

# Northampton Pensioners' Forum

on Thursday, 30 January 2020 at 1:30 pm until not later than 4:00 pm

in The Holding Room, The Guildhall, St. Giles Square, Northampton, NN1 1DE

## Agenda

1. **Welcomes, introductions and apologies**
2. **Minutes and Matters Arising**
3. **Northampton Bus Station and Bus Services**
4. **Community News Exchange and AOB**
5. **Suggestions for Items for Future Meetings or Forum Activities**
6. **Date and venues of future Forum Meetings**

Map and directions at: [www.northampton.gov.uk/guildhall](http://www.northampton.gov.uk/guildhall)

For more information about this meeting please contact:  
Jamie Wells - Community Safety & Engagement Officer.



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Tel: 01604 838729



More information about the Forum generally is at: [www.northampton.gov.uk/forums](http://www.northampton.gov.uk/forums)



Facebook page: [www.northampton.gov.uk/pensionersforumonfacebook](http://www.northampton.gov.uk/pensionersforumonfacebook)

Please note that this Forum is supported and funded by Northampton Borough Council. The Forum may work in partnership and collaboration with other community groups, councils and local services from time to time. The views expressed and decisions taken by the Forum are not necessarily those of Northampton Borough Council.



NORTHAMPTON  
BOROUGH COUNCIL

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## **Code of Conduct for the Forums**

This Code of Conduct sets out the standards that the Forums expect of its members. It aims to provide members with an effective ethical framework in which to do business. It is not intended to be exhaustive, or to cover every eventuality, but sets out some common sense requirements to enable the forums to function smoothly and successfully.

It is the responsibility of the Chair to encourage and enable input from forum members, to ensure all voices are heard.

### **1. Meeting Etiquette**

As an attendee you must comply with the following requirements and any others that may be stated from time to time:

- 1.1** Contribute positively to discussions concerning the issues of the meeting
- 1.2** Be friendly, polite, courteous and respectful at all times to fellow members, and others present
- 1.3** Not insult, abuse or use offensive language or behaviour
- 1.4** Comply with Northampton Borough Councils Equal Opportunities Policy
- 1.5** Demonstrate actively that you are interested in and care about the issue that you are discussing and want to make a positive difference
- 1.6** Show respect for buildings, facilities and equipment being used
- 1.7** Speak only through the Chairman of the meeting and not interrupt, heckle, make distracting noises or gestures
- 1.8** Speak clearly into any microphone provided and comply with any instructions given about its use

### **2. Being Objective**

- 2.1** Your own experience and views should inform, but not dominate or dictate how you participate.
- 2.2** If you have a specific issue with regards to a service matter to raise these can be discussed with a member of staff at the end of the each meeting or you can ask for the appropriate officer details. Meetings attended by other residents are not the place to raise any issues of this nature.
- 2.3** Be Fair
- 2.4** You must have and show respect for the people you deal with, and take their circumstances and personal differences into account. This is about putting equality into practice. The key is simply to respect differences fairly, so that you do not exclude anyone, or treat anyone inappropriately or unfairly because of their particular circumstances.

### **Breaching the Code of Conduct**

If any person's behaviour breaches this Code of Conduct, they will be required to leave the meeting and vacate the premises where it is being held. They will not be permitted to attend future meetings unless they provide satisfactory evidence to Northampton Borough Council that they will comply with the Code – e.g. a letter of apology.

If you would like further information or if you would like to discuss the Code of Conduct please contact Vicki Rockall, Partnerships and Communities Manager at [vrockall@northampton.gov.uk](mailto:vrockall@northampton.gov.uk) or on 01604 837074

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## Pensioners Forum

### 1. Welcomes, Introductions and Apologies

CLlr Brian Oldham (BO, Chair), Tony Mallard (TM, Co-chair), Jamie Wells (JW, NBC), Norman Sharp (NS, Individual), Christiana Owusu-Akuffo (COA, Individual), Brian Nichols (BN, Individual), Ann Timpson (AT, Individual), D Hewitt (DH, Individual)

BO opened the meeting and confirmed the sad news of the former co-chair, Roger Rumsey, passing away. BO wanted to pass on a final thanks for all the amazing work he has done.

TM also said a few words of respect for Roger.

