

A force to be reckoned with



www.espopf.org

**EASTLEIGH  
SOUTHERN  
PARISHES  
OLDER  
PEOPLE'S  
FORUM**

**NEWSLETTER 62  
JANUARY 2012**

**HAPPY NEW YEAR**

2011 had its ups and downs for ESPOPF. We had our financial crisis, but we were rescued by some very welcome grants and the immense generosity of our members through their subscriptions, donations and increased membership of the 100 Club. The Hilldene Centre put a new oven in the new kitchen, which was not meant for catering, but Teresa rose to the occasion and produced some gorgeous lunches for us. Our 1 Community volunteer, Michelle, had to give up being our Minutes Secretary, but became our regular driver for our Open Meetings. We lost our Chair, Patience, and our Vice- Chair, Jackie, but gained June Watson and Pat Rose instead...

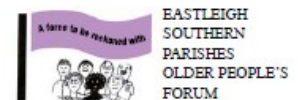
Our achievement of the year was the partnership with Macmillan Cancer Support and the launch of our research, 'Growth Negligence', a study of the cancer care experience of older people. This highlighted more distressing experiences of older people to add to the growing number of alarming reports of lack of care in hospitals, care homes, and even at home.

The common theme that runs through all these reports is the lack of accountability. Who is in charge? Who is responsible? Whose duty is it to put things right? We have to ask whether the new proposals for the NHS will answer these questions, whether dissolving the Quality Care Commission would change anything. Wherever we look - at government, banks, business, the press, the police - there is a refusal to admit responsibility for wrong-doing these days. Indeed, those whose blunders are discovered continue to leave their positions of authority with golden handshakes and pensions to dream of. Whistleblowers are fired or disciplined. People exercising their legal right to protest are kettled and criminalised. In these hard times, the most vulnerable are targeted for cuts and the poorest are made to pay the price of unprecedented greed.

Was it always like this? Let us hope that 2012 will bring more fairness and togetherness.



**WE ARE  
MACMILLAN.  
CANCER SUPPORT**



***100 CLUB***

The first draw for 2012 will be at the Open Meeting on **January 17**, so please send in your £12 or bring it on the day. If we reach the target of 100 members, we shall continue to raise £600 for ESPOPF and give away £600 in prizes.

**NEWSLETTER**

We have 556 subscribing members who receive our Newsletter by post or online. Please do not bin it. Pass it to a friend who might like to join us.

**ESPOPF MEMBERS PAID FOR THIS  
INDEPENDENT NEWSLETTER**

# ESPOPF NEWS PAGE

## OFFICERS & COMMITTEE MEMBERS 2011/12

Chair: June Watson (Hedge End) 01489 782118

Vice Chair: Pat Rose (West End) 02380 473946

Hon. Sec./Newsletter Editor: Diane Andrewes (Bursledon) 02380 403311 [diane.andrewes@virgin.net](mailto:diane.andrewes@virgin.net)

Hon. Treasurer/Membership Secretary: Betty Lawrence 02380 453680 8 Rookley Netley Abbey SO31 5PH

Web Master: David Andrewes (Bursledon) [david@espopf.org](mailto:david@espopf.org)

Consultation Officer: Judith Cam (Hound) [judithcam@hotmail.com](mailto:judithcam@hotmail.com)

John Taylor (Butlocks Heath) Maureen Hunt Susan Moody (Botley) Margaret Phippard Jackie Charles (Hamble)

Erica Andrews (West End) Dottie Vickers Margaret Baker (Hedge End)

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### **NOVEMBER OPEN MEETING**

The Macmillan Coffee morning raised £100 and we had the opportunity to discover the work of the Macmillan Volunteers. The usual arm-chair exercises and the opportunity to find out about Hearing Dogs, courtesy of Hearing Link volunteers, were on offer. OCIS (HISP) had a stall, and we organised an ESPOPF bookstall, which may become a regular event if members continue to bring books. Save the Children and RNLI provided us with the opportunity to do some Xmas present shopping. Betty was doing a brisk trade in taking 100 Club subs. Sue and John were selling raffle tickets.

"Growth Negligence", our research into older people's experience of cancer care, was launched successfully. Thanks were expressed to members who had contributed so much evidence of a very wide range of experience. Hazel Brodie of Macmillan Cancer Support and Dr Carol Davis, consultant in Palliative Care were the speakers.

Copies of the research were available to those who attended the meeting and others are available at libraries and parish council offices. They are too heavy to send by post, but members are asked to contact committee members above if they would like copies. We are sending out copies all over the country on the internet and, of course, they are available on our website [www.espopf.org](http://www.espopf.org). We hope everyone who participated will approve. Let us know.

