

WHAT WE ASKED THE COUNCIL

Question 1: Public toilets

Does the Council understand that people leaving their homes and going into the community may need toilet facilities, and that the lack of them may deter people from going out. The Council constantly refers to people "*maximising their own independence*" and considering "*health in all policies*" which makes it very strange that, apparently unaware that closing all toilets will make older people less likely to go out, and will certainly deter them from joining the 2000 people currently engaged in the "*Walking for Health*" Groups, (who also need loos).
(continued on page 4, including the Mayor's reply)

Question 2: Libraries

While many are delighted that the proposed closure of the libraries was halted on December 4th while an independent review funded by the Government examines the situation, libraries are still not safe.
(continued on page 4)

If you are a CURRENT BOPF MEMBER please complete the MEMBERSHIP CONSENT FORM on the back page and return it to our FREEPOST address. This is necessary due to the new DATA PROTECTION Regulations. FFI see page 20

We wish to thank the Bristol Health Partners for sponsoring this newsletter. For details about how you can SUPPORT US see page 19

Bristol Health Partners

Get involved in shaping health research! Sign up for People in Health West of England's email newsletter for the latest opportunities

It's essential that the voices of patients and the public are heard while researchers and doctors develop ideas to improve our health. They are often looking for people to help them design a study and interpret results, or to advise when successful projects are put into practice. Projects cover a variety of conditions. You don't always need experience of a condition to contribute. Email mike.bell@bristol.ac.uk to sign up for People in Health West of England's (PHWE) newsletter for opportunities to get involved as a patient or service user, friend or family member or just someone who's interested.

Could you be part of the NHS70 celebrations?

Are you turning 70 in 2018? Have you ever participated in health research?

2018 is the 70th anniversary of the NHS. To mark the occasion, Bristol Health Partners is looking for anyone who has their 70th birthday this year and has participated in health research and is willing to share their story. If you fit the bill get in touch: hello@bristolhealthpartners.org.uk or 0117 903 7546. Continued on page 14.

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Newsletter Editorial Team

Judith Brown (Chair)

Yolanda Pot (Finance & Admin Manager)

Contributors: Tony Wilson (Trustee)

Gillian Seward (Trustee)

All views expressed are that of the contributors and not of BOPF. All event details correct at time of going to press

If you wish to volunteer at our Open Forum meetings with refreshments or the sign-in-registers do let us know - it's a great way to get chatting to people!

Our aim is that every older person in the city is an equal, valued, participating member of the community who can influence the decisions which affect their lives

All older people living in Bristol should:

- be happy with their quality of life
- have the goods and services they require
- be treated equally
- be listened to by decision makers
- not feel isolated
- have the opportunity to participate in the community

Bristol's Manifesto for Older People sets out the priorities in achieving our aim through influencing key providers and decision makers in the city. It outlines how Bristol must recognise diversity and address inequality to become a great place to grow old for everyone. It details outcomes and delivery partners/organisations under:

Safety - safeguarding, crime

Transport - public transport and other

Physical Health - including physical disabilities and impairments

Mental health - including loneliness, isolation, and dementia

Communications - inclusive, effective, accessible (including digital exclusion)

Care - including statutory care provision, carers support

Housing and homes - including care homes, independent living

Participation - work, volunteer, financial, leisure & activity

Bristol Older People's Forum CIO, c/o Age UK Bristol, Canningford House, 38 Victoria Street
Bristol, BS1 6BY, **Registered Charity number:** 1162616, Tel: 0117 927 9222
email: bopfadmin@ageukbristol.org.uk, www.bopf.org.uk

BOPF Open Forum meetings

Broadmead Baptist Church, Union Street, Bristol, BS1 3HY

DATE	SPEAKERS
29th March 10:30 - 12:30	1. First Bus , James Freeman, Managing Director and West of England & Rob Pymm, Commercial Director
24th May 10:30 - 12:30	Avon Fire & Rescue, Rose Gray, <i>Vulnerable Persons Referral Advocate, Preventing, Protecting & Responding</i> 2. ClairCity - Bristol Filming Project. <i>Walking and Cycling in Bristol: What Helps or Hinders you?</i> Laura Fogg-Rogers, Senior Research Fellow, UWE
12th July 10:30 - 12:30	AGM, speaker to be confirmed

A VIEW FROM OUR 'ROCKING' CHAIR!

Judith Brown, Chair BOPF

February 1st was Dignity Day for older people in England, pity every day isn't 'Dignity Day! But it isn't for lots of people. Since 2010 there have been 5 billion pounds worth of cuts to social care resulting in many pensioners not getting the help they need. Ten years ago 155000 people got meals on wheels. Today only 29000 people are lucky enough. England has the second highest rate of fuel poverty in the E.U. - only Estonia is worse. These facts come from the National Pensioners Convention, to which BOPF is affiliated. It's hard to be dignified when you're hungry and cold.



