

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

1. Welcome

Sasha Jeffries, Senior Customer Engagement Officer (Chair) welcomed everyone and went through the housekeeping and agenda.

Opening remarks

The Leader, Cllr Edwards welcomed everyone to the assembly. He acknowledged there had been issues in the borough with the state of weeds, which was due to the contractor and was now resolved.

He apologised if the message regarding the discontinuation of free fire alarms for residents aged 65+ was not clear and confirmed the scheme had been withdrawn by the provider.

He confirmed that residents aged 65+ will no longer be eligible for a discount on their Council Tax but it would remain in place for those already receiving it.

He stated that Hillingdon had not seen the rampant shoplifting experienced in other areas. He confirmed the Council was working closely with the police and the new Borough Commander.

He encouraged residents to use the recycling services available in the borough and stated the Council would continue to provide weekly refuse collections for as long as the government allows and restrict any attempts to move to fortnightly collections.

A few residents had some comments and questions about refuse services and the Leader encouraged them to speak to the Council officers available to report issues.

The Leader gave his commitment to continue to provide information and advice for older people in the borough.

Some residents also made comments about difficulties in getting through to the Council by phone and the Leader acknowledged that the contact centre was working with reduced staff levels. He stated

	<p>that technology should be good enough to support residents with limited technical competence. The Council will continue to do its best to provide a good service and residents should bear with us whilst improvements are made.</p> <p>The Leader finished by thanking residents for attending the assembly and showing continued support to the borough.</p>
<p>2.</p>	<p>Update from Chair</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 so this would be trialled at the assembly.</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>Introduction to the Steering Group</p> <p>Sasha introduced the Steering Group members and explained that the SG meets 4 times a year and suggests topics for Older People’s Assembly and welcomed new members. The SG made suggestions that the previous presentation slides had too much information, the text should be limited, have more images and be larger in size. This has been taken into account and applied to all slides in the presentation.</p>
<p>3.</p>	<p>Presentation 1:</p> <p>Waste Services – Refuse & Recycling. Maria Beuca & Phil Barker, Recycling Officers, LBH</p> <ul style="list-style-type: none"> • The Council offers weekly collections of mixed dry recyclables, food waste and garden waste.

- Traid are the contractors for textile recycling.
- Other services include Bulky Waste Collections, Waste and Recycling sites (Harefield and West Drayton) & Business Waste and Recycling
- A video was shown of The Journey of Your Dry Mixed Recycling: www.youtube.com/watch?v=dPpMX6r8RBI
- Contamination in the dry mixed recycling was highlighted and examples given.
- A video was shown on How to Turn Your Food Waste into Energy www.hillingdon.gov.uk/media/6267/Food-waste-video/video/kt1622720272.mp4?m=1674465189140
- A range of projects are underway including repair days, Hillingdon's Zero Waste Challenge, disposing of nappies & hygiene products, food waste recycling in flats & schools, recycling of mobility aids, sharps collections, road shows and door knocking.
- Other recycling schemes and outlets are available for medicine packaging & devices, spectacles, household & electrical items and soft plastics, including crisp packets, bread bags and carrier bags.
- Repair and Reuse Day will be held on Saturday 23 September 2023, 10am – 2pm at Botwell Green Sports and Leisure Centre, East Avenue, Hayes, UB3 2HW
- Contact details:
Email: recycling@hillingdon.gov.uk
Website: www.hillingdon.gov.uk/rubbishandrecycling
Telephone number: 01895 556000

Presentation 2:

Fraud & Scams – PC Francesca Beadle & PC Nadine Davis-Regis, Metropolitan Police

Key points:

- Explanation of fraud and cyber crime
- Why senior citizens are targeted
- Most common scams affecting older citizens, 'The Grandparent scam', 'Doorstep Scams', 'Fake Police', 'Phishing messages', 'Romance Scams', 'The Yahoo Boys'.
- Warning signs and what to do
- Report fraud to Action Fraud – actionfraud.polic.uk
- Banking protocols

	<ul style="list-style-type: none"> • Due to lack of time, the full presentation was not shown but is available on request. <p>Presentation 3:</p> <p>Day of the Older Person, update on activities & reminders for vaccinations - Sarah Durner, Sport and Physical Activity Senior Officer, Public Health, LBH</p> <ul style="list-style-type: none"> • Day of the Older Person event will be held on 26 September 2023. 10am – 4pm The Pavillion shopping centre. • New Strength and Balance Classes available • Vaccination reminder for older residents for flu and Covid • Sarah’s contact details are 01895 277137 or sdurner@hillingdon.go.uk
<p>3.</p>	<p>Questions and Answers</p> <p>Q: Can mattresses be collected by the Council? A: Yes, they can be collected as part of the bulky waste service and there is a charge for this service.</p> <p>Q: Why do residents aged 65+ have to pay to get their bulky items removed? It used to be a free service before and is too much to pay, especially with the cost-of-living increase. A: Unfortunately, the council is no longer in a position to provide this service free for older residents. Cllr Palmer reiterated that the Council is also affected by the current financial climate and has to make difficult decisions around charging for services.</p> <p>Q: Where can we report issues with missed rubbish collections, broken bins or behaviour of refuse collection officers? A: Contact details are provided on page 3 – the Waste Manager does speak to the crew on a regular basis so issues can be addressed.</p>
<p>4.</p>	<p>DATE OF NEXT ASSEMBLY – 13 December 2023</p>