#### **November 100 Club winners**

No. 96 Muriel Steller of Hedge End £50.

No. 75 John L Taylor of Bursledon £25.

No. 12 Mrs Cansdale of Hedge End £25.

#### **November 70 Club winners**

No. 44 S.W. Bailey West End £35.

No. 5 Diane Andrewes Bursledon £17.50

No. 67 Rikki Paterson Hedge End £17.50

The raffle raised £68. Thanks to all those who brought prizes and bought tickets.

### **COUNCIL TAX**

Following the challenging talk by Roger Redman from Taunton Older People's Forum, in September, the Committee decided that it would be interesting to get other views on the subject, so that we become sufficiently well-informed to decide where we stand. It was agreed that we should invite Cllr Keith House, Leader of Eastleigh Borough Council, to give us his perspective on the raising and spending of Eastleigh's Council Tax. Here is the opportunity to get answers to all our questions!

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### **OUR NATIONAL HEALTH SERVICE**

The Committee also decided that we must keep abreast of the developments and changes in the NHS, so that we are able to comment and make our feelings known to our GPs, who will be commissioning services for us. We therefore intend to invite a speaker on health matters to each Open Meeting in future.

We also feel that ESPOPF members should be approaching their GPs to ask that Patient Participation/Reference Groups be set up in their practices to give feed-back from the patients' point of view on services provided.

Last, but not least, we want to take forward some of the issues that have come to light in our recent research – not least the question of WHO IS A CARER?

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### **COMMITTEE VACANCY**

If any West End member would like to serve on the committee, he/she is invited to attend a meeting to see what goes on. Meetings are held once a month on Tuesday mornings in Bursledon followed by a light lunch. £5 travelling expenses are allowed.

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### **BOTTLE TOPS FOR 'OPEN SIGHT'**

Margaret Baker thanks members who brought used bottle tops to the November Meeting. She will collect them at future meetings.

**.. NEXT MEETING: MARCH 20 2012**

# NOTICE BOARD

## CHOOSE WELL

The NHS is running a campaign to help raise awareness of the *Choose Well* options, such as minor injuries units, walk-in centres and pharmacies to help people choose the service that best meets their needs and to ease the pressure on emergency services.

*Choosing Well* means knowing which medical facilities to contact and where they are:

- Only life-threatening emergencies or very serious symptoms need to be seen at **Hospital A&E departments**.
- Your nearest **minor injuries or accidents unit** can deal with injuries or accidents.
- for urgent medical problems at weekends and at night, **GPs** should be contacted
- Late-night **pharmacies** will deal with prescribed drug problems.

Advice on which service to use is available 24 hours at **NHS Direct**. Telephone **0845 46 47**. Local information is also available on **www.southamptonhealth.nhs.uk/ship**

## SAFER PLACES SCHEME

This MENCAP scheme is to help people with a disability to be safer when out in the community. If they are harassed, bullied, scared or lost, they can ask for help in one of the places that shows the *Safer Places* sticker. They will be issued with cards containing the contact details of someone they trust and they can show the card to the *Safe Place* staff, who will then contact that person. For more details, telephone the Eastleigh Borough and Romsey Mencap Society on **023 8048 3471**.

## HAVE YOU HAD YOUR INFLUENZA JAB?

Flu' is unpleasant or worse and, if you are considered to be at risk, you are entitled to have a free jab from your GP. People at risk are

- anyone over 65
- anyone with chronic heart, lung, renal, liver or neurological disease
- anyone with reduced immunity from disease or drugs
- anyone in long-stay residential care
- main carers of disabled or elderly people

## SOLENT CREDIT UNION

Credit Unions, supported by Southampton and Eastleigh Councils and First Wessex Housing Association, help their members save regularly and provide affordable loans at just 1% interest rate per month. A credit union is run and owned by its members and the local community. Members' money is protected by the Financial Services Compensation Scheme.

Regular savers can apply for loans for holidays, car repairs, new appliances etc. There is a one-off joining fee of £1. The local office is at EBC Town Office Wells Place Swan Centre Eastleigh (Saturday morning 10am-12midday). To join, take £2 plus photo id eg bus pass/driving licence and a utility bill or bank statement with your address. For more details tel. **02381 788375** or email [solentcreditunion@phone.coop](mailto:solentcreditunion@phone.coop).

## MIXED-SEX WARDS

In April 2011, the Government introduced £250 fines for every time a hospital broke the single-sex ward regulations without

justification. In November, Southampton General racked up £3,750 for breaching the regulations 15 times.

## GRANTS FOR BOWLING

Hampshire Bowls Development Alliance is awarding funds to bowling clubs to encourage senior citizens to take up the sport. The money is for taster sessions and open days and grants are worth £40 or £80.

