



Older People's Living Forum

01/03//2023

Government of Jersey

Agenda Items – Meeting 2

Item	Description
1	Welcome/Introductions
2	Previous minutes and actions
3	How can we listen to you better -survey
4	Mobile dentists
5	Uneven pavements and dropped kerbs
6	Sunday town link bus route
7	Validation of appointment of delegate
8	Income Support in specific circumstances
9	Any other business/pressing issues
10	Next meeting dates

Item	Discussion & Agreement
1	<p>Welcome/Introductions</p> <p>Paul Rendell, the chairperson of the forum introduced himself and everyone introduced themselves. General housekeeping was also discussed so that the meeting was accessible to everyone. The chair apologised for the later date of the forum. Due to the recent tragic incidents in Jersey and the need for deployment of some Government staff relating to this Forum, the meeting was delayed.</p>
2	<p>Actions taken from previous forum</p> <p>The Chair reviewed the previous forums agenda items and the actions taken. The chair asked the group if they would like the town manager to come to talk to the forum. The decision was yes. The transparency of trades people was also discussed. The chair advised that trading standards had offered to come and talk to the forum. The group’s decision was yes. Long term Care is in the process of changing, it was agreed the Minister would be invited to the forum once Long-Term Care has undergone the review as cited in the Ministerial plan. Anyone with any urgent questions was suggested to attend the St Johns Ambulance presentation for Long Term Care. To Action: Chair to invite town centre manager and trading standards to speak at the next meeting.</p>
3	<p>Policy Officer, Cabinet Office – How can we listen to you better – survey</p> <p>Policy Officer introduced herself and explained what her team does which is improving public engagement with the government. She handed out a survey for everyone to complete if they wished. This opened discussion on the best way to communicate with people whether that is through surveys, forums or assembly’s and how to make communication with the government more accessible for everyone.</p>

Item	Discussion & Agreement
4	<p>Mobile Dentists</p> <p>Mobile Dentists - an agenda item brought regarding this but was referred to the next meeting as the attendee who raised could not attend due to illness.</p>
5	<p>Uneven pavements and dropped kerbs</p> <p>An attendee shared it was difficult to get around using a walker or trolley due to a lack of dropped kerbs. She also shared with the group she had had an accident due to an uneven pavement that ended with the need for her to go to A&E. She suggested that future pavements be built with dropped kerbs so it is easier for people with walkers or strollers to move around. Suggestion was made around using the LOVE JERSEY App where you can report uneven pavements, or any other problem and it is addressed and fixed. To Action: Chair to find out who is best to talk to about roads and pavement maintenance.</p>
6	<p>Sunday town link bus route</p> <p>It was brought to the groups attention that there is no town link bus route on a Sunday. Even though people live in town it can still be a long way to walk from the outer part of town into the centre. The only way people can get around on a Sunday is a taxi which is not always accessible due to financial reasons. To Action: Chair will invite a speaker from Liberty Bus</p>
7	<p>Validation of appointment of delegate</p>

Item	Discussion & Agreement
	<p>An attendee brought up that when a person who has lost capacity is being put into care, they need to appoint a delegate to take care of their affairs. A problem arises when something needs to be taken care of in the UK as they use a different title, Deputy. The two jurisdictions do not communicate with each other. One member suggested getting in touch with the Greffier. Kath had already done that, and she found the Greffier helpful, but the English system would not speak to them. To Action: Chair to research and invite a speaker that knows more about this issue.</p>
8	<p>Income Support in specific circumstances</p> <p>An attendee shared her concerns that elderly people do not have enough information about income support. She shared her personal experience of drawing money out of her savings after she was bereaved last year. She ended up going to Gateway housing who got in touch with income support who were very helpful. She was completely unaware that she could claim benefits and knows many people in a similar situation. The forum agreed it was an accessibility issue. It was suggested that after someone experiences a loss whether married to their partner or not that they should receive a package of information on what they are entitled to. There should also be a follow up of communication several months later as people have trouble processing information when first experiencing a loss. To Action: Local Services Officer to contact Pensions and Care and Income Support to invite to speak at the next meeting.</p>
9	<p>Any other business/pressing issues</p>

Item	Discussion & Agreement
	<p>An attendee brought up that she had an issue with her mother’s income tax. She phoned multiple times to get it resolved but each time the person on the phone was either unhelpful or unsure what to do. This brought up that it is generally better to resolve issues face to face – Form spart of the work the Policy Officer is doing and was noted in that context. Also for review as part of the ongoing agenda items around communications and accessibility.</p> <p>One attendee invited volunteers who would like to be a part of a poster campaign on behalf of family nursing and home care. To Action: Contact directly with name and phone number if you are interested.</p>
10	<p>Next meeting dates To be confirmed</p>