



Health and
Community Services

Older Persons Living Forum

17/06/2025

Government of Jersey

Agenda Items – Meeting 14

Item	Description
1	Welcome/Introductions
2	Actions from previous meeting
3	Customer Experience Team
4	Community provision for over 55s
5	Care Hub
6	Any other business

Item	Discussion & Agreement
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Item	Discussion & Agreement
1	<p>Welcome/Introductions</p> <p>The members of the forum introduced themselves and the Chair reviewed the general housekeeping of the meeting so that the forum was accessible to everybody</p>
2	<p>Actions from previous meeting</p> <p>Action 1: Chair to contact representative from Judicial Greffe regarding LPA online form</p> <ul style="list-style-type: none"> • The Chair has submitted feedback to the Greffe, proposing an alternative approach to the online form. He also highlighted the need for accessible assistance options beyond law firms. The Chair will update the forum once he receives a response from the Greffe. <p>Action 2: Chair to invite representative from the Comite de Connetables to the forum</p>

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	<p>The Chair sought clarification on this matter with the forum and will proceed with contacting the representative. The forum wishes to provide feedback on the importance of communication and consistency between parishes.</p> <p>To action: Chair to invite representative from the Comite de Connetables to the forum</p> <p>Action 3: Chair to enquire why the vaccine is not eligible to those over 80 and if there is an exceptions route</p> <ul style="list-style-type: none"> • The Chair informed the forum that Jersey follows the UK health system, which adheres to guidance from the Joint Committee on Vaccination and Immunisation (JCVI). The JCVI advises against administering the RSV vaccine to individuals over 79 due to concerns about its effectiveness, duration of protection, and insufficient evidence for this age group. <p>To action: Chair to invite representatives from Public Health Infection Control to the forum for further discussion on this matter.</p> <p>Action 4: It was suggested that the Government should simplify the form</p>

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	<p>requirements for the companion bus pass. Local Services representative to contact Disability & Inclusion Team regarding this</p> <ul style="list-style-type: none"> • A forum member provided feedback on the companion bus pass form to Local Services representative who will relay it to the Infrastructure and Environment Team. It was also discussed that it would be beneficial to invite Liberty Bus to the forum. <p>To action: Local Services representative to invite Liberty Bus</p>
3	<p>Customer Experience Team</p> <p>The Customer Experience Team joined the forum to discuss their role in ensuring that government feedback processes remain accessible and straightforward for islanders across various services, including leisure centres, parks, schools, healthcare, and Employment, Social Security, and Housing (ESSH). Feedback can take the form of compliments, suggestions, or complaints and can be submitted through the following channels:</p>

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	<ul style="list-style-type: none"> • Online: Customer feedback - Start • Email: feedback@gov.je • Phone: (0) 1534 447481 • In person: At the Customer Hub, Union Street • By post: Write to PO Box 55, JE4 8PE <p>A forum member expressed concern that submitting feedback often feels ineffective, emphasising the need for the government to communicate how complaints and suggestions are acted upon. The Customer Experience Representative informed the forum that a communications plan is in place to address this issue.</p> <p>Forum members shared examples of inconsistencies in government processes and staff responses. The Customer Experience Representative highlighted that training procedures have been enhanced and expanded since 2019 and continue to be a priority for improvement.</p>

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4	<p data-bbox="320 518 1182 571">Community provision for over 55s</p> <p data-bbox="320 643 2161 879">The Health Commissioning and Partnerships Team joined the forum to gather insights on how individuals discover community groups (such as Age Concern and Good Companions) and social activities (such as dance classes and coffee mornings), as well as their motivations for attending.</p> <p data-bbox="320 890 1413 943">The forum member raised the following points:</p> <p data-bbox="320 954 927 1007">Advertising & Awareness:</p> <ul data-bbox="367 1018 2161 1129" style="list-style-type: none"> • Forum members found that various channels, including parish magazines, radio, and the JEP, are effective in promoting social opportunities. <p data-bbox="320 1198 887 1251">Barriers to Participation:</p> <ul data-bbox="367 1326 2130 1374" style="list-style-type: none"> • Accessibility & Communication Needs: Some individuals face challenges

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	<p>in joining social groups due to different communication methods or accessibility requirements.</p> <ul style="list-style-type: none"> • Gender Imbalance: Many social groups are primarily attended by women, which discourages men from joining. • Social Isolation & Confidence: Social isolation can lead to a lack of confidence in attending larger gatherings. It was suggested that hosting smaller introductory groups at parish halls could help individuals build confidence before joining larger social events. • Transport Challenges: Lack of confidence in using public transport or affording taxis creates a barrier to participation. While some organisations provide transport, limited volunteer availability means it is not always accessible. To Action: Local Services Representative to invite Community Transport Team to provide an update on the scheme and available transport support.

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5	<p>Care Hub</p> <p>Due to a miscommunication Care Hub were unable to attend the forum.</p>
6	<p>Any Other Business</p> <p>A Local Services Representative provided an update on the Connect Me: Connecting Our Communities grant, a scheme designed to support Jersey residents in accessing cultural and physical activities. The grant offers up to £5,000 for projects that enhance participation in artistic or physical activities to help combat social isolation.</p> <p>This year, 57 grants were awarded to various charities and organisations. However, the Local Services team noted a gap in available activities tailored for individuals over the age of 65. To address this, they sought forum feedback on preferred activities from the forum.</p>

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	<p>Forum members suggested the following activities to encourage engagement and social interaction:</p> <ul style="list-style-type: none"> • Sports & Recreation: Archery, darts, axe throwing • Music & Dance: Choirs, dancing • Gentle Exercise: Seated yoga, seated boxing • Skills & Hobbies: Computer courses, knitting, sewing <p>Forum members emphasised the importance of accessible transport to ensure individuals can attend these activities.</p> <p>To action: Local Services Representative will relay this feedback to the Local Services team for further consideration</p>
7	<p>Date of next meeting</p> <p>The next meeting will be on Wednesday 16th of July at 2:00pm</p>