
BOPF Open Forum Meeting

WEDNESDAY 1 Nov 2017, 10:30 - 12.30, Barton Hill Settlement, Main Hall

43 Ducie Road, Barton Hill, Bristol, BS5 0AX

MINUTES

Present Trustees: Chair Judith Brown (JB), David Elson (DE), Gloria Morris (GM), Tony Wilson (TW),
Staff: Minutes: Yolanda Pot, Finance & Admin Manager (YP)

Members present: 18; non-members: 16; Total: 34

Apolog. Graham Briscoe (GB), Pat Foster (PF), Gillian Seward (GS), Jenny Smith (JS), Keith Evans, Brian Richards

1. **Chair's Welcome** - housekeeping, apologies and introductions

During the Senior Trading Standards Officer, Sharon Sawyers presentation the Chair tripped on a cable and suffered a fall but resumed the meeting.

2. **SPEAKERS**

2.1. **DisabledGo - Accessibility Checker in Bristol and the UK**

Emily Edgar, Partnerships Manager

You can download Emily's presentation: *Presentation_BCC_DisabledGo.pptx* from:

<https://bopf.org.uk/meetings/>. FFI: enquiries@disabledgo.com, **Phone:** 01438 842 710

(standard landline rate), **By post:** DisabledGo, Unit 7, Arlington Court, Arlington Business Park, Stevenage, SG1 2FS.

Q&A

Is there voice activated software for limited vision on the website? **A** We are launching a new website in April 2018 with screen readers.

Q I find it puzzling that BCC is not fully accessible, whereas many small businesses are. **A.** We inform organisations when they do not conform to British standards.

Q Can you copy and paste info from the website? **A** Yes

Q How often do you update the information? **A** Every year. We contact them once year to ask them if there have been any changes.

2.2. **Senior Trading Standards Officer** - Sharon Sawyers

Consumer Rights and How to Avoid Common Scams

Consumer Rights in Brief

- Goods should be of satisfactory quality, fit for their purpose and properly described
- Services should be carried out with reasonable care and skill, within a reasonable time and for a reasonable cost
- Descriptions should not be misleading
- May have a right to redress – this may be a refund a repair or compensation for goods or having the work put right in the case of a service
- If buying goods “remotely” you have 14 days to examine the goods. This does not apply to goods purchased in shops or perishable goods such as flowers

What to do if you have a problem

- Contact the **Citizens Advice Consumer Service** on **03454 04 05 06**. They will advise on how to resolve the problem.
- If a shop sells faulty goods or a trader provides an unsatisfactory service this is a breach of “civil” law and consumers can seek redress through the civil courts
- Citizens Advice will also pass on the details to Trading Standards – they can then assess whether the criminal law has been breached –eg unsafe goods and take appropriate action

What is a scam?

- Financial exploitation, A FRAUD ; criminal behaviour which is detrimental to the health and well-being of its victims and to society at large

Types of scams

- Mass Marketing Fraud – catalogues, clairvoyants, prize draws, lotteries
- Doorstep crime – bogus traders
- By telephone - investments, lotteries, romance, courier
- Internet – romance, inheritance, computer

Practical steps to avoid scams and nuisance calls

- Screen your calls - most phones now display the number of the caller. If you don't recognise it don't answer it – not all unwelcome calls are scams but this will help to reduce these anyway
- Check your consent box to stop your information being shared by legitimate companies
- Don't be afraid of being “rude” to cold callers. You have a right not to be disturbed on your home
- Don't give out little details about yourself that might help a scammer
- Don't open suspicious attachments on emails
- Shred mail with your address on it
- If you get a call purporting to be from the bank don't give any information to the caller. Hang up and then ring your bank on the number given on your bank card
- If something seems too good to be true it probably is a scam

Good guide: Independent Age booklet

Next step

- Be aware of changes in behaviour of relatives or friends that may indicate they have fallen for a scam
- Encourage people to become Scams Champions
- Tell people if you hear about a scam
- Report Scams – call The Citizens Advice Consumer Service on 03454 04 05 06 they will pass on the details to Trading Standards

Q&A

Q Can the Trading Standards change the law? **A** We can't change the law; we can only enforce the law.

