



Health and
Community Services

Older Persons Living Forum

19/06/2024

Government of Jersey


Agenda Items – Meeting 10

Item	Description
1	Welcome/Introductions
2	Social Security Minister
3	Closer to Home Event update
4	Actions from previous meetings
5	Cash Payments

Item	Discussion & Agreement
1	Welcome/Introductions The members of the forum introduced themselves and the Co-Chair reviewed the general housekeeping of the meeting so that the forum was accessible to everybody.

Item	Discussion & Agreement
2	<p data-bbox="338 347 819 387">Social Security Minister</p> <p data-bbox="338 443 2163 635">The Social Security Minister joined the meeting and welcomed questions and comments from the forum. Topics of conversation included, communication accessibility, cost-of-living, rental tenancy, blue badge spaces, forms of identification and concerns regarding scooters and bicycles.</p> <p data-bbox="338 691 2130 831">A forum member has previously faced discrimination by a landlord when they were denied a rental tenancy due to having a pension rather than a salary. The Social Security Minister let the forum know she would feedback this issue to the Housing Minister.</p> <p data-bbox="338 887 2159 1078">Another important question raised was regarding alternate forms of identification beyond a passport and driver's license, which is not always accessibly for the older community. The Social Security Minister let the forum know that there is work being done on a cross government project to provide a form of identification card through parishes.</p> <p data-bbox="338 1134 2141 1275">The forum highlighted safety concerns posed by cyclist and scooter users for those with hearing or sight impairments. The Minister agreed she would feed this back to the appropriate Ministers for further action.</p>

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	<p>Forms of accessible communication were also reviewed. It was discussed internet and QR codes are not available to everyone, and the government and other organisations need to provide multiple options for communication. It was also discussed using the phone is difficult for those with hearing loss and access is not as available as the UK. Phone relays can take a long time which can cause expensive phone charges. The Minister let the forum know the Disability and Inclusion team are working on projects in assisted tech to assist with this.</p> <p>The Minister shared updates on efforts to enhance accessibility in terms of blue badge parking through the Disability and Inclusion team and the Infrastructure and Environment team.</p>
3	<p>Closer to Home update</p> <p>The next Closer to Home will be on Thursday 11 July from 12 – 2:30pm at Age Concern. The event is focussed on the wellbeing for the over 55s community. Organisations will be providing advice on exercise, fraud prevention, the latest home alarm technology, will writing and power of attorney, support for sight and hearing impairments and benefits. Organisations attending include, Call&Check, Andium Homes, EYECAN, Carers Jersey and Family Nursing & Home Care.</p>

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4	<p data-bbox="331 292 2000 432">Actions from previous meeting – Representative to enquire with the Disability and Inclusion team to determine the appropriate contact person for blue badge related enquires.</p> <p data-bbox="331 488 2096 580">There is a meeting at St John’s Parish Hall at 10.30am 29th June 2024 to discuss Blue Badge parking. This is being organised by Edward Trevor of Shopmobility</p> <p data-bbox="331 636 1207 679">Please see the Agenda for the meeting below.</p> <div data-bbox="331 730 465 804">  <p data-bbox="331 770 465 804">Agenda Blue Badge Parking Group (6) 25</p> </div> <p data-bbox="331 863 2123 1005">At this meeting it will be decided how blue badge abuse should be reported. To Action: Local Services representative to follow up with Disability & Inclusion representative and find out the appropriate way to report blue badge misuse.</p>
5	<p data-bbox="331 1114 656 1157">Cash Payments</p> <p data-bbox="331 1212 2096 1311">The Forum discussed that more businesses are accepting only card payments. The Co-Chair suggested that he could write a submission to the Economic and International Affairs scrutiny</p>

Item	Discussion & Agreement
	<p>panel on behalf of the forum. The forum discussed the main points that they would like to include in the submission for the panel:</p> <ul style="list-style-type: none">• Online banking and the use of cards is not always accessible to those with a disability or visual or hearing impairments.• Those who cannot see or hear rely on the physicality of money.• Individuals who have trouble understanding online banking have asked for a home visit by banks for help, in which the banks have refused.• Pins can be hard to remember for individuals with cognitive impairments.• Small transactions with cards can be charged an additional card fee, or a minimum payment is required, which is difficult in a cost-of-living crisis.• Honesty boxes use cash, and they are a part of Jersey Heritage.• Individuals who rely on family and friends to buy groceries or run errands give their family/friends cash to make payments.• Not everyone has access to online banking.
6	<p>Next meeting date</p> <p>2:00pm on Wednesday 21st 2024</p>