## 'SHUTTING LIBRARIES IS UNLAWFUL' SAYS JUDGE

Judge Martin McKenna has ruled that Gloucestershire and Somerset failed to comply with their public sector equality duties when they decided to axe services. He also refused them permission to appeal. He said:

*"They should have undertaken a sufficiently thorough information-gathering process and then properly analysed that information. In this case I concluded that both GCC and SCC failed to comply with that obligation."*

The Gloucestershire CEO said, *"With hindsight, we approached this as a transfer to the community, rather than a statutory closure, where a more thorough approach would have been taken."*

Daniel Carey of Public Interest Lawyers said, *"Today's high court ruling sends a clear message to every council in the country, that catering for the needs of the vulnerable must be at the heart of any decision to cut important services such as libraries."*

## PARISH LINK

The 1 Community Mini-bus Service collects passengers from Eastleigh's villages to shop in Eastleigh or visit the villages. Bus Passes may be used. Tel. **02380 902414** for details.

## YOU WRITE...

Dear Editor

### **WARNING!**

Rogue traders are currently cold calling vulnerable residents in Hampshire, by telephone. The caller is unknown, but believed to be male and threatening. He tells residents that they have run up bills and asks for instant payment over the phone.

Anyone receiving these calls, or similar, should hang up straightaway, and even think of changing their telephone number and keeping their number ex-directory.

Help is available from HCC's *Quick Response Team*, whose specially-trained officers will advise on cold calling and door-step crime. **Tel. 01962 833 666** (office hours 9am – 5pm). For urgent assistance outside these hours tel. **0845 045 4545**  
**Guy Smales Chandler's Ford**

**Eastleigh Neighbourhood Watch Association**  
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Dear Editor

We recommend the free Telephone Preference Service <http://wwwmpsonline.org.uk/tps/index.html>. You can also pay BT for **Anonymous Call Rejection**, as most of the cold callers withhold their numbers. The cost is between £3 and £8 per month, depending on the number of calls:

**Pauline McWilliams**  
**Safeguarding Unit**  
**HCC Trading Standards**  
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Dear Editor

Thank you for raising your concerns about cold calling and doorstep sales by companies. I will pass on your concerns to the Secretary of State for Business, Innovation and Skills. Let me know if you wish to raise any further points.

**Chris Huhne MP**

Dear Editor

Further to my letter of 20 October 2011 about your complaint against Hampshire County Library and Information Service, I have now made some further enquiries of the council and I will write to you again when I receive its response.

**Victoria Miles Investigator**  
**Local Government**  
**Ombudsman**

(Our complaint is about the failure to consult in line with the Public Sector Equality Duty – Ed.)  
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**Printed in the 'Daily Echo'**

“Dear Sir

Britain's biggest pensioner organisation, the National Pensioners Convention (NPC), described the Chancellor's Autumn Statement as offering *cold comfort* to the country's older generation. We agree.

The biggest concerns currently facing millions of older people are the price of keeping warm, negligible returns on their savings and inadequate increases in their pensions. George Osborne has ignored all of these. Instead, he announced that Britain's poorest pensioners would get a below-inflation increase in the Pension Credit of just 3.9%, and no extra help with rising fuel bills.

He speaks of getting young people into work and, in the next breath, says he will raise the state retirement age to 67. How will he tackle youth unemployment by forcing older workers to keep on working?

**Diane Andrewes Bursledon**  
**Hon Secretary ESPOPF”**

Dear Editor

We, the children of this Eastleigh Southern Parishes community, are trying to be

more *responsible* to help us all achieve the right to Communicate, Learn, Improve our Health and be part of a positive Community.

Please encourage us and let us (and our schools) know when we are doing these things.

Please become a partner and accept the shared responsibility in supporting us to achieve our rights under the UN Convention for the Rights of the Child and together we can **CLIC**.

**Children from Local Schools**  
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Dear Editor

I thought you might be interested to know that the Chief Executive of Anchor Housing Association with Esther Rantzen presented a Petition containing 137,000 signatures at No. 10 Downing Street requesting the appointment of a Minister for Older People. This was the culmination of our Grey Pride campaign. We gained the support of 91 MPs and the Shadow Minister for Care and Older People and questions in the House of Commons.

**Margaret Phippard Hamble**  
**Warden Hambleside Court**  
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Dear Editor

As in previous years, we had another very profitable and enjoyable day on 15 November. Thanks to all who supported us. Kind regards.