Judith Brown attending an evening to launch Age UK's new patron, Heather Wright

Looking through some old office files, I found a letter I wrote in 2011, demanding a National Social Care Service paid for by general taxation.



Now, the Government is being asked to consider a ring-fenced tax raised purely for the NHS and social care. It takes a long time for ideas to sink in politicians' minds!

But it is not all gloom and doom. The bus pass is now ten years old, and is still here, in spite of successive think tanks suggesting Governments get rid of it. Remember the petitions we raised that got presented by my M.P. to Parliament? We may need to do that again. The bus pass still needs defending, it helps keep us active, mobile, out there in the community and independent." Hang on to your bus pass, or they'll take it away!" as the song says.

Everyone has a life story and we are starting a **human library!** Last time we featured Roy Hackett's story. This time (on page 17) you will read about Winnie. If you would like us to feature your story get in touch.

Happy Easter!

Voice & Influence

Full Council – 15 January 2018

2 Questions submitted by Judith Brown and the responses from Marvin Rees, Mayor of Bristol

Q1 Toilets (continued)

.....Bristol is a tourist city, and rightly so, but our lack of loos is not exactly a selling point. Most of us would not object to “*paying to pee*” as we do when we go on the continent; so, rather than close the loos will the Council re-consider, and bring forward a sensible scheme that will help older people, parents with children, tourists, and indeed the whole of the community?

Mayor Rees’s Response

I appreciate your concerns, this is an important issue and not one that is taken lightly. My wife has colitis and we have a young family, so I so understand how this can affect people’s independence.

We are working to replacing publicly maintained toilets with community toilets, of which there will be far more. Cllr Harriet Bradley (Cllr.Harriet.Bradley@bristol.gov.uk) has been working on this and you might want to speak to her directly.

The community toilet system will ensure there are toilets in` areas never previously served, as there distribution is uneven.

There will also be considerably more and we hope more businesses and organisations can be encouraged to join up.

We are looking at the best way to advertise the placement of community toilets, which will include a map and maybe an app, to ensure people are aware of this project.

Q2 Libraries (continued)

..... Does the Council realise that the public library service is one of the treasures of our civilisation, copied and envied throughout the world, offering as it does free access to all to education, information and culture of all kinds, from toddlerhood onward, and that a society without libraries is truly impoverished. Will the Council undertake to offer the results of the review for public consideration and consultation?

Mayor Rees’s Response:

This is a question for the government who are making it impossible for local Councils to maintain their libraries. The stark reality of the decisions we are faced with was demonstrated to Cllr Helen Holland when she said she was told by the mother of a child with Special Educational Needs who said close them all and spend it all on SEN. This is why it is important that we see Libraries, and more important their services and outputs, as part of the wider network or interventions and support we can offer. Because of central government funding reductions it will be impossible for the council to fund all the current libraries. We will have to look for communities to come forward and manage community libraries on top of a core service.

The review is ongoing and further consultation will take place if there is a substantially different solution proposed.

Thank you for taking the time to contribute to Full Council public forum.

Kind regards



Marvin Rees, **Mayor of Bristol**

Corporate Strategy 2018 - 2023

Judith Brown asked the Council

Question

Having read the document Corporate Strategy to 2023 I was dismayed to find in your "*Belonging; key commitments*" no 5. "*Zero tolerance to abuse*", on page 26, that while gender, disability, religion and race are all mentioned, older people are not. Clearly hate crime based on age (which I believe is a protected characteristic) is as bad as any other hate crime. Was this omission just a mistake, or am I to take it that older people are less than other human beings?

Judith Brown, BOPF Chair

Answer

This was a mistake in the draft Corporate Strategy and we are grateful to the Older People's Forum and other respondents who highlighted this unfortunate omission. Whilst we had taken care to include this characteristic in other parts of the strategy, for example in describing Our Vision on page 8, it was missed in this commitment. This has been fixed in the final draft of the strategy and indeed the importance of this principle has seen the contents moved from being a 'Key Commitment' to being an underpinning principle in our policy formation and decision making.'

BRISTOL CITY COUNCIL CONSULTATIONS

Local Plan

Details of the local plan for Bristol which deals among other things with open spaces like Parks, can be seen at www.bristol.gov.uk/localplan review . Comments are invited until April 13th 2018

OPEN FORUM MEETING, 8 Feb 2018

Broadmead Baptist Church



Judith Brown and Zia Haque promoting BOPF's Skydiving fundraisers

A crowded hall in Broadmead Baptist Church on 8 February 2018 heard Tony Hall answers the question is *Bristol a Dementia Friendly City?* Lynn Stanley MSc, Public Health Principal told us about the new Falls Prevention programme to keep us on our feet. We heard from Philip Parry of Bristol Community Transport who told us about Connecting Communities, while Jamie Cole explained how technology can help us stay at home. It was a very interesting meeting and many points of view were expressed. Several members told Judith and Yolanda how much they enjoyed it, and the raffle was fun too!

