

6 INFORMATION

Does the group believe this should be a key priority for the Older People Strategy?

Yes

1. There does seem to be a lot of information around but accessing it is an issue.
2. Website – Good start, allows others to pass information on (i.e family members, however 80% of the over 60s don't use a computer. (Rose Court for example, has computers which don't get used)
3. A buddy scheme would be useful, allowing those who are confident in using a computer to help those who aren't.
4. Parish Newsletters, Hartley Wintney CONTACT newsletter is very popular (covers Hartley Wintney, Winchfield and Dogmersfield), doesn't cost anything and is circulated to every household. Hook & Hartley Wintney Surgery newsletter is also very popular.
5. Important to make information available to people. Need to find out where people are and what they need. Dogmersfield – No election for 15 years – have to knock on doors to identify older people.
6. Neighbourhood Watch may be able to help access these people.
7. Naiomis' Watch (not connected to Niaomi's House) for women who live alone (any age, widows, abused women etc)
8. Neighbourhood Centre in Hook – Dixons House
9. GP surgeries could be used to pass on information.
10. Information from Trading Standards for example, nothing available in Hampshire (Local office is in Aldershot and should do more to protect people)
11. Trigger Tool training for individuals and organisations who work with vulnerable and older people.
12. Encourage more parishes to produce a newsletter, not necessarily through parish council, can be in conjunction with churches.

Information (from other groups)

1. 5 out of 7 older people in the group had no access to the internet
2. Information needs to be where older people go such as Hart Shopping Centre rather than in the libraries. One-stop-shop pilot scheme was good
3. Would like a large TV screen in the town centre, giving up-to-date information about services – could be sponsored by a local shop or major electrical retailer
4. More information available in GP surgeries
5. Make more use of Hart News to inform older people about services that are available to them
6. Information pack for over-60's (like a Bounty pack given to new mums) – "Happy Birthday" pack – with information about services for over 60s, discounts available, possibly vouchers. This pack could be sponsored by a service provider or retailer
7. Information on activities to be displayed in Doctor Surgeries, Civic Offices , local shops, post offices, Churches, neighbourhood watch, with other organisations (U3A, Sentinel, etc)

8. A drop in Centre in the centre of Fleet or in local churches to provide information on all services provided by HDC.
9. HDC to work with other organisations such as Sentinel, Meals on Wheels etc who would be able to advertise services available, this would contact members of the community who are harder to reach
10. HDC to produce a calendar or newsletter with other organisations to promote activities, services or issues.
11. Parish councils to make information available to residents
12. Series of articles in the local newspaper to inform older people about services that are available for them
13. Access to information is key for older people – what is available, where is it available and how to access;
14. VIP not to just assume computers/internet is the answer – not all residents have access to computer information;
15. The phone would be simplest method of providing information since most people have access to one – either a HELPLINE or TEXTLINE BUT an 0800 number should be used NOT an 0845 number which is expensive;
16. One group thought it would be useful to have a factsheet available in local surgeries with details of all local medical practitioners on it e.g. doctors, dentists, chiropodists. This could be done by the NHS. It could also include information about general medical queries such as telephone consultations
17. One group said they found it difficult to access information about what things are available for older people within the community. They suggested there could be a dedicated page in Hart News about the services in the district for older people. Information could include, what leisure activities are available, number for various medical practitioners e.g. doctors, dentists, chiropodists

Where would they like to see such information displayed?

1. Most parishes have a hall or community facility and even the new parishes will have community buildings;

Do people feel they have enough information about services available in this theme? Where would they like to see such information displayed?

1. Information is available; however it was felt that the information was not being dispersed efficiently. Information on web & in leisure centres is only accessed by a small percentage of members of the elderly community. Please see Information section above.
2. The group thought it would be a good idea if there was one place where they could go to find out older persons information for example a booklet available at the council offices, libraries, surgeries etc or a page in the Hart News.
3. They group thought it would be a good idea for the council to have a list of all the local newsletters which go out so they could put information about local information for older people in them, such as clubs they could join.

Do people feel they have enough information about services available in this theme?

Top 3 issues for group

1. Safety issues
2. Food issues (can't cook, not safe etc)
3. Transport

Sources of information on services for Older People in Hampshire

1. Hampshire Now Magazine (2 issues per year for older people, posted directly to c. 70,000 addresses of Hampshire residents over 75 years + distributed to other key contacts (libraries, parish councils etc).
2. The HCC Older People's Wellbeing Pages "Bettertime"
3. Age Concern Hampshire – phone support. Hart is covered by the Winchester office of Age Concern – the charity does not have a local office in Hart. It also runs the OPaL project (Older People's Area Link), but this has not taken off in Hart as yet.
4. The e.VOLve web-site for voluntary and community organisations, managed by HCC.
5. Other HCC publications eg Guide to Care at Home, and Guide to Residential Care. These can be ordered by phone or picked up from Customer Access Points (CAPs).
6. Hart Voluntary Action has a database of local voluntary and community groups with details on what activities/services are available and where/when.

Recommendations

1. Ensure details about where to find information aimed at Older People are visible on the HDC web-site.
2. Assess whether HDC web-site "older person-friendly", and make changes where necessary
3. HDC Web-site should include information about community transport and voluntary car driver schemes (Neighbourcare).
4. Promote the rolling out of the OPaL volunteer scheme in Hart. This operates on a single 0845 number for all enquiries from older people. Enquiries are dealt with on the phone first, and may be followed up by a house visit from an OPaL volunteer.
5. Ensure the contact centre is aware of contact details for key services for older people to answer telephone enquiries.
6. Look at the "Older People's Champions" at parish/local level idea, to promote and awareness about what's available locally, and create simple "directories" of local services.
7. Create other outlets for disseminating information. It was noted that apart from the Hart Neighbourhood Centre, no-one knew where the HCC Customer Access Points were in Hart. Add list of CAPs to the HDC web-site. Outlets should be where older people regularly go, eg chemists, hairdressers etc.
8. Ensure that all information leaflets/brochures have a date of publication on them so that people can assess if they might be out of date.
9. Advertise key services, such as the OPaL telephone number in different ways eg on refuse lorries, the back of parking tickets, local notice boards and

Older Persons' Forum for Hart

Both groups were asked whether they thought a specific forum for Older People would be useful. The question of "how old is old?" came up and whether it would only attract people working with the oldest of older people. There was no real consensus on this. (NB Age Concern in Winchester run an "Over 55's Forum" to circumvent this).