Re: sharing information. After signing up to any online services, make sure you untick the box that states: *please untick this box if you don't want your information to be shared?*

Info by Zia: Make sure you **opt out** of the '**open register**'. The Open register is a version of the electoral register available to anyone who wants to buy a copy.

3. **BREAK**

4. **Skydiving - Raising funds for BOPF with Tony Wilson, BOPF Trustee**

Tony Wilson gave a short talk and asked people to get in touch with the office if they wanted to help.

5. **BOPF Minutes of the previous meeting**

5.1. Apologies

5.2. Minutes of last meeting

The minutes of the meeting held on 21 Sept 2017 were approved as an accurate record.

5.3. Matters arising from the minutes

There were no matters arising from the previous minutes.

6. **REPORTS**

6.1 **Chair's Report - Judith Brown (JB)**

- Health Matters event: *"Preventing infections, preparing for winter"*, 14 Nov 2017, 4-5:30pm by University hospitals Bristol, Research Centre, Tel: 0117 342 3764.
- First Bus, *Need to rant and rave about your bus journey? We're listening...* First Bus has developed a new listening tool/app called FirstBusFeedback, available 24/7, which you can access from any device.
- JB asked the delegates to put their hands up if they had heard of BAB. About 30% had. Judith gave an update report of BAB (Bristol Ageing better).

6.2 **Other Reports (BAB, NPC, SWFOA, SWSN etc.)**

- Tony gave an update report on **flourish driverless cars project**. UWE are recruiting older people with special needs. If you are interested contact to me, 07473 820202, tony77487@gmail.com, <http://www.flourishmobility.com/>
- Trish gave an update report on research **project Sphere**. Looking at keeping older people safe in the home. It is now trial running in about 40 homes.
- **Care and repair** helps people over 60 and disabled people of all ages in B&NES, Bristol, and North Somerset with advice, repairs, equipment or adaptations. They help homeowners, private tenants and council tenants. Sometime people have to pay or we can help people get loans. Worth contacting them for a list of trusted contractors. They give telephone advise: 0300 323 0700, info@wecr.org.uk <http://www.wecr.org.uk/>. Angela Auset used Care and repair and was very happy with the service. She could not recommend it more highly.
- Laura Thacker, Community Navigator Coordinator of **North Bristol Advice Centre** spoke about Community Navigators Bristol, a signposting and support service that helps older people in Bristol feel happier, healthier and less lonely by connecting them with their community . They visit people in their homes and let them know what is going on in the area. They also go along with people to activities. They are looking for volunteers. FFI: Tel: 0117 951 5751 (ext. 231), laura.t@northbristoladvice.org.uk, <http://www.northbristoladvice.org.uk/our-services/community-navigators-north>.
- Angela Auset spoke about the **NPC Gloucester, Somerset & Avon Region**. It produces *"Grey Matters"* a free newsletter. The next Regional General Meeting, *"Campaigning for Public Transport"*, 12 Dec., RMT offices, 2nd floor, Block C, Crescent Centre, Bristol,

BS1 6EZ.

7. **Open Forum - anyone can raise issues of concern**

A number of people were concerned about homeless people camping out in public parks. Eastville park and Brandon Hill were mentioned. Angela Auset pointed out that this was due to an increase in homeless people. Someone said that there were 35 vehicles with people living in them in Greenbank View cemetery in Eastville.

8. The meeting finished at 12:30 hrs

Next Open Forum Meeting: 14 Dec 2017, 10:30 - 12:30, Broadmead Baptist Church. Union Street (next to *Tesco Express*), Bristol, BS1 3HY. **SPEAKERS:** **First Bus**, James Freeman, Managing Director, **Claircity.eu**, **Our Future with Clean Air**, Laura Fogg-Rogers, Senior Research Fellow in Science Communications

Speaker: Signed (Chair):

Date: