

Minutes of Hillingdon's Older People's Assembly
16 March 2023
Council Chamber, Civic Centre, Uxbridge

<p>1.</p>	<p>Welcome</p> <p>Marion Finney, Manager of the Customer Engagement Team (Chair) welcomed everyone and went through the housekeeping and agenda.</p> <p>Marion explained that the Older People's Assembly is an opportunity for residents to make suggestions of how we can better improve services for the future. She confirmed it was for general discussion and not for individual issues. Attendees are provided with sheets of paper if they want to suggest future agenda items.</p> <p>The correct channel to report issues is through the Contact Centre (01895 250111) or do it online 24/7.</p> <p>Marion introduced the Leader. Cllr Ian Edwards to the Assembly.</p>
<p>2.</p>	<p>Comments from the Leader- Cllr Ian Edwards</p> <p>Cllr Edwards opened by welcoming guests to the assembly and commented about being delighted to be there. He mentioned his and his Cabinet's commitment to the older residents in the borough as well as to the young and acknowledged the presence at the meeting of Cllr Jane Palmer (Cabinet member for Health and Social Care), Sandra Taylor (Director of Provider & Commissioned Care), and Gavin Fernandez (Head of Localities & Hospital Services).</p> <p>Cllr Edwards emphasised Hillingdon was a sound financial management council. He mentioned the increase in Council Tax and acknowledged the financial difficulty people are currently experiencing with rising costs but stressed the increase was necessary. At 2.99%, the increase was lower than that of neighbouring boroughs.</p> <p>Cllr Edwards also brought up the topic of ULEZ. He mentioned this was an emotive subject. He said the air quality in Hillingdon is good despite having</p>

an airport and the motorway running through the borough. He said research shows the air quality in the borough is better than that on the underground. Expanding ULEZ will have huge financial implications for Hillingdon residents. For example, on care workers who need their cars to get to clients not being able to make visits and Heathrow airport workers who need their cars to come into work. It is on the back of these that the council will be fighting against the planned TfL ULEZ expansion due to come into effect in August 2023.

The Leader wished the Assembly well and advised that whilst we cannot promise to do everything asked, we will always listen to residents. He couldn't stay for the rest of the assembly as he had another engagement but again mentioned that Cllr Jane Palmer and other officers were in attendance for any queries.

3. Presentation 1:

Mark Hart, Community Partnership Specialist, Local Communities & Partnerships, Transport for London (TfL)

Key points:

- Mark started by saying he couldn't answer questions on Dial-A-Ride posed to him during September 2022's assembly and has brought his colleague Roland James from Dial-A-Ride who would be speaking later.
- Hillingdon is one of 5 London boroughs opposing ULEZ and have launched a legal challenge. The Mayor of London introduced London-wide scheme to expand ULEZ on 29 August
- A leaflet will be posted to residents in the next few weeks with information about funding for people with non-compliant cars. The leaflet will also give information to encourage active travel.
- The Mayor of London launched the Bus Action Plan which has resulted in the introduction of electronic bus times display in more bus stops in Hillingdon.
- Travel Mentoring- TfL provide a travel mentoring service to support people using public transport so they can gain confidence to become

3
cont'd

independent travellers. Email travelmentor@tfl.gov.uk or call 020 3054 4361 (TfL call charges) 09:00-16:00, Monday to Friday to find out more or book an appointment.

- Roland started by explaining that Dial-A-Ride is made up of 5 departments- Transport Operations, Customer Operations, Assisted Transport Operations, Engineering, and Back Office Staff
- Dial-A-Ride's annual cost is circa £31M (£7M Taxicard)
- There are circa 38,000 members in Hillingdon.
- In 2022/23, the passenger cancellation rate is 18.3%. The service cancellation rate in same period is 1.2%

A question was asked around H4All & the SPT and Ruth confirmed they worked in partnership.

Presentation 2:

Zoe Iggulden, Library Manager, London Borough of Hillingdon.