**Evelyn Ingram Hamble**  
**Hamble Guild RNLI**  
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**Contributions, please, to**  
**The Editor Orchard Hill**  
**Old Bursledon SO37 8DH**  
**diane.andrewes@virgin.net**

EASTLEIGH SOUTHERN PARISHES  
OLDER PEOPLE'S FORUM

OPEN MEETING

**TUESDAY JANUARY 17**  
**HILLDENE CENTRE HIGH STREET**  
**WESTEND SO30 3DU**

COFFEE/TEA & BISCUITS 10.15AM

MORNING PRESENTATIONS

10.45AM CRISPIAN MULSHAW

*'MY JOB AS YOUR NHS COMMUNITY MATRON'*

11.30AM EXERCISES OR JEAN ROBERTS-JONES

*'THE SERVICES OFFERED TO YOU BY 1 COMMUNITY'*

LUNCH 12.30PM - 1.30PM

RAFFLE/100 CLUB DRAW 1.30 - 2PM

AFTERNOON SESSION 2PM - 3.15PM

**CLLR KEITH HOUSE, LEADER OF EBC,**

**'THE COUNCIL TAX: IS IT FAIR?'**

**RSVP Betty Lawrence 8 Rookley Netley Abbey SO31 5PH Tel.023 8045 3680**

Name(s).....Tel.....

Address.....

**CHOOSE:**

**DEADLINE 13/1/12**

Savoury Mince & Dumplings.... Chicken Casserole..... Vegetarian Stew..... (£3.50)

Lemon Sponge .....Chocolate Sundae..... (£2.50)

I/We wish to book ... lunches @ £5 (2 courses) or Main Course (£3.50) ... Sweet ..... (£2.50)

I/we enclose £3/£5 ... for 2011/12 Subscription; £12 per person for 100 Club ( 'ESPOPF')

I/we wish to book ... seats on the door-to-door One Community Bus

PLEASE INFORM BETTY OF PRIOR TO THE EVENT. CANCELLATIONS

ALL ORDERED MEALS TO BE PAID FOR ON THE DAY.

## DO YOU UNDERSTAND WHY SO MANY PEOPLE WILL HAVE TO CHOOSE BETWEEN HEATING OR EATING THIS WINTER?

Britain's biggest pensioner organisation, the National Pensioners Convention (NPC), has warned that the Government's new Warm Home Discount (WHD) scheme needs urgent reform to prevent hundreds of thousands of older people missing out on much-needed support with their energy bills.

Under the WHD scheme, participating energy suppliers give a rebate of £120 on their electricity bill to a specified group of their older customers on low incomes, known as the Core Group. For the first year of the scheme, 2011/12, eligibility for the Core Group rebate is linked just to those on the Guarantee Credit element of Pension Credit. Criteria will be widened over the next three years.

In addition, participating energy suppliers also have discretion to extend support to those low-income and vulnerable households who are not part of the Core Group, known as the Broader Group. But the NPC is concerned that the Government and the big six energy companies are not doing enough to publicise or explain the scheme to those who might benefit. For example:

- The big six energy companies have adopted different criteria for the Broader Group, with some being more inclusive than others. Three companies only give additional support to pensioners who are disabled, whereas another offers support to those below a certain income.
- British Gas has now closed the wider support scheme for anyone who joins after October 11th and do not intend to open it again until the end of next year. Anyone who switches to British Gas now could therefore miss out on support this year.
- EON has also closed the wider scheme

to new customers.

Dot Gibson, NPC General Secretary, says:

*"As winter approaches, it is completely unacceptable that the Warm Home Discount scheme appears to be a shambles. There has not been enough publicity about the scheme, it's too complicated and pensioners are unsure whether they qualify for extra help or not. The cost of fuel is rising and the Government's cut to the winter fuel allowance means that pensioners need all the help they can get to keep warm this winter, yet neither the Government nor the big six energy companies seem particularly bothered about letting people know what help is available. It's no good simply relying on a message on a website, when the vast majority of older people don't even own a computer."*

The NPC is calling for

- (1) The big six energy companies to adopt the widest possible criteria for the Broader Scheme and open it to all new customers who are eligible;
- (2) The Government and the big six energy companies to publicise the WHD scheme to their customers, especially those who do not have access to the internet;
- (3) The Government to raise the winter fuel allowance to £500 for every pensioner household.

**Write to Chris Huhne MP about this. After all, he is the Energy Minister!**

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### OPEN MEETING DETAIL

- 1 Remember that there is free car parking on site and across the road.
- 2 If you need door-to-door transport, order it when you order your food.
- 3 Lots of buses stop outside the Centre.
- 4 If you find the day too long, come for the morning or the afternoon, but do fit in lunch.
- 5 Let us know if you have special dietary requirements.