminating at Hadleigh instead and so the ‘profitable’ section of the route would still be viable.</p>
7.2	Meeting ended at 3.30pm
<u>Agenda Item 8</u>	
Close of Meeting:	
8.1	Next Public Meeting will be the AGM on Wednesday, 22nd March 2017.