

# Northampton Borough Council - Northampton Pensioners' Forum

Thursday, 23 March 2017 at 1:30 pm - 4pm

The Jeffrey Room, St. Giles Square, Northampton, NN1 1DE.

## Agenda

1. Welcomes, introductions and apologies
2. Minutes and Matters Arising
3. Cllr Hadland and Derrick Simpson - Bus Station
4. VOICE
5. IAPT - Nayla
6. Jeanette Pidgen
7. Community News Exchange
8. Suggestions for Items for Future Meetings or Forum Activities
9. Any Other Business
10. Date and venues of future Forum Meetings

May 25<sup>th</sup> 1:30pm – 4pm

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

For more information about this meeting please contact:  
Nisha Mejer Community Support Officer



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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

## **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

## Northampton Borough Council - Northampton Pensioners' Forum

Thursday, 26 January 2017 1:30 - 4pm

### 1. WELCOMES, INTRODUCTIONS AND APOLOGIES

**Present:** Cllr Oldham (Co Chair CO), Roger Rumsey (Co Chair RR), Cllr Hallam (NBC CH), John Rawlings (Quakers JR), G Simms (GS), Alan Wright (Eastfield Ward Residents Association AW), Tony Mallard (ERA, NFRA TM), Ann Timson (Individual AT), Alice Morgan (NBC AM), Nisha Mejer (NBC NM), Daniel Kane (GPA DK), Jeanette Pidgen (Nene CCG JP), Tamsyn Payne (TP), Cllr King (NBC CK), Liz Carroll – Wheat (VIN LCW)

**Apologies:** Jacqueline Forrest-Smith, Malcolm Mildred

### 2. MINUTES AND MATTERS ARISING

Minutes were approved.

No matters arising.

### 3. DANIEL KANE - GP ALLIANCE NHS NENE CCG

DK Chief Executive of GP Alliance – 22 member practices and 27 GP surgeries.

The Northamptonshire Sustainability and Transformation Plan (STP) sets out how health and social care in the county will change over the next five years.

DK would like the thoughts of the Pensioners Forum to help build a more effective workforce.

DH: The NCC is trying to get rid of Sure Start centres. No blood tests in villages due to contracts. There is a winter crisis, bed blocking and people cannot get a GP appointment. There are only two nurses in intensive care units. Agency nurses are paid too much.

DK: The vision is to work across services and share resources. We need to cut out referral time and release capacity to deal with more urgent matters.

A virtual hub has been created in Leicester and there has been a positive start with this so far.

JR: The elderly are being referred to hospital to have a blood test taken.

DK: We need to recruit more nurses and working closely with the University of Northampton.

AW: There is a huge cost for people who miss appointments.

DK: Yes and there is a huge amount of waste on medicine that is unused. Looking

into this.

DH: In rural areas people do not have access to the internet. There is too much pressure on surgeries and GPs can no longer do visits.

BN: How is the GP remuneration worked out?

DK: Standard GP surgery based on patients registered. They can work on self-employed basis. Locums are more expensive and can charge £90 per hour.

The education and workforce needs to be controlled better. Primary care needs to be reviewed.

#### **4. CLLR HALLAM - CABINET MEMBER FOR ENVIRONMENT**

CH: The Environmental Services are reviewing the current contract. NBC have carried out a consultation and letters have sent out to every household in Northampton asking for feedback.

Have had 7,000 responses so far. CH has visited various groups to capture everyone's view including Residents Associations, Friends of Parks etc.

Keen to hear the views of the Pensioner's Forum and comments will be passed to Marion Goodman, Head of Services. The focus and the consultation is on the Service design as the decision has made as to who will have the contract on the advice by experts.

Forum members asked to see the copy of the contract. CH offered to return the Forum meeting to take advice.

DH: Expressed his concerns with the current contract with Amey. In his view, there hasn't been value for money as there have been streets which have been neglected.

CO: Once the contract has been finalised, will the public be able to see it?

CH: No due to sensitive information.

DH: Disagreed with this and not acceptable to have commercial confidentiality in contracts.

CH: The man in the street doesn't care about the contract. People want to see a good service.

DH: People want to see value for money. The contracts are inadequate.

AW: Advised CH to look at other countries for comparison purposes.

MH: Looked at examples abroad and information is being collated.

MH: There will be a 10 year contract. It will not be necessary that all elements will 10 years and will look at a penalty system.

CO: There is a concern that there was no or little control over the present contract. Need more control of new contract and it is adhered to.

DH: Contract officers have to enforce contracts.

Cllr Hallam was invited by the forum to return when the contract is near finalisation.

## **5. LIZ CARROLL WHEAT - TEA DANCE AND FASHION SHOW**

Tea Dance – 25<sup>th</sup> March 2-4pm in the Great Hall.

Fashion Show – There will be an intergenerational Fashion Show 6th October.

## **6. COMMUNITY NEWS EXCHANGE**

JP: The issue of healthcare was discussed – people are living longer and the cost of health care is rising.