Judith Brown, BOPF Chair



BOPF Open Forum meeting, 8 February 2018

Housing, Home & Money

RICH PENSIONERS? WOT RICH PENSIONERS?

The **OECD report** dated December 2017 says the average pension paid in developed countries is 62.9% of average earnings. UK comes bottom of the list with 29% of average earnings!

Country	%	Country	%
Netherlands	100.00%	Germany	50.50%
Portugal	94.90%	USA	49.10%
Italy	93.20%	Switzerland	44.90%
Austria	91.80%	New Zealand	43.20%
Spain	81.80%	Australia	42.60%
Denmark	80.20%	Ireland	42.30%
France	74.50%	Chile	40.10%
Belgium	66.10%	Japan	40.00%
Czech. Rep.	60.00%	Poland	38.60%
Sweden	54.90%	Mexico	29.60%
Canada	53.40%	United Kingdom	29.00%

Cashpoints

Changes to interchange fees means that one in five free to use cashpoints could disappear from Britain's high streets. But 40,000 people have told 'Which' they still rely on them. With many rural areas already struggling to access cash after bank closures, withdrawing free-to-use cashpoints would be another blow. Tell your bank you want to keep free-to-use cashpoints!

The Home Library Service

Are you a keen reader? Do you miss being able to get out to your library?

Can't you imagine life without a book to read? Well you don't have to! The Home Library Service run by the Royal Voluntary Service was taken over from Bristol City Council, and they want to hear from you! If you are unable to get out, this completely free service could bring books back into your life again! The 'Home Service' volunteers collect books from libraries across the city, and deliver them to you. If you'd like to know more, please contact Hetty on 07714 898 558 or email, Hetty.Metcalf@royalvoluntaryservice.org.uk Judith Brown, BOPF Chair

Out & About



Walkers going past a street art-covered wall in Bristol. Photo courtesy of the LinkAge Network

Put your best foot forward.... Bristol Walk Fest is back

The city's hugely popular, annual walking festival - Bristol Walk Fest, a celebration of walking and walks throughout the city is set to take place from **May 1 to May 31, 2018**.

For further information contact:

Karen Lloyd, Manager, Active Ageing Bristol
Tel: 0117 353 3042, Mobile: 07734 335 878
Email: info@bristolwalkfest.co.uk



BRISTOL'S PARKS "FOR THE PEOPLE BY THE PEOPLE"?

Bristol's Parks were set up for the people to enjoy, and to provide a space for people to relax, enjoy nature, and play. It's well known now that the Victorians were right, Parks do provide a sense of healthy wellbeing. I live very near Victoria Park, and have walked there every day for over 30 years, so the recent Park Consultation was important to me. There is a big challenge ahead; the Parks Dept. will have budget reductions of almost three million from April 17 - 20. The core budget for maintenance will be allocated on need and what the council sees as priority. One idea is to create foundations for Parks, so they can engage with businesses and volunteers, use charitable status for funding. You can see proposals at www.bristolparksforum.org.uk. You can sign up for the Bristol Parks Forum newsletter at mail@bristolparksforum.org.uk. If you don't have a computer why not ask your local councillor about your local park? Parks are too important to lose!

Judith Brown, BOPF Chair

Over 55s Cycling - How about giving it a go...?

We have found that many older people have had great fun joining our various cycle rides and projects. If you fancy a bit of socialising, getting out in the fresh air, some exercise and you're up for tea and cake then take a look at what we can offer. You don't need lycra, we avoid busy roads and junctions and it's sociable cycling, so a leisurely pace not a race!

Many people last year found our **Over 55s Cycle Buddy scheme** very enjoyable and extremely helpful in getting them cycling again. We're pleased to say that after 2017's successful pilot we're here for 2018 too.

If you'd like to get back on your bike and explore your neighbourhood and beyond we can help. Using Bristol's cycle path network and quiet roads, you will be supported by a local cycle buddy (also over 55) to show you the way.....Cycling with you, they can devise the best cycle route to get places, help you find your local cycle paths and discover where they go and how they link with other cycle paths – a voyage of discovery!

Contact us **Tel:** 0117 353 4580

email: julie@lifecycleuk.org.uk

Great Western rail franchise

consultation (29 Nov 17 - 21 Feb 18)

TravelWatch SouthWest held conferences to discuss the Dept for Transport (DfT) consultation on the future of the **Great Western train franchise**, in order to send a considered response, as I have done on behalf of BOPF (a summary is available).

