



**DRAFT**

## **Future Years Forum Committee Minutes**

**1<sup>st</sup> June 2015**

**Present:** Shelagh Marshall, Mary Laurenson, Gail Browne, Paul Russell, Neil Martin, John Welham, Richard Palmer, Hilary Thompson, Kath Horner, George Wood, Joanne Volpe

**Presentation only:** Julie Murphy, James Bell, Lionel Pyrah, Rebecca Dobbs

**Apologies:** Judith Gregory, Mashud Hague, David Jeffels, Danny Brown, Mary Robinson, Jenny Dobson, Simon Wilkinson

### **1. Minutes of the Last Meeting**

The minutes of the last meeting were accepted as a correct record.

### **2. Matters Arising from the Minutes of the last Meeting**

#### **2.1 Housing / Home from Hospital**

Kath informed the meeting that she is cascading dementia friendly training to social housing professionals in Sheffield (rent collectors, maintenance staff etc).

Joanne noted that she had sent out information about Silverlinks in one of the e-bulletins. It was agreed she should send it again to forums only. **Action: JV**

John noted that he has a meeting with Councillor Mulholland to discuss the issue of older people being discharged from hospital, and that the Age UK service only ran from 8 a.m. – 5 p.m., run by volunteers and sessional staff. It was noted that Leeds have a combined hospital to home service run with the Red Cross and Age UK are in A&E.

Joanne thought they were there quite late. John agreed to check the detail. **Action: JW**

It was noted that there is the odd complaint in North Yorkshire. Hilary reported that Calderdale and Greater Huddersfield CCGs want Age UK Calderdale and Kirklees to run a home from hospital service seven days a week till 8 p.m. at night.

Kath added that in Sheffield there is a service supporting people to leave A&E, from 5 p.m. to 7 a.m. which is based on volunteers.

John questioned whether Healthwatch has been doing any investigation into this work. No-one was aware of anything.

It was suggested that Future Years should send an FOI request to all hospitals in the region asking the number of people that have been discharged during the night from A&E, assessment units and the wards. George and Joanne to draft a letter. **Action: GW / JV**

## **2.2 Silverlinks Leeds**

John noted that Silverlinks in Leeds is no longer being funded by the Big Lottery, but Care and Repair are trying to keep the initiative going on an ad hoc basis.

## **2.3 Review of UKAFA**

John reported that delegates from the nine English Forums on Ageing have identified priorities for the incumbent government; the main priority being an Older People's Commissioner. The priorities have been submitted to the Minister responsible for older people (Ros Altman), but the future of UKAFA is unclear until the Minister for Pensions and Later Life has decided how she wishes to proceed.

Richard commented that any Minister who is responsible for older people as part of another role, this is not enough to make a difference. Paul agreed and stated that a Commissioner would be better than a Minister because they would be independent.

It was suggested that we invite the Northern Ireland Minister to a Future Years meeting. **Action: JV**

## **2.4 Workplan / Consultation on the Care Act**

Neil informed the meeting that he put in the response on behalf of Future Years to the Care Act. He raised the issue of access to electronic and digital information, and suggested we need to be mindful of the impact this is going to have.

Paul pointed out that self-funders who buy their own care are going to be responsible for the pension of their employees. Richard added that Kirklees Council have withdrawn the payment of payroll from their personal budget payments. Neil added that the EHRC have challenged one local authority on how they implemented their cuts.

### 3. Sub-regional reports

#### Kirklees

Richard explained that he had not done a report because it has been a quiet quarter. They have had our monthly Huddersfield Over 50's Forum and are getting new members at each meeting. They also held an election Hustings on 16th April and over 50 people attended! It was quite a lively debate and Q&A!

#### York

George reported that A boards are a real issue for people in York, particularly those in wheelchairs, and he questioned whether any other cities have the same issue and how they corrected it.

Shelagh noted that North Yorkshire have written to all proprietors with an A board asking them to take it in, but they don't enforce it. She added that Highways are responsible for the free flow of traffic. Hilary thought in Kirklees businesses have to pay to have an A board.

John thought the AAA Age Friendly Environments group, which is being resurrected, may be able to help with any evidence re A boards. He agreed to ask. **Action: JW**

It was suggested George could write a blog for the AAA website on the issue?

Paul suggested George could work with disability groups on the issue.

George also raised the issue of the Better Care Fund, which is in its implementation year when hospitals should be reducing their admissions. He suggested it would be worth asking locally what it is being used for, and then sharing the information locally. **Action: All**

#### Chair's Report

Shelagh circulated the attached report. She pointed out that the AAA Digital Inclusion Group want to develop a national map which shows where older people can get help to access digital information.

Neil suggested the equalities issue around having a wholly digital policy needs highlighted to the group. Gail agreed it is a massive issue for people with dementia. Richard added that there needs to be a manual system and on-line system until the younger generation get older.

Neil reported that he carried out an 'Our Rights Our Voices' follow up with Leeds Older People's session.

Kath agreed to produce a sub-regional report for future meetings. **Action: KH**

#### **4. UKAFA Update**

John reported that the future of UKAFA is unclear until the Minister wants to proceed. He explained that the meeting is restricted to two representatives from the English Forums on Ageing, ILC, Age UK, Centre for Ageing Better, DCLG and the DWP.

Joanne was asked to send through a list of all ministers and shadow ministers. **Action: JV**

#### **5. Workplan**

Shelagh explained this is a standing item at all our meetings.