Holocaust Memorial Day 25<sup>th</sup> and 26<sup>th</sup> January.

AM is leaving the role of Community Development Officer. The Forum congratulated AM for her efforts and wished the best for the future.

BN: There has been a newspaper article that house insurance quotes has risen due to increased risk of flooding.

AT: 68 year old lady wanted to report a leaking radiator and cannot manage the telephone system.

**ACTION:** CO to deal with this.

## **7. ANY OTHER BUSINESS**

BN: 3500 new homes to be built. Expressed concerns about the infrastructure.

**ACTION:** NM to contact NBC and inform them that the Forum would like to be consulted on future developments.

## **8. SUGGESTIONS FOR ITEMS FOR FUTURE MEETINGS OR FORUM ACTIVITIES**

Bus Station.

Adult Social Care

## **9. DATE AND VENUES OF FUTURE FORUM MEETINGS**

March 23rd 1:30 – 4pm The Guildhall.

Forum Action Plan							
<b>Chair:</b>	Cllr. Oldham and Roger Rumsey		<b>Responsible Forum:</b>	Pensioner's Forum			
<b>Outcomes identified within the Corporate Plan:</b>	<ul style="list-style-type: none"> <li>• Empowered local communities with a greater capacity to become involved in community life</li> <li>• Promote integration and cohesion</li> <li>• Appropriate support provided to those in most need</li> <li>• Services are fair, accessible and responsive to individual needs residents and customers feel informed and engaged in service quality and design</li> <li>• Future developments informed by the views of local people</li> <li>• Delivery of events to celebrate and enjoy the Town's heritage and culture</li> </ul>						
<b>Objectives:</b>	<ul style="list-style-type: none"> <li>• Identify issues of importance to pensioners who live in the Borough, research/discuss issues and decide on outcomes to achieve</li> <li>• Promote and sustain effective communication between NBC and pensioners living in the Borough.</li> <li>• Promoting partnership working by statutory and voluntary sector organisations, and Pensioner's groups and communities</li> </ul>						
<b>Actions:</b>							
⌚	Action	Owner	Activity (intelligence led)	Timescale	Cost	Measure	Last Updated
	Intergenerational project- WW1	AM	<p>Oral history project which will develop the skills of both young people and pensioners around research and learning and will encourage intergenerational integration. The project involves working with key partner Northampton Museum.</p> <p>Pair up youth and pensioners forum members, for a 'memory gathering' session; the young person will record the family history and stories that the older person has to share.</p> <p>Records to be archived and published onto the museum website, and Flickr site.</p> <p>Youth training delivered.</p> <p><b>Pilot session successfully delivered. To be developed in 2016/17 in partnership with Voluntary Impact Northamptonshire's School of Life</b></p>	July 2015	Nil	Sessions held, records archived and web content published.	October 2015

Mark Dementia Awareness Week	AM/VM	Support the NBC One Stop Shop and Dementia Action Alliance to have an awareness stall for Dementia Awareness Week 16 <sup>th</sup> – 20 <sup>th</sup> May.	May 2016	Nil	Stall in place	May 2016
Highways Wardens Scheme	AM	<p>Opportunity for forum members to become Highway Warden, who are the eyes and ears on the road network within their local area and a key point of contact between the community and Northamptonshire Highways.</p> <p>A Highway Warden provides valuable information which assists in maintaining the highway network ensures the views and requirements of the local community are represented</p> <p>A Highway Warden is a volunteer who is supported by their parish or town council or residents group and Northamptonshire Highways.</p> <p><a href="http://www3.northamptonshire.gov.uk/councilservices/northamptonshire-highways/roads-and-streets/Pages/highway-wardens.aspx">http://www3.northamptonshire.gov.uk/councilservices/northamptonshire-highways/roads-and-streets/Pages/highway-wardens.aspx</a></p>	January 2017	Nil	Wardens recruited and liaison set up with Highways	October 2016
Work with Nene Clinical Commissioning Group to provide the Pensioners Forum with an input into the CCG and represent the needs of older people in Northampton.	AM/JP	<p>Jeanette has confirmed the provision of the following information for future meetings.</p> <ul style="list-style-type: none"> <li>• JP to present on Quality Contract.</li> <li>• PH to present on the Veterans Community Covenant.</li> <li>• GM to discuss with the forum the best way to provide information around dementia services in the area.</li> </ul>	Ongoing	Nil	Presentations held, information cascaded, action plan in place.	May 2016
Improve attendance at forum, bringing different groups together to build upon the forum. Include service providers as well as service users.	Officers – VR & AM	Continue to publicise the forum through different communication streams and networks.	Ongoing	Nil	% increase at forum	March 15
Intergenerational Catwalk	LCW	An intergenerational catwalk lead by Voluntary Impact Northampton. Forum members encouraged to be models.	October 2017			March 2017
Tea Dance	Cllr King, LCW,	Tea Dance organised under the advice of Ann Timson in	March 2017			March



	AT and officers	the Guildhall. Digital Eagles will be coming along to provide IT support to the Pensioner Forum and others who attend.				2017