

# Northampton Pensioners' Forum

on Thursday, 28 November 2019 at 1:30 pm until not later than 5pm

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

## Agenda

1. **Welcomes, introductions and apologies**
2. **Minutes and Matters Arising**
3. **Town Centre Police Update**
4. **AOB & Community News Exchange**
5. **Future Forum Items and Topics**
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.



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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. Welcome, introductions and apologies

Attendance: 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 Timson (AT, Individual), Nicky Mckenzie (NM, NPH), Kerry Carroll (KC, NPH), Ann Wisheart (AW, Individual), Cllr Stephen Hibbert (SH, Cllr), Deborah Furniss (DF, Alzheimer's society)

Apologies: Roger Rumsey

### 2. Minutes and matters arising

JW-Unfortunately due to a system error, the previous meetings minutes have been lost. If they are located in the future they will be added to the website, should anyone wish to revisit them.

### 3. Side by side-Deborah Ferniss

DF delivered a slide show presentation to the forum explaining her role for the Alzheimer's society and the project "side by side". The project aims to encourage more people to volunteer in their local area and provide support for people living with Alzheimer's. More information can be found in the presentation attached.

NS: I live in sheltered housing with quite a lot of elderly people and there are a few people who would benefit from this scheme. Luckily, we all seem to look out for each other.

DF: That's great to hear, this is the sort of thing we are looking for.

AT: Do you have a dementia centre?

DF: We do have centres all over the country but the closest one to here is in Islip.

AT: Do you match people locally?

DF: Yes we do.

TM- I'm part of a local veterans club and we have a lot of elderly members that attend. I think it would be good to have you come along to talk at. Would you be interested?

DF: Yes of course, I will get Jamie to share my info.

TM- I assume it's difficult to find people with dementia who are living alone?

DF-Not really. We get a lot of people through referrals and various other support systems.

BO- One thing I would like to know, I thought Alzheimer's is a bigger danger than dementia?

DF-No, dementia is worse. There are so many different types of dementia and Alzheimer's is just another one of these. There are many different types on different scales. People do get frightened that they may have it as they can forget everyday things such as keys or wallet. There's a lot of things we can rule out first when we look to test people.

AT-Do referrals come from their GP or family?

DF-Both.

AT-How long is the process for pairing someone?

DF-Depends on where someone is or how close they are to a volunteer. Initial contact is made in the first few weeks then once visited, we look to pair people up as quickly as we can.

#### **4-Hate crime**

KC introduced herself and went on to talk about hate crime awareness week. On Monday NPH will have a stall at Weston Favell and on Friday we will have the NPH bus on the Market Square. On Tuesday we will be heading to the travellers encampment at in Northampton to discuss hate crime issues with them.

AT-KIs there any chance that this could be shared on the Chronical and Echo

KC- I don't know about the Chronical but our communications team will share this information via social media and through a press release. As were in such prominent areas, we are hoping for high footfall to gain engagement interest. The shopping centre in western favell and town centre are always busy. Our aim to provide knowledge of what a hate crime is, where to report it and where to find more information.

BO-Which traveller's site are you visiting?

KC-Ecton traveller's site.

ST-What would you like to get from visiting the travellers site.

KC- To provide the same information to them as the rest of the town. They have been victims of a hate crime in the past so we want them to be aware of what is a hate crime and all the ways they can report this. We aim to build relations with them as they normally are a hard to reach community.

When we get complaints about ASB or hate crime, each complaint gets rated on a scale of 1 to 5 (5 being the most serious). Each one is categories depended on the circumstance. By doing this it changes the response time of each case. We do look to resolve issues through mediation by either face to face or just one to one where we go in-between.

BM- I imagine your responsibility doesn't extend to schools, due to the issues with mobile phones etc.

KC- If it was one of our tenant we could get involved but the schools are normally good at dealing with this as they have their own system.

BM-Do you know how hate crimes are dealt with in schools?

KC I imagine it depends on the school, they all have their own system. Luckily most schools in Northampton works with the police in town which can help them overall.

BM- I'm worried that the police spend too much time with their limited resources on hate crime.

KC- I disagree, there is only one hate crime officer in the whole county.

BO- if there's no more questions? Thank you for coming along and good luck with your week.

## **5 NPH community and customer issues**

NM-I'm here today to answer any questions you may have for NPH.

AT-When will NBC and NPH get together to solve problems in our estate? We have a problem with the poo bins in our area and no one will empty it as no one will take responsibility. They are always overflowing.

NM-I apologies, the bins were meant to be passed onto Veolia. At first they weren't aware of a few bins on the route but they were meant to be updated. I will get in touch to find out if why this is getting misses and to also make sure their route is up to date. Leave this with me. Are they bad right now Ann?

AT-Yes, they have been overflowing for weeks.

NM- ok, I can only apologise about that. I will get someone out.

TM-in my area there are new builds being built but it has caused some chaos as there is no or limited parking on the new estates.

NM- is there one particular site that's bad? As I can get a site visit sorted with yourself.

TM-around grange road is bad.

TM-Another problem-We are having problems contacting NPH-when we call through we rarely seem to get through to someone and have to leave a message. We then rarely get a call back. It's hard to get information and a response. I wanted to get an update about the tenants/residents forum but got nowhere.

NM-I'm disappointed you couldn't get through, there is a number of people that should be available so I can only apologise.

TM-Moving onto repairs. We do get good response with this normally but I recently reported a loose man hole about 4 to 5 weeks ago. I haven't heard anything and it hasn't been done.

NM – we don't take them calls as NPH so it has to go to the call centre. I'll look into that though to see if I can get it sorted.

AW-what happens to the people who suddenly are made homeless?

NM- NPH and the council will, by law, assist with finding them somewhere to live. We do have a homeless prevention group that could contact the mortgage provider etc. The service is there.

Chairs thanks NPH representatives for coming.

## **6-Community news exchange**

BM-No news from my area but wanted to say that I am happy to hear that they have put up cameras down the drapery to catch the cards going up there that shouldn't.

## **7-AOB**

NS- can we have people to talk about the bus stations

BO-we will see if we can get either Derrick Simpson, someone from stage coaches and someone from NCC to attend.

JW-to get representatives from NBC, NBC and stage coach for the next meeting.

## **8- Items for next meeting**

Bus station, TV licences (free licencing), Ask police from the town centre to come in and update the stats from the extra policing staff. Representative from NHS. Would like to know about compensation has been paid out in Northampton from things going wrong. Also about equipment for being sent out, how does it get returned?

## **9- Date of next meeting**

28<sup>th</sup> November 2019