Joanne reported she had been in touch with Involve, who would be willing to provide a two day social media training package. It was felt that two half days might be too much, and we probably don't need the session on strategy. It was suggested that a meeting with Involve to describe our needs would probably be the best way forward. Joanne to arrange. **Action: JV**

All members present at the meeting were interested in attending the session. It was agreed to extend the meeting on 14<sup>th</sup> September to include the training.

#### **6. Finance Report**

Joanne tabled the attached finance report. A conversation was held on the reserves.

It was questioned what the £2K on professional fees had been spent on. Joanne explained this was for the work the University of Hull are doing on the concessionary fares survey.

#### **7. Concessionary Fares Questionnaire**

Mary reported that she has not had the responses she hoped for, with 192 responses, mostly from this region. John agreed to raise it with the EFA Chairs meeting. **Action: JW**

Paul informed the meeting that the NPC were not happy about asking the question because it is asking people if they are willing to contribute, and the NPC has fought so hard to keep universal benefits.

Mary suggested they could complete it and state that they would not be willing to pay.

#### **8. Any Other Business**

Joanne reported that she has been in touch with Nigel Houghton about using TVs as a computer. He is prepared to present at a meeting. It was agreed to invite him to the December meeting. **Action: JV**

Paul encouraged all members to attend the Pensioner's Parliament in Blackpool on 16<sup>th</sup> – 18<sup>th</sup> June.

## **9. Scams Against Vulnerable Adults – Ruth Andrews**

Ruth presented the attached presentation. She explained that part of her work for the past 18 months has had a national focus on doorstep crime; part of which included a victim impact study on door step crime. The headline statistic from this study was that 95% of victims don't report doorstep crime.

Ruth explained there are three types of perpetrators of doorstep crime:

- Limited companies which look legitimate
- Chancers, who often have dependencies and are feeding a habit
- Professional organised crime groups, most of whom come from the travelling community, and they buy and sell people's details.

Ruth noted that statistics they have do not include cases investigated by the police, who don't have a code to record doorstep crime, or from Action Against Fraud.

Ruth added that 65% of victims are 75+; the gender split is 50/50. People in privately owned, semi / detached / bungalows owning people who have been professionals and have good pensions are targeted. She said that over 40% of victims of doorstep crime have had adaptations to the front of their house e.g. grab rails. Ruth noted that her team is working with local authorities on putting these in at the side or back of houses.

Ruth reported the following statistics collected from 121 victims nationally:

- 57% of victims live alone
- One-third are depressed and one-third are bereaved (offenders read obituary columns)
- 41% say they are lonely
- 46% have contact with their neighbours
- 63% have a physical impairment
- 39% have a sensory impairment
- 51% say, when asked to rate the impact the crime has had on them, it is between 6 – 10, on a scale of 0 to 10.
- 23% say the crime has affected them directly
- 33% are more afraid of crime
- 49% experienced financial detriment
- 12% are afraid at home
- 87% say they get unwanted telephone calls
- 89% say they receive unwanted mail.

Ruth informed the meeting that there are safety mechanisms which can be put in place to protect vulnerable individuals including: panic alarm systems; changing the locks; house repair; put bail conditions on offenders; offer befrienders; change telephone number. She added that North Yorkshire Trading Standards have made 29 prosecutions in the last 12 years in relation to doorstep crime.

Ruth added that they have had some success with some local banks who have alerted the team to older people who are ordering cheque books on a weekly or fortnightly basis to send money to scammers. Kath reported that the Police Crime Commissioners fund in Sheffield enabled banks to have dementia friendly training and to join the DAA which hopefully will help.

In the national work done on mail fraud, a 'sucker list' has been developed and it includes 1700 people in North Yorkshire.

Ruth explained the other types of scams against vulnerable adults include:

- Boiler room fraud – usually a telephone call encouraging people to buy shares and invest in a company.
- Families with power of attorney who defraud attendance allowance, or sell the individuals property
- Land banking – usually by telephone call, selling land with the promise that planning permission is about to be granted so will increase in price.
- Courier fraud – claims to be your bank and there has been a fraud on your account, a new account will be opened and they send a courier round to get your debit card and details.

John suggested that the Royal Mail must be a key partner in trying to reduce the number of scams. Ruth confirmed they are but it is an offence for the Royal Mail not to deliver post; they need the consent of the mailee to have mail redirected. John questioned if the law could be changed. Ruth reported that her colleague in East Sussex is looking at that.

Lionel questioned how successful prosecutions are on retrieving proceeds of crime. Ruth said there is no percentage on this, and the criminals may already have spent the proceeds.

Ruth informed the meeting that there is a product called Trucall Box which is a digital device attached to a telephone line which blocks 98% of scam calls. She explained these work by programming in the numbers from which calls will be accepted. She added only to buy these from the Trucall Box website as other websites could be selling scam devices.

Ruth suggested that people can carry out an Experian credit check on themselves and this will show if someone else is using your identity.

George pointed out that some national charities do use the telephone and the doorstep to encourage donations and take bank details. Ruth noted that a code of practice is being developed on that. Some neighbourhoods are also developing 'No Cold Calls' zones.

Ruth reported that July is Scams Awareness month and a week will be spent on the different types of crime. She recommended the Little Big Book of Scams which can be accessed on-line. She forecast that email will be the biggest target for fraud in the coming years.

#### **10. Date and time of the next meeting**

The next meeting will be held on 14<sup>th</sup> September, times to be confirmed subject to social media training.