

Minutes of Hillingdon's Older People's Assembly
13 June 2023
Council Chamber, Civic Centre, Uxbridge

<p>1.</p>	<p>Welcome</p> <p>Sasha Jeffries, Senior Customer Engagement Officer (Chair) welcomed everyone and went through the housekeeping and agenda.</p> <p>The Leader, Cllr Edwards sent his apologies that he was unable to attend due to a prior engagement and Cllr Palmer is currently unwell.</p> <p>Sasha explained that the Older People's Assembly is an opportunity for residents to have a conversation, ask questions and give feedback to shape future services that the Council deliver to the older residents. She confirmed it was for general discussions and not for individual issues.</p> <p>Feedback received from attendees was that they would like a Q&A session after each presentation, rather than wait until the end.</p> <p>The correct channel to report issues is through the Contact Centre on (01895 250111) or you can do it online 24/7 at www.hillingdon.gov.uk.</p>
<p>2.</p>	<p>Presentation 1: Health Lifestyle Action Programme</p> <p>Marion Tsikkos and Greta Alkaysi, Weight Management Facilitators, The NHS Confederation</p> <p>The Health Lifestyle Action programme is a free, 12-week programme offered by the NHS in Hillingdon.</p> <p>Key points:</p> <ul style="list-style-type: none">• Obesity stats in the UK• Benefits of weight loss and maintenance of weight loss

Eligibility criteria:

- A BMI over 30 or (BMI of 27.5 with comorbidities (eg. high blood pressure, diabetes)
- Be aged 16 or above
- Be a HILLINGDON resident
- Be committed and focused on adapting to a healthier lifestyle
- Be willing to commit to a 12-week programme
- Be available to attend all weekly meetings

How to sign up:

- GP referral
- Self-referral to theconfederationhillingdon.org.uk

Presentation 2:

**Sarah Durner, Sport and Physical Activity Senior Officer,
Public Health, Hillingdon Council**

An update on activities for older people, new dementia online tool, falls prevention and strength and balance programme.

Key points:

- Updates on activities including tea dances, Desi Dance, Park Run, Tennis, Walking Football and Healthy Walks programme. More information can be found at <https://www.hillingdon.gov.uk/moves>
- Updates on dementia specific activities and extension of offer to older adults with mild cognitive impairment.
- New community falls prevention programme including workshops, toolkit, 6 strength and balance classes running since April and new sessions planned for June to November in Uxbridge, Hayes, West Drayton and Harefield – more details at <https://discover.hillingdon.gov.uk/strength-balance>
- Referrals can be done via self-referral and NHS/Social Prescribing networks.

	<ul style="list-style-type: none"> • New online Dementia Tool available - www.hillingdon.gov.uk/dementia-pathway • Day of the older person event will be held on 26th September 2023, more details to follow. • Sarah's contact details are 01895 277137 or sdurner@hillington.go.uk <p>Presentation 3:</p> <p>Matthew Bell, Community Sports Manager, Better</p> <p>Leisure services for older people.</p> <p>Key points:</p> <ul style="list-style-type: none"> • GLL/Better run a range of leisure centres on behalf of Hillingdon Council. • These include Botwell Green Sports and Leisure Centre, Hillingdon Sports and Leisure Complex, Highgrove Pool and Fitness Centre and Queensmead Sport Centre. • Offers available to residents aged 65+ including free swimming and swimming lessons (term time only) and classes such as aqua aerobics, body conditioning, yoga, pilates and aerobics basics. • Range of membership packages available at different prices or pay as you go.
<p>3.</p>	<p>Questions and Answers relating to presentations</p> <p>Q: What is the contact telephone number for the Health Lifestyle Action Programme? A: 01895 544227</p> <p>Q. Is there a service for people who are losing weight? A. Please contact your GP.</p> <p>Q: Presentation about activities did not include anything about bowling and there are many bowling clubs in the borough which are a great resource and are an opportunity for older people to socialise and get some exercise, including those with dementia.</p>

A: Sarah is happy to look at including bowling clubs in her programme of events.

Q: Can there be an article in Hillingdon People magazine to advertise the bowling clubs in the borough?

A: We will pass this feedback on to our Communications team.

Q: Is the dementia tool available in paper format? Not everyone has access to the internet or the ability to use it.

A: Unfortunately, it is not. We have considered printing the information in a booklet, but things change and it will quickly become out of date. We suggest that residents ask their friends and family to support them to access the information online or go to the library for assistance.

Q: Could there be more activities or access to the falls service in the Heathrow villages?

A: Sarah is happy to look into this.

Q: It is really hard to book the aquafit sessions and classes are still operating at lower capacity since Covid, can this be looked at?

A: Matthew Bell will look into this with a view to increasing capacity.

Questions and Answers – general

Q: There is no strategy for arts and culture in Hillingdon, no lead/allocated Councillor for this topic, lack of grants, charging for facilities has gone up. Why is this? Arts & Culture can have a positive effect on mental health in the same way as exercise so why is this not being looked at?

A: We will feed this back internally and see if we can get some information or a speaker on this topic.

Q: There is a big issue with fly tipping in the Heathrow villages, people dump rubbish and there are no consequences and there should be fines to discourage people from doing this.

A: Fly tipping is a challenge for the Council and we do prosecute and fine fly tippers where possible. CCTV footage is used and people have been caught using personal information left in the rubbish. We will feed this back internally and see if we can get some information or a speaker on this topic.

	<p>Q: Some older residents need support to access the internet and use their mobile phones for NHS related apps such as Patient Access, NHS login and Care Information exchange. Where can they get help with this?</p> <p>A: Please speak to your GP practice in the first instance. Learn Hillingdon are holding taster sessions at Uxbridge library during July and August to support to use the internet & mobile phones/tablets. Please call Tricia at Learn Hillingdon on 01895 556252 for more details. Also see https://www.hillingdon.gov.uk/digital-courses</p> <p>Q. Why do residents over 65 have to pay to get their bulk rubbish removed?</p> <p>A: Residents over 65 pay a reduced fee of £25 for the service. This was previously a free service but this is no longer financially viable for the Council.</p> <p>Q. Who is the champion for the Older People?</p> <p>A: The Leader, Cllr Ian Edwards, who has previously attended the assembly meetings, has committed to supporting older residents of Hillingdon and will continue in this role.</p> <p>Other Feedback received:</p> <p>Slides/text was too small on the presentation.</p> <p>People asking questions need to use microphones as Q&A couldn't be heard. Chair to repeat Q&A so people can hear in future.</p> <p>Bell Farm centre could be used as a venue for Confederation weight loss sessions.</p> <p>Hillingdon People magazine is delivered to all residents in the borough. If residents do not receive their copy, they can report it online https://www.hillingdon.gov.uk/article/2015/Report-a-missed-delivery-of-Hillingdon-People or call the Contact Centre on 01895 250111. Further information, including back issues can be found at https://www.hillingdon.gov.uk/hillingdonpeople</p>
4.	<u>DATE OF NEXT ASSEMBLY – 13 September 2023</u>