### 2. Minutes and Matters Arising

AT In the last meeting I raised the issue around the dog poo bin on my estate not being emptied. It was raised to NPH in the last meeting to be sorted but it still hasn't been dealt with. JW to chase.

DH I would assume it would fall under NBC to have this cleared as they are the governing body. They should be the ones to get this cleared. The contract they have paid for need to be enforced if issues like this are happening.

BO personally, I feel the new contractor is 100% better. There still are a few areas that need to be improved but overall and how it's progressed; the contractor has been performing a lot better.

BN expanding on that, I feel that the bin emptying service has been a lot better. The issue I still have is the litter. The state of the streets including the clearance of rubbish and weeds has not been up to par. The contract could definitely do better there. On a separate note, I would still like to know when the enforcement on the drapery will happen regarding the cars going up the drapery when they shouldn't be.

### 3. Town Centre Police Update

Unfortunately the police representative couldn't make it. The officer was called away on another job that took priority. JW will attempt to have get a representative again for the next meeting

### 4. AOB & Community News Exchange

BO I would like to bring together items 4 and 5 to be discussed together

AT we had a lady whose bathroom light went out, she called NPH but they said it's the home owner's responsibility to replace, not there's. Her daughter was able to help by getting a new bulb but couldn't install it as they couldn't remove the cover. NPH still wouldn't come and help and when we contacted Care and Repair, they quoted over £30 to come and sort it. Luckily a family member came to help but I think that's a terrible service for someone who is elderly and alone.

BO I do think this should be changed and it should be NPHs responsibility to do for elderly people in sheltered housing. There should be no cost involved and it's a risk for elderly people to do this unassisted.

NS I thought you weren't allowed to change anything electrical due to health and safety under NPH?

BO Bulbs are the only thing you can change. I'm still an advocate for this being an acceptance for elderly people who need the help.

NS I wanted to ask, when they come to repair your buildings, do they come from Northampton or are they outside contractors?

BO they come from Northampton, Westridge.

DH It would be good to nail down with NPH, what the tenants are responsible for, especially elderly people, and what NPH is responsible for.

BN How come future meetings will not be in the Jeffery Room?

JW the Jeffery Room has already been booked out for other meeting unfortunately.

TM I've had a note passed to me, can we thank the chair for bring the mince pies to the meeting.

DH how is this forum promoted and shared? We seem to have a low number of attendances at the moment?

JW we share it through the email list, websites and external and internal departments. We also ask that members of the public who are aware of the forum, to share the information around their community.

#### 5. Future Forum Items and Topics

BO going forward regarding the Forums, if the unitary is still to go ahead, the shadow councillors will begin and eventually go into unitary councillors. All of this happening with the structural changes will not effect the forum for the next year, so we can go a head with the dates for the next year. To help the forum get speakers, we need suggestions with questions of what we would like from them to help get them in. For the next forum we will have the bus stations as the sole item on the agenda. Norman, as you would like this the most, please can you confirm who would like in and what information you would like from them? I would suggest Derrick Simpson, Stage coach, John Ellaby, Andrew Leighton, Stuart Docker, Kevin Langley

NS I would like representative to come and speak about-How many buses run from the drapery since the new station opened and why were there additional stops included (Stagecoach). Who owns which parts of the bus stations and is responsible for the upkeep, inside and out? (NNC and NBC).

BO-a moment ago, BS brought up the issue of the drapery which was. How are you stopping and enforcing cars going up and down the drapery when they shouldn't?

AT This year they had a huge crash of electronics meaning the electronic boards were down leaving people not knowing when their bus is coming, also they don't update you when buses are late or delayed. How are they going to address and fix this issue to prevent it from happening in the future?

BO Going beyond January's meeting, what else would you like to see on the agenda?

DH I feel the state of the roads are still an issue so would be good to have someone speak about that.

Chairs also mentioned other suggestions include NHS, Environmental services and enforcement.

JW suggested staggering the suggestions of the agenda items to help keep the forum flexible and open to current issues

Going forward, people will provide topic suggestions for future meetings, with questions for representatives, to help Jamie get speakers to attend. Items for the next meeting will be agreed at the end of the meetings.

#### 6. Date and Venue for Future Forum Meetings

JW has shared the new meeting dates and times for 2020. This will also be circulated electronically.

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