Key points:

- Zoe started by mentioning statistics from most recent census shows 1 in 5 of the population is over 60 years old.
- Hillingdon libraries offer a variety of services including reading groups for people who enjoy meeting regularly and discuss a book they have all read.
- Uxbridge Library offers "Talking Books To Talk About"- a reading group for visually impaired or blind.
- Borrowbox- borrow eBooks and eAudiobooks from Hillingdon Libraries using the Borrowbox app.
- Press Reader- selection of more than 6,00 newspapers and magazines, from 120 countries in 60 languages, via a computer or mobile device
- Digital Resources – access online resources for lifelong learning via <https://www.hillingdon.gov.uk/digital-library>
- IT Taster Sessions- to encourage older residents to learn the basics of computing through group sessions. Contact libraries directly for more information and to book.
- Ancestry Sessions- helping residents learn how the internet can help them research their family history.

3
cont'd

- Dementia Friends Groups- for residents in early to mid-stages of dementia and their carers. A range of activities offered at Botwell Green, Oak Farm, Ruislip Manor, Northwood Hills, Uxbridge and Yeading.
- Tovertafel (Magic Table)- a fun and interactive activity especially helpful for autism, adults with a learning disability and those living with dementia and their carers- that entices children, adults and older people to take part in physical activity and social interaction. Available at Botwell Green, Harefield, Northwood Hills, Oak Farm, Ruislip Manor and Uxbridge libraries.
- Home Library Service- free delivery service for residents who are unable to get to a library due to age, disability or illness.
- Outreach and Events- to join this service, contact 01895 556446.
- Fall Prevention- the council has launched a new Falls prevention toolkit. Copies can be found in local libraries or downloaded from <https://www.hillingdon.gov.uk/fall-prevention>
- Free strength and balance exercise classes starting from April 2023. Contact Sarah Durner on 01895 277137 or email: sportandphysicalactivity@hillington.gov.uk
- Coffee Mornings- enjoy a warm space and a chance to make new friends at Uxbridge Library. Contact the library for information.

Presentation 3:

Niall Smith & Mel Lowe, The Hillingdon Hospitals NHS Foundation Trust

Key points:

- Niall and Zoe went through the process from late 2019 when the government originally announced the regeneration of 40 hospitals including Hillingdon Hospital to where they are now- successful submission of the planning application; demonstrating the chosen option is affordable and value for money.
- A new hospital is needed because 80% of the site now requires major replacement soon or is inoperable.
- The hospital site has £236m of backlog maintenance, of this, £128 is high-risk backlog.

3
cont'd

- The Care Quality Commission has rated Hillingdon Hospital as inadequate.
- Patient experience is poor due to the legacy estate, and staff are dissatisfied with an aging estate which compromises care.
- Key improvements with the regeneration programme include having a larger emergency department with specialist services and diagnostics on one floor to improve flow and efficiency; increase treatment facilities in outpatients so more day surgery provision, relieving pressure on operating theatres and reducing waiting times; increased single room provision to enhance privacy and dignity and provide infection prevention and control benefits.
- To find out more, visit bit.ly/NewHillHosp_exhibition

Questions and answers:

Q1: There is no mobile network within and around the hospital building. Emergency numbers only.

A1: Boosters have been added to help network within the hospital building. The issue with outside the building has been noted.

Q2: Why didn't Cllr Edwards stay for the Q&A session?

A2: He had other engagements. Cllr Palmer is around and can answer.

Q3: Is a new maternity unit being built?

A3: Yes.

Q4: With more single occupancy rooms at the hospital, will there be more capacity for people to be serviced?

A4: The hospital will work with community partners to manage patients in their homes, as much as possible. Also, new ways of working will improve flows through the hospital and make sure people get the right care in the right place. Examples of this include the same day emergency care service in our new A&E department. Overall, there will be the same number, if not more beds.

	<p>Q5: Will the hospital definitely be built?</p> <p>A5: Can't say it will definitely happen, but the Secretary of State has promised it will happen.</p> <p>Q6: What is the schedule for service during the process of rebuilding e.g. parking suspension?</p> <p>A6: Information is available in the planning application. There are no plans to suspend services.</p>
<p>4.</p>	<p>Close of meeting and date of next Assembly</p> <p>Marion thanked all the speakers and attendees for coming to the meeting.</p> <p>The date of the next Assembly is 14 June.</p> <p>Invite letters will be sent out and copies of the minutes will be available on the Council website.</p> <p>Any questions, suggestions or concerns are welcome.</p> <p>The Hillingdon Hospitals NHS Foundation Trust will be invited to attend a future session.</p>