The consultation is over but you can see news online at www.gov.uk/dft. We need input from all who use or would like to use local/regional facilities and services. If you feel excluded, satisfied/dissatisfied or have a bright idea we need to know.

tony77487@gmail.com.

Tony Wilson (BOPF Trustee)

Out & About

Bristol Community Toilet Scheme

Bristol City Council has launched a new Community Toilet Scheme that allows members of the public to access the toilet facilities of a range of businesses and organisations across the city. Similar schemes are already successful in other authorities, and there is an aspiration for the new scheme to increase the number of public toilets in Bristol. Community toilet scheme toilets can be identified by a sign like this:



The current list of all the remaining public toilets and all the Community Toilet Scheme toilets is:

BS1

Arnolfini Café (Community Toilet Scheme): Arnolfini, Narrow Quay, Bristol, BS1 4QA
Bristol City Council Customer Service Point (Community Toilet Scheme): 100 Temple Street, BS1 6AG
Brandon Hill: Brandon Hill, Bristol BS1 5QT
Central Library: College Green, Bristol BS1 5TL
City Hall, Bristol City Council (Community Toilet Scheme): College Green, BS1 5TL
Create Centre (Community Toilet Scheme): Smeaton Road, Hotwells, BS1 6XN
Millenium Square car park public toilets (Community Toilet Scheme): Canons Way, Bristol, BS1 5LL

SS Great Britain (Community Toilet Scheme): Great Western Dockyard, Gas Ferry Road, Bristol, BS1 6TY

We The Curious Café (Community Toilet Scheme): Anchor Road, Bristol, BS1 5DB

BS3

Victoria Park: Somerset Terrace, Bedminster, Bristol BS3 4LL

Long Ashton Park and Ride: Ashton Road, Ashton, Bristol BS3 2HB

Windmill Hill City Farm (Community Toilet Scheme): Phillips Street, BS3 4EA

BS4

Broadwalk Shopping Centre (Community Toilet Scheme): Broadwalk, Knowle, Bristol, BS4 2QU

Greenbank Cemetery (Community Toilet Scheme): Greenbank Road, Easton, Bristol, BS5 6HL

Redcatch Park: Broadwalk, Knowle, Bristol BS4 2RA

BS6

St Andrews Park: Melita Road, Montpelier, Bristol BS6 5AZ

BS8

Bristol Museum and Art Gallery: Queens Road, Bristol BS8 1RL

Blackboy Hill Urinal: Westbury Road by junction with Blackboy Hill, Whiteladies Road, Clifton, Bristol BS8 1PB

Suspension Bridge: Near Suspension Bridge, Clifton Down, Bristol BS8 3ZZ

BS9

Canford Cemetery and Crematorium (Community Toilet Scheme): Canford Lane, Westbury-on-Trym, Bristol, BS9 3PQ

Canford Park Pavilion: Canford Lane, Westbury-on-Trym, Bristol BS9 3NX. Only open when staff are on site.

Waitrose, Henleaze (Community Toilet Scheme): 51 Northumbria Drive, BS9 4HN

Sea Walls: Circular Road, Durdham Down, Sneyd Park

BS10

Blaise Castle Estate: Henbury Road, Henbury, Bristol BS10 7QS

The Greenway Centre (Community Toilet Scheme): Doncaster Road, BS10 5PY

The Lounge Coffee Shop and Bar (Community Toilet Scheme): 167 Greystoke Avenue, BS10 6AS

BS11

Ambition Lawrence Weston, Lawrence Weston Youth Centre (Community Toilet Scheme): Lawrence Weston Rd, Long Cross, Bristol, BS11 0RX

BS13

South Bristol Crematorium and Cemetery (Community Toilet Scheme): Bridgwater Road, Bristol, BS13 7AS

BS14

Asda Hengrove (Community Toilet Scheme): Whitchurch District Centre, Oatlands Avenue, BS14 0ST

Brislington Park and Ride: Bath Road, Brislington, Bristol BS14 5LR

Hengrove Play Park: Recreation Ground, Hengrove Leisure Park, Hengrove, Bristol BS14 0HR

BS16

Snuff Mills: Park River View, Stapleton, Bristol BS16 1DL

Fishponds Customer Service Point: Robinson House, Hockeys Lane, Fishponds, Bristol
Fishponds Library (Community Toilet Scheme): Robinson House, Hockeys Lane, Fishponds, BS16 3HL

Oldbury Court Estate: Oldbury Court Road, Fishponds, Bristol BS16 2JH

BS41

Ashton Court Estate (by golf course): Ashton Court Park, Long Ashton, Bristol BS41 9JN

Ashton Court Estate (by Ashton Court House): Ashton Court Park, Long Ashton, Bristol BS41 9JN

New venues are still being added, and an up-to-date list will be available at bristol.gov.uk/toilets



Celebrate 70 years of the NHS with us!

