

Minutes of Older People's Living Forum

30 November 2022

Agenda Items – Meeting 1

Item	Description
1	Welcome/Introductions
2	Introduction: Chief Minister, Kristina Moore and Minister for Social Security, Elaine Millar
3	Review Of Terms of Reference – agree any amendments.
4	Chairperson/Vice Chair – Confirmations
5	Future points for discussion/Standing agenda items
6	Introduction to secretariat
7	Tara Murphy – Violence Against Women and Girls – Awareness, call for evidence and feedback
8	Any other business/pressing issues

Item	Discussion & Agreement
1	<p>Welcome/Introductions</p> <p>Paul Rendell, the chairperson of the forum introduced himself. He explained that when the new government was formed the Chief Minister and her Ministers’ team were very clear that there were a set of objectives, they wanted to achieve in the first 100 days and one of those objectives was to set up an Older People’s Living Forum. The idea was that they could listen to the people to understand what their challenges are in Jersey.</p>
2	<p>Minister for Social Security – Elaine Millar</p> <p>Deputy Millar thanked everyone for coming to the forum meeting and she appreciated that there were a very high number of female attendances in the meeting. She stated that this forum is part of the Chief Minister’s plan, and it is important that they hear the voice of older people as the needs and demands of older people are equally significant.</p> <p>She added that in Social Security, one of her tasks is to think about the impact of the ageing population and what they do about it. They are aiming to look at improving pensions and how they can do savings products so that people are better off when they get old, and they retire. There will be a big review of long-term care next year which is something that Deputy Millar is particularly interested to make sure they have got a very good system and as effective as possible.</p>
3	<p>Review Of Terms of Reference – agree any amendments</p> <p>The chairperson emphasised that it was essential to agree the terms of reference for this meeting and the key points and also be sure that everyone was happy that they were doing the right thing and what this meeting set out to do.</p>

Item	Discussion & Agreement
	<p>The Chairperson mentioned that there were a few government officers around the room in that meeting. He thanked them for their support. One policy officer in particular has helped in ensuring that there is a “golden thread” which takes the information back to the government offices and she is going to take some advice from the minister's office on that. The meeting notes would be uploaded on the website and shared with the minister's office. The policy officer is going to ascertain if the ministers want anything else on that in terms of the report from the chairperson (Paul Rendell). So, he would seek clarity on that and would add that into these terms of reference when he gets that.</p> <p>Frequency of the meetings</p> <p>The chairperson stated that they have planned to hold 4 meetings in February, May, September, and December 2023. However, the members requested to have more frequent meetings and it was decided that every two months (bimonthly) would be ideal for meetings to be held. The dates and detail will be communicated later once planned and set up. The chair explained that attending in all the meetings is not compulsory, and everyone is welcome to come to every meeting and they can attend any session that they can. He added that the accessibility is very important to them, and he asked the audience if they have any concerns around accessibility or think things should be done differently, to let him know.</p>
4	<p>Chairperson/Vice Chair – Confirmations</p> <p>The chairperson of the forum stated that at the moment he is the sole chair. However, in the terms of reference there is talk of a vice chair and that is entirely appropriate to do, as he would speak on behalf of all the officers here, and he would really like the vice chair to be someone from around the table rather than another professional and government official, as he intended that this forum to be led by the audience. So, he invited the members to think about whether they would be interested in becoming the cochair of this forum and get back to him.</p>

Item	Discussion & Agreement
5	<p>Future points for discussion/Standing agenda items</p> <p>The following concerns were raised by the members of the forum:</p> <p>Communication</p> <ol style="list-style-type: none"> 1) Whenever they need to deal with any business with the Government, they are referred to a website. This creates several issues for older people such as not being able to read them or not being well familiar with the technology. 2) Many of the members still prefer to use letters and postal mailing as their preferred form of correspondence and communication rather than emails and websites. 3) Some of the members stated that they need a point of contact to be able to telephone for their communications. 4) Also, a BSL user recommended that they need the facility on their phones to have the information typed for them. 5) Another challenge highlighted was about dialling different numbers and pushbuttons until they could reach to the person whom they needed to speak. <p>The chairperson confirmed that there would be 3 forms of communication: Postal mail, website, and phone calls. He added that he would get more information from the BSL user to see how best he could address that issue.</p>

Item	Discussion & Agreement
	<p data-bbox="255 549 456 580">Seating Area</p> <ol data-bbox="309 651 2056 842" style="list-style-type: none"><li data-bbox="309 651 2056 746">1) It was asked that why the benches and seating areas especially in the town (King Street), inside the shops and supermarkets have been removed. Generally, there are little seating area for the older people to sit down.<li data-bbox="309 756 2056 842">2) Also, it was highlighted that older people would love to walk and exercise but they also need a place as a seating area to rest afterwards. <p data-bbox="255 916 2092 1002">The chairperson stated that he would write to the constable of St Helier, the Chamber of Commerce (retail) and the town central manager to invite them to come to the forum.</p> <p data-bbox="255 1075 833 1107">Lack of Allergy Doctor in the Hospital</p> <ol data-bbox="309 1181 2078 1321" style="list-style-type: none"><li data-bbox="309 1181 2078 1321">1) One of the members highlighted that after the COVID jab, has got allergic reactions to antibiotics. So, the member has been referred to a private doctor as there is no allergy doctor in the hospital. However, the member had to pay for the cost - hence the question was raised if any support will be provided by the social security?

Item	Discussion & Agreement
	<p>The chairperson stated that he would write to feedback team at the hospital about it and he also suggested that he could help this member to make a formal complaint.</p> <p>Lack of Public Toilets and their accessibility</p> <ol style="list-style-type: none">1) It is important for older people to get out and have a walk and exercise, at the same time it is very important for them to know there is public toilet on their route and if that is open and accessible. It must be taken into consideration that older people can go out and enjoy the fresh air if they are sure that there will be adequate number of public toilets available.2) There are no sanitary bins provided for the gents within the public toilets to dispose the sanitary pads.3) It was also mentioned that the grab rail colour in the disabled toilets is white colour which is against a white wall and makes it extremely difficult to be seen by those who have any sort of loss of vision.4) Some of the new buildings do not have disabled toilets for ladies and some of the disabled toilets are so narrow that the person needs help that someone to rescue them from that narrow space.5) One of the members had to carry the toilet seat in the back of the car to use it for toilet which is not something acceptable in 2023.6) In some of the buildings, the toilets are very long way away from the buildings and it makes it difficult for some people to walk a long way.

Item	Discussion & Agreement
	<p>The chairperson mentioned that these are valid points and there are two things that need to be addressed here. There is disability access issue and also there is another department in the States who have responsibility for facilities. He added that Jersey does have a Disability Discrimination Act now and what was mentioned about the new buildings is disturbing to him. He is going to speak to the Chief Officer of Move More and runs a lot of schemes to simply getting people to move and be healthy. However, he is getting a clear message from members around this table that there are infrastructure issues making it hard to do that.</p> <p>Accessibility of Parking</p> <ol style="list-style-type: none">1) Lack of sufficient wider spaces for the disabled parking to enable movement of the wheelchair users. Most of the disabled parking spaces are narrow, while it is expected that the disabled parking to be wider than the normal parking space, especially the ones in the hospital.2) Insufficient parking for disabled people considering the ageing population who would use blue badge permits. <p>Public Transport</p> <ol style="list-style-type: none">1) It was suggested to have an island explorer bus which goes into more areas and makes it easier for the older people to move from different parts within the island. Currently people have to take the LibertyBus and come to the town and change the bus to go to the other side of the island which makes it difficult for the older people e.g., from east to west and return.

Item	Discussion & Agreement
	<p>Approved trader scheme</p> <ol style="list-style-type: none">1) It was requested if the older people could have reliable people to help them like maintenance etc. as few members complained that some of the workmen had charged them extra hours for the work which was done in lesser hours.2) The members asked for someone who is reliable and would be answerable to this forum and would keep their word and not taking advantage of the old people. It was highlighted that the Age Concern had a list of various people who would operate, and it would be very helpful to all older people to have something like that. <p>The chairperson stated that he was not sure if there is a scheme in Jersey or not, and if there is one which he is not aware of it. He suggested that he would probably approach Citizens Advice Jersey. He would also sound out Deputy Malcolm Ferey who is the Assistant Minister for Health and Social Services and used to run Citizen's advice. He would take that forward and hopefully have an update at the next meeting.</p> <p>The manager of Age Concern added that a safeguarding event was recently held there where the members of the government, Trading Standards and reputable businesses attended. He said that perhaps Trading Standards should be a point of contact because they would obviously have any complaints that have been issued in this and even if they would not be able to give any recommendations, at least they would be able to maybe red flag any organisations and possibly by process of elimination the forum members might be able to compile this list of the more reputable ones. Taking on board the point about the parish hall events, he urged anyone to go to any future Closer to Home event as it is a source of information and an opportunity to get lots of agencies in one room together talking to each other.</p>

Item	Discussion & Agreement
	<p>Older people being targeted for scams</p> <p>1) Older people are targeted for scams in all sorts of different ways, and they need to be protected from that as much as possible.</p> <p>In response, the chairperson asked the members if people would like to have a session where they talk about it specifically and he could invite someone from the protection unit or police to come and listen. The members were positive about it and found it to be useful to invite people to this meeting based on the themes.</p> <p>Long term care</p> <p>1) A member asked in regard to long-term care, how many beds are available, how many are we short and how are we going to resolve the problem? It was added that it is a worry to become less independent, as they don't want it to be a burden on their family for as long as they can postpone it. But it is kind of need to give some reassurance to the older people that there will be sufficient beds available the time that they need.</p> <p>While the chairperson confirmed that it was a very legitimate point, he stated this needed to be made as a future agenda item and he had to think about possibly inviting back the Minister for Social Security to discuss about long-term care.</p>
6	Introduction to secretariat

Item	Discussion & Agreement
	<p>The chairperson mentioned that he was not in a position to introduce the members to the secretariat because that person still is not confirmed. However, he made the members aware that the budget definitely has been made available to this forum to employ some administration support and also importantly for the attendees who have transport issues. So, if anyone has transport issues and need to get a taxi, there is funding available to reimburse.</p>
7	<p>Tara Murphy – Violence Against Women and Girls – Awareness, call for evidence and feedback</p> <p>The chairperson informed the audience that Tara Murphy was not coming to the meeting.</p>
8	<p>Any other business/pressing issues</p> <p>The chairperson stated that they would be in touch with the members about meeting dates. He added that it is not compulsory to think that if people miss 1 or 2, they cannot come back or that it is a problem, the forum will be here for the members to use as they see fit. However, he said it would be useful if the members to let him and the generic email address know if they are coming or not.</p>