

Harrogate & District



Notes from the Forum meeting 23rd January 2014 held from 2-4 pm at St Peters, Harrogate

Anthony Kerr welcomed everyone to the Over 50's Forum and explained that the theme of the day was Safety and Security at home.

Social Events

Members were invited to go on a trip to Burton Agnes Hall to see the Snowdrops & visit Beverley on Saturday **22nd February 2014** with Eddie Brown Coach Tours.



The cost of the day trip is £25 and there are numerous pick up points throughout the Harrogate District.

If you would like to go please book directly with Eddie Brown Tours on 01423 321246 and let Christine Boxall at the Harrogate District Over 50s Forum know your are going by either ringing her on 01423 813094 or emailing carerstimeoff@cvs.org.uk

Why not treat yourself and join us for lunch on Saturday 1st **March 2014**, 12.30 pm at Ascot House, 53 Kings Road Harrogate for a two course lunch for £14.95 including coffee or tea.

If you would like to come please let Christine Boxall know by 13th February Telephone: 01423 813094 or email: carerstimeoff@harcvs.org.uk



Katrina Nelson Berry & Andy Fox – North Yorkshire County Council Trading Standards

North Yorkshire County Council Trading Standards Service provides advice for businesses and is responsible for enforcing laws covering the safety, descriptions and pricing of products and services.

The service works in the following specialist teams:

- Farming, food and health
- Business and consumer services
- Investigations and safeguarding

Trading Standards rely on the thousands of consumers each year to complain about traders or their products and services. This information enables them to target advice and enforcement at those who are trading unfairly or unlawfully.

They also work with community groups and others to protect the interests of consumers and residents, for example by setting up "no cold calling" zones.

SCAMS
TARGET YOU
PROTECT YOURSELF

Tackling doorstep crime is a key service priority for Trading Standards. This involves offender's cold calling at homes of elderly or vulnerable residents and offering to carry out property repairs such as roofing, tarmac work, block paving, and gardening work or selling products such as furniture, mobility aids, security systems and energy saving products.

They may charge extortionate prices for goods or services or deliver substandard and poor quality work. Katherine highlighted a number of operations that have taken place and the various methods criminals use to extract money from victims. Victims have been defrauded up to £250,000 by offenders using scams.

How can you help ... report any suspicious incidents to trading standards or Police. For help call the Rapid Response 07814 232611 or email

investigationsandsafeguarding@northorks.gov.uk

In emergency situations call the Police on 101 or 999.

Louise Stevenson – Harrogate District Hospital Older People's Champion

Louise took up the position in October 2013 and covers Harrogate Hospital and the local community. Her role is to raise the voice of older people and make sure that it is heard.

Louise told us about the many initiatives that the Hospital had taken including the Butterfly system for people with dementia and the Nurse led rounds during visiting time.

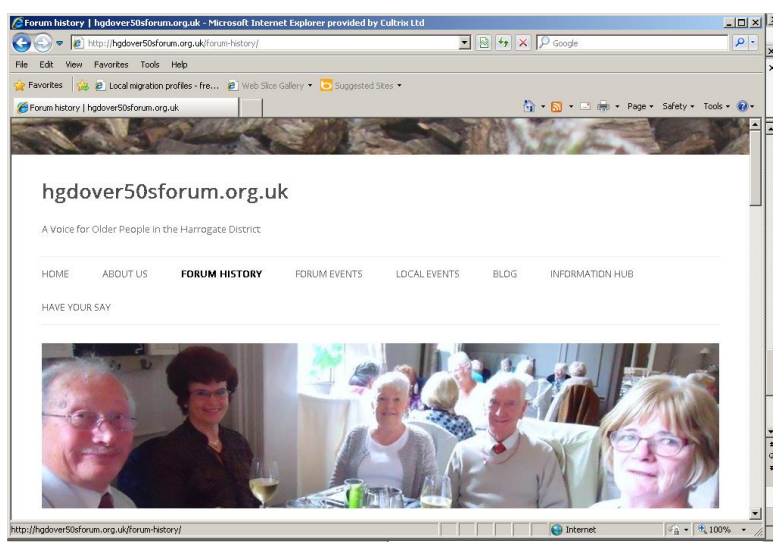
She sits on many steering groups and makes sure that older people's needs are high on the agenda. She looks into Hospital procedures, for example the hospital discharge process, and works with Ward Sisters and their teams looking at how services can be monitored and needs addressed. She works closely with the patient voice group to improve upon issues highlighted by patients.

Jane Malster – New website

Jane has been very busy working on the new website and I think that you will agree that she has done a great job!

It is easy to use with selection buttons across the top to make navigating easy. Simply select a button and scroll down to see the information below.

There is lots of information on the Forum and their events, also what's on locally, as well as an information hub with a drop down menu to finance, health, travel, care, aids to daily living and publications.



Just log in to the internet, type in hgdover50sforum.org.uk and surf away!



Your ideas - your help

We are looking to open up the Forum to members who are willing to help with our activities.

We welcome ideas and suggestions for future Forum Meetings - both "business" issues and social activities.

If you can help or have any ideas or suggestions please contact Christine Boxall on 01423 813094

Come and join us



Next Forum Meeting

The next Forum meeting will take place on **27 March 2014**, from 2-4pm at Harrogate Borough Council Offices in the Council Chamber Crescent Gardens.