2018 is a time for celebration! The NHS, one of our most loved institutions, is turning 70 on Thursday 5 July.

Above & Beyond is the official hospital's charity for all nine city centre hospitals in Bristol. We would love to hear your stories and memories of time you spent in Bristol's hospitals and the care you received. You might want to take this opportunity to say thank you to the staff who cared for you or your family or perhaps tell us about a time you used to work at the Trust.

We'll add your NHS70 stories to our website and share them across our social media as part of our celebrations.



Time for tea

You could also celebrate and say thank you to Bristol's hospitals by hosting an **NHS Big7Tea party!**

Contact us for more ideas on hosting a great party or where to start with your fundraising.



Contact us

Email hello@aboveandbeyond.org.uk with your story and a photo of yourself, or staff team, or call us on **0117 927 7120** for more information on hosting a memorable NHS Big7Tea party, how to fundraise, make a donation or leave a gift in your will.

www.aboveandbeyond.org.uk

Registered Charity No. 229945

Local Organisations & Very Useful Numbers - perfect for the fridge!

Advice Centres (offer advice on housing, benefits, debt and other matters):

St Paul's (includes East Bristol) 0117 955 2981

South Bristol 0117 985 1122

North Bristol 0117 951 5751 (including Community Support at Home)

Alive! 0117 377 4756 (activity sessions & staff training for care homes)

Avon & Bristol Law Centre 0117 924 8662

Avon Fire & Rescue 0117 926 2061 (free fire safety visits)

Bristol Area Stroke Foundation (details P 14) 0117 9647657 Gatehouse Centre, Hareclive Road, BS13 9JNT . Open 9.15am-1.30pm Mon & 9.15am-12.30am Tues-Fri

Bristol City Council 0117 922 2000 (textphone 0117 357 4444)

Bristol Community Transport 0117 902 0157 (for those unable to use mainline bus)

Bristol Credit Union (community banking) 0117 924 7309

Bristol Dementia Action Alliance 0117 968 1002

Bristol Drugs (&Alcohol) Project: Older People's Service 0117 987 6016

Bristol Hate Crime Services 0800 171 2272 (to report incidents/seek advice)

Bristol Home Library Service 07714 898558 (volunteers who choose and deliver library books to those who can't easily get to a library themselves).

Bristol Older People's Forum 0117 927 9222 (full contact details P18)

Bristol Citizen's Advice Bureau 0344 111 444 or debt advice 0117 946 2588

Bristol Mental Health 0117 919 5670

British Red Cross—Bristol—0117 301 2606 / 0117 301 2619 (local services include short term support at home and loans of medical equipment)

Bus Passes (Bristol City Council) 0117 922 2600

Care Direct 0117 922 2700, textphone 0117 903 6689 (Home care—and **Safeguarding — you can use to report any concerns**)

Carers Line 0117 965 2200 (Carers Support Centre, Bristol & S Glos) - lots of groups, support and information for local carers of any age

Cruse Bereavement Care Bristol 0117 926 4045 (Mon-Fri 10am-12.30)

Dementia Wellbeing Service 0117 904 5151 (weekdays 8am-8pm)

Dial-a-ride (Social Access) 0845 130 1875

FirstBus customer services 0117 244 4040

Healthwatch Bristol 0117 269 0400 or Text bris followed by your message to: 07860 021 603 (Healthwatch enables you to have your say about health & social care services)

Independent Age 0800 319 6789 - local support including visits available

Older People's Services, Southville (SCDA) 0117 923 1039

Lifeskills 0117 922 4511 (safety knowledge & skills to maintain independence)

LinkAge 0117 353 3042

LinkAge Macmillan Prevention and Re-enablement Project 0117 353 3042

Pennywise 0117 9704548 (money advice)

RNIB (formerly Action for Blind) 0117 953 7750

RELATE (relationship and family counselling)—Avon region 0117 942 8444

Royal Voluntary Service (Bristol & Somerset) 0117 9055003

Shelter Bristol 0344 515 1430 (advice line—housing)

Shopmobility 0117 955 9083 (mobility scooters to assist shopping)

SSAFA Bristol & S Glos 0845 8500 510

Stroke Association — Bristol office 01179 119351

Talking Money (previously Bristol Debt Advice) 0800 121 4511

Traveline 0871 200 2233 (for travel planning)

