



Older People's Living Forum

26/04/2023

Government of Jersey

Agenda Items – Meeting 2

Item	Description
1	Welcome/Introductions
2	Actions taken from previous forum
3	Pensions and Care and Income Support presentation
4	Pensions and Care and Income Support presentation
5	Any other business <ul style="list-style-type: none"> • Airtel paper charges
6	Residential Tenancy Law presentation
7	Volunteers needed

Item	Discussion & Agreement
1	Welcome/Introductions

Item	Discussion & Agreement
	<p>Due to a delay due to technical issues the group felt introductions should be missed so that presentations would be able to have their full amount of allotted time.</p>
<p>2</p>	<p>Actions taken from previous forum</p> <p>The Forum decided in the previous meeting that they wanted to speak to representatives from Pensions and Care. Pensions and Care are presenting at this meeting and have three representatives explaining different aspects of the Pensions and Care hub. Due to more time sensitive issues and presentations, not all actions from the previous meeting were able to be completed. Those speakers and representatives will be brought forward to the next meeting.</p>
<p>3</p>	<p>Pensions and Care and Income Support presentation</p> <p>Pensions and Care had three representatives speak about supplementary benefits, Long Term Care and Income Support. They explained all information was available online, over the phone or in person at La Motte Street. The forum was concerned that information does not reach the correct people. Sending large print pamphlets through the mail was suggested to make information more accessible. The Pension and Care representatives will feed this back to their team.</p>
<p>4</p>	<p>Community Cost Bonus Presentation</p> <p>There has been a high-level review of the benefits system which means the Community Cost Bonus has doubled to £516.50. Over 4000 people accessed the scheme last year, two thirds of those people were pensioners. The Health Access Scheme (HAS) was discussed, which is automatically available if you are on the Pension Plus Scheme or receive</p>

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	<p>Income Support. This scheme makes accessing a GP more affordable. TV licenses, the Cold Weather Bonus and the Christmas Bonus were also discussed.</p> <p>GP's can now write prescriptions lasting 90 days as opposed to 30 which is a new scheme to reduce the amount of GP visits a person needs. Pharmacists are in the process of been trained so they can prescribe selected medications which will be quicker than seeing a GP and more affordable. The Government are also looking at working with GP's to reduce the cost of visits.</p> <p>The Government are looking to improve communication for the Long Term Care benefit. They are producing leaflets with large print and videos. Attendees of the forum felt the application form needed to be reviewed as it is complicated and confusing. It was advised Citizen's Advice could help with the form. Additionally, appointments at La Motte Street could be made or help over the phone could be given by the Long Term Care team.</p> <p>An issue was raised that when someone is moved from a care home back into their home it is unknown if a carer needs to let the government know the change of circumstances. It was confirmed that the care home reports the change of circumstance to Pensions and Care.</p>
5	<p>Any other business</p> <ul style="list-style-type: none"> • Airtel paper charges <p>The Jersey Care Alarm phone line system has been moved to Airtel. Airtel send their monthly statement free of charge by email but charges £1.05 for paper statements. Not everyone has the access or ability to use the internet, so the group feels this is discriminatory.</p> <p>To Action: Chair to raise this issue with Health and Community Services.</p>

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	<p>In the past Jersey Telecoms also charged people for paper statements, the Government were able to encourage Jersey Telecoms to change this policy.</p>
<p>6</p>	<p>Residential Tenancy Law presentation</p> <p>Ministers want to improve the affordability and conditions in the rental sector. They are trying to change the current laws to improve security and affordability and increase transparency between the landlord and tenant. There will be an eight-week period of consultations which concludes on the 9th of June. Please see the link for the consultation below: Residential Tenancy Law Reform - Page 1 of 5 - Government of Jersey - Citizen Space</p> <p>Or email: housingmatters@gov.je</p> <p>The forum mentioned that it is difficult for pensioners to rent as landlords want someone who is in work/has an income. Ministers are working on this to stop age discrimination. An attendee of the meeting brought up an issue that due to their disability landlords have stopped tenancy without a valid reason and although there is a law that says you cannot discriminate against age or disability it is too expensive to exercise legal rights. The Government are working on bringing in a housing tribunal which will be free of charge so people can exercise their legal rights.</p>
<p>7</p>	<p>Volunteer needed</p> <p>Rose who spoke at our last meeting is looking for a volunteer from the older community to take part in a short video. The video is for online training about public engagement. It will involve talking to the camera very briefly about why it's important that Government listens to older Islanders in its decision-making processes. This is to make the training more</p>

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	<p>impactful for users. The team will help the volunteer come up with the words so no creativity required! Filming will take place on the 28th and 29th of June. Filming will take no longer than an hour or so. Filming can take place at the volunteer’s preferred location (for example, a community centre) or the Studio on the Parade can also be used. Lunch and refreshments will be provided. If you are interested in taking part, please email at r.dickinson@gov.je.</p>
<p>8</p>	<p>Next meeting date</p> <p>2:00pm on Wednesday June 28th 2023</p>