Bristol U3A 0117 963 1032 / info@bristolu3a.org.uk

or membership enquiries, 0117 950 6807 / membership@bristolu3a.org.uk

Up Our Street - supporting residents in Easton & Lawrence Hill to get involved in their neighbourhood. Newsletter and events. 0117 954 2834

Walking for Health 0117 352 1283 (to find a walking group in your area)

WRAMAS 0117 352 1888 (welfare rights & money advice, run by the Council)

WellAware Freephone 0808 808 5252 (free health and wellbeing information for Bristol & surrounding areas. Weekdays 9am—4.30pm (except Bank Holidays)

WE (West of England) Care & Repair 0300 323 0700 (help with house repairs)

WECIL (support for disabled people) 0117 947 99 11

AGE UK Bristol: Information & advice 0117 922 5353

Telephone befriending 07910 743920, **Computer learning** 0117 929 7537

Footcare 0117 929 7537, **Housing support services** 0117 928 1546 / 7

Details are accurate to the best of our knowledge. If your organisation's details have changed please let us know.

National Helplines and Organisations

ACAS Helpline 0300 123 1100, textphone 18001 0300 123 1100

ActionFraud 0300 123 2040 (to report fraud including phone / doorstep scams)

Action on Elder Abuse 0808 808 8141 (all forms of abuse including financial)

Action on Hearing Loss (new name for RNID) 0808 808 0123

Age UK (National) 0800 169 6565, advice line 0800 678 1174

Alzheimer's Society 0300 222 11 22 (National Dementia Helpline)

Arthritis Care 0808 800 4050

British Lung Foundation 03000 030 555

British Red Cross 0300 456 1981

Cancer Research UK 0800 800 4040 ('speak to a nurse')

Carers UK 0808 808 7777 (support for carers)

CSE: Home Energy Team 0800 082 2234 (energy saving advice) (and see P17)

Citizens Advice Consumer helpline 03454 04 05 06

Contact the Elderly 0800 716 543 (tea parties for older people) - South West office 01225 873 812

Compassion in Dying 0800 999 2434 (help with making a 'living will' & more)

Cruse Bereavement Care 0844 477 9400

Deafblind- Advice & Information Line 0800 132 320 (textphone 0800 132 320)

DisabledGo www.disabledgo.com Tel 01438 842 710 (and see P17)

Equality Advisory Support Service 0800 800 0082 textphone 0808 800 0084

Gas Safe Register helpline 0800 408 5500 (advice about gas safety / engineers)

Hearing Information Service 0800 488 0106

Independent Age 0800 319 6789 - advice line for anyone over retirement age

MIND 0300 123 3393 - for anyone worried about mental health

Macmillan Cancer Support 0808 808 00 00

Marie Curie 0800 090 2309

MS Trust - Helpline 0800 032 3839

National Osteoporosis Society 0808 800 0035 (including information for men)

National Pensioners Convention (NPC) 020 7383 0388—national umbrella body for pensioners' groups. Individual membership also available

NHS England 0300 311 2233 / **Advice on health costs** 0300 330 1343

Neighbourhood Watch - enquiries 0116 229 3118

Parkinson's - Helpline 0808 800 0303

Patients' Association 0845 608 4455 (voice of patients in health services)

Pension Service 0345 606 0265, textphone 0345 606 0285

Pensions Advisory Service 0300 123 1047

RNIB 0303 123 9999 (supporting people with sight loss)

Samaritans 116 123 (Bristol office 0117 983 1000) (for anyone in distress)

Shelter Housing Advice Line 0808 800 4444

Silverline 0800 4 70 80 90 - free confidential helpline providing information, friendship & advice to older people, open 24 hours a day, every day of the year

Stop Hate UK 0808 801 0661 - **24 hour national LGBT hate crime helpline.**

Stroke Association 0303 3033 100

SSAFA 0845 241 7141 - support for serving men& women, veterans & families

TV Licensing 0300 790 6073 (including advice on payment and more)

Warm Home Discount Scheme 0345 603 9439

Winter Fuel Payment Helpline 0845 9 15 15 15

Contacting the Police:

Call 999:

- when it's an emergency
- a crime is in progress
- someone suspected of a crime is nearby
- when there is danger to life
- when violence is being used / threatened

Textphone 18000 in an emergency

All non-emergencies — call 101 or textphone 18001/101

You can also report crimes anonymously by calling Crimestoppers 0800 555 111

Contacting the NHS

For immediate, life-threatening emergencies, call 999.

Call 111 (NHS Direct) if:

- you need medical help fast but it's not a 999 emergency
- you think you need to go to A&E or need another NHS urgent care service
- you don't know who to call or you don't have a GP, or you need health information or reassurance

North Bristol NHS Trust 0117 950 5050

University Hospitals Bristol 0117 923 000,

NHS Choices www.nhs.uk

Details are accurate to the best of our knowledge. If your organisation's details have changed please let us know.

Mental & Physical Health

When health treatment stops, what starts?

Being discharged following a series of treatments for a serious condition can feel like 'falling off a cliff-edge'. We want to find ways to make sure people's local support networks are as good as possible so when patients are discharged, they can tap into that support. Please get in touch at hello@bristolhealthpartners.org.uk to tell us:

- what do 'recovery' and 'independence' mean to you?
- what has helped you live the life you want to after illness?

Your stories will inform future events and discussions in our Health Integration Teams.

About Bristol Health Partners

Bristol Health Partners is a unique collaboration between all the major health institutions in the area.

Our Health Integration Teams (HITs) focus on specific topics and bring together all the local players in the field. They all have members of the public involved to inform and lead their work. Visit www.bristolhealthpartners.org.uk/health-integration-teams/ for a list of all the teams and to find out more.

MOVE HIT, which focuses on Parkinson's and other movement disorders, are looking for people affected by Parkinson's to join a patient and public involvement (PPI) group that helps improve services in the region. We have funds to provide a small contribution for your time and to cover travel expenses. To register interest or find out more please email oliver.watson@bristol.ac.uk.



Get active, have fun and feel better!

Macmillan Cancer Support and LinkAge Network are working in partnership to support people 55+ living with and beyond cancer, by connecting them with a range of physical, social, creative and fun activities that are available across Bristol.

Discover what activities and services are available near you, by joining us for our free Macmillan Wellbeing Days.

March 2018 - North Bristol

May 2018 - South Bristol

July 2018 - East/Central Bristol

Call the Macmillan team today on **0117 353 3042** to register your interest and find out more.

**WE ARE
MACMILLAN.
CANCER SUPPORT**

**LinkAge
Network**

NHS bowel cancer screening test.

If you're registered with a GP and aged 60-74, you will receive a free NHS bowel cancer screening test in the post every two years. Spotting cancer early means treatment is more likely to be successful – take the test, it could save your life.

Women's Independent Alcohol Support service

Women getting worried about how much they drink can find friendly advice while they have a cup of coffee. The Women's Independent Alcohol Support service have a drop-by on Friday mornings between 10 - 12 noon at Boston Tea-Party, 293 Gloucester Road, Bishopston BS7 8PE. You just turn up, look for the booth with a 'WIAS' sign, and have a confidential coffee and chat.

Care & Carers

Disabled Facilities Grant 2018

The Government announced in the Autumn Budget that the Better Care Fund would receive an additional allocation for the Disabled Facilities grant. Bristol City Council has bid for £265,000, the maximum they were allowed to bid for.

So what's the Disabled Facilities Grant?

Money can help people to stay in their own home, and live there independently. It might be used for things like hand rails, grab rails, lever taps, ramps, showers, improving heating or even stair lifts.

Who can apply?

Council Tenants, private tenants and home owners can all apply. If you know of any older residents who need aids or adaptations, they need to contact Care Direct to see if they are eligible. Telephone 0117 92222700 or email adult.care@bristol.gov.uk

CONTINUING CARE.....WHAT IS IT?

NHS Continuing Care is intended to help people who have significant health needs.

So what is Continuing Health Care? It is free care outside of hospital arranged and funded by the NHS, for your assessed needs.

Can I get it at home, or in a registered care home? You can get it in both.

Do I have to have a particular medical condition? Continuing health care depends on your needs, not any particular condition.

How can I get it? You will need to be assessed by two health professionals.

Where can I find out more? Get someone with a computer to look up NHS Choices, Continuing Health Care, for all the details, or ask a Doctor. It could be the support you need to stay at home.

Judith Brown, BOPF Chair



If you care,
we care.



Carers Support Centre

Carer looking after his wife

Become a Greater Fishponds Considerate Friend!

Do you look after a friend, neighbour or family member, or have you done so in the past? If so, you are, or were, an unpaid carer.

Considerate Friends are on a mission to improve local activities, projects and services for carers. So far we've had a fun trip to cafes, had a tour of a library and suggested innovative ideas for them to take forward.

For more information, contact Caroline at Carers Support Centre on T. 0117 958 9989

E. carolinem@carerssupportcentre.org.uk
You will be trained and given travel expenses.

BRAIN TEAZERS

Try these for fun.....

1. What gets broken without being held?
 2. What kind of tree can you hold in your hand?
 3. What word in the Dictionary is spelt incorrectly?
 4. What is heard once every minute, twice in every moment, yet never in a thousand years?
 5. Why are older people always happy in the morning?
 6. Why is my brain like The Bermuda Triangle?
- Answers on page 16**

Transport

UWE Bristol University of the West of England

Walking and cycling in Bristol: Tell us your story!



- Are you an older person who loves getting about and wants to share your experiences?
- Would you like some advice on how to avoid air pollution when walking or cycling?

Come to our ClairCity Bristol event at WalkFest 2018 to tell us what you love about travelling around Bristol, as well as what stops you getting about. We will film your experiences and share top tips for avoiding air pollution.

The University of the West of England is running ClairCity, an EU project aiming to raise awareness about the effects of air pollution and carbon emissions caused by transport. Your messages will be shared with others to make Bristol a better place for our future with clean air.

Wednesday 2nd May 2018
10am to 1pm Filming Event
11am Walk around College Green
Meet at: The Writing Room, City Hall, College Green, Bristol



Citizen-led Air Pollution Reduction in Cities
www.claircity.eu/bristol/get-involved-2/videos/



Getting Around

Asked about how they get around the city, people usually say how they do so, rather than how they might if things were better... I can understand why... *“what’s the point? Nothing will happen.”* Quite. But changes you might want are unlikely to happen without your voice.

Customer satisfaction surveys are all well and good, but exclude people who can’t or choose not to use particular services. A train stepping height or distance of 20 inches vertical is dangerous and unusable for many, young and old. If a bus service is re-routed... tough luck, or if taxis refuse my wheelchair, I’ll think of something else. Likewise if there is no convenient train, bus or metro service we can easily forget the need (including the sensible solutions that trams offer). Cycle lane provision is farcical

and dangerous. And still more inner city car parking is planned, cyclists are killed, jams increase and fumes clog lungs (figures are available). There is under-used and unused infrastructure all over this city. We need planners to share with us and ask us before consulting massive foreign wealth. It is our city. We need to speak up, not only at elections, to make individual needs known, for a better understanding of what is wanted and possible, now and in the near future. You can be involved. Your opinion counts, when it is known.

- **Travelwatch Southwest**
www.travelwatchsouthwest.org covers mainly bus, coach and train travel in Bristol and region, and have contacts with other transport groups and organisations.
- **Friends of Suburban Bristol Railways**
campaigns@fosbr.org.uk loves the Severn Beach line and other urban services; contact Julie Boston 07791867512.
Railfuture meet locally
www.railfuture.org.uk
- **Bus Users UK** champions the rights of bus and coach users. They give passengers a voice and campaign to improve bus and coach services for everyone. 0300 111 0001, enquiries@bususers.org, www.bususers.org
- **Sustrans** www.sustrans.org.uk does cycling and walking.

Tony Wilson, BOPF Trustee

BRAIN TEAZERS...

Answers from page 9

1. a promise, 2. a palm, 3. incorrectly
4. the letter m, 5. because they woke up!, 6. sometimes things go in, but may never

Crime & Safety

IS YOUR MONEY SAFE?

Clever fraudsters have fooled many people – don't let them fool you. The following precautions will help prevent this.

Documents

Personal, especially financial, information - shred if you can; if not, remove details such as name, address and account number and tear these up.

Opt out of the 'Open' electoral register so your details are not available to other organisations. Be careful which boxes you tick/don't tick on forms – you may unwittingly give permission for something without realising the complications.

Telephone Calls. Unwanted calls are a nuisance and might cost you dearly. Join the Telephone Preference service (TPS) – by internet or phone 0345 070 0707. For mobiles, download TPS Protect App.

Once registered it is illegal for an organisation to phone you without your prior permission. If they do, inform the TPS of their name and/or number if you can. They will stop further calls. The TPS prevents the majority of nuisance calls from UK based organisations, but can do nothing about calls from overseas; THESE ARE DANGEROUS - they are after your money! If you do not recognise the voice, it's best to **hang up**. If you do continue, the caller is likely to claim being from an official organisation (e.g. your bank or HM Revenue & Customs); might sound genuine and know some of your personal details. It may be suggested that you phone a number they give you, for confirmation they are genuine. Best not to, as until the caller also disconnects any call you make can go to them. IF you do, **wait half an hour before** you do.

Do you have relatives or friends overseas? Villains find these things out, and you could get a call asking for money urgently to help your friend or relative. Don't panic - if a relative is in trouble it's unlikely a stranger would contact you. You are advised to say it's not possible at present and put the phone down. Don't get caught out. It's very painful to realise you've been had. Slow down. Use common sense. It's your money.

Gillian Seward

Remembering Winnie



**Winnie at Wicken Fen
2012, 81 year**

Winnie, my big sister, born on the first day of 1931, died recently. I recall barrage balloons and sirens in our birth city of Manchester before a long ride in the cab of a lorry, moving to a fellside cottage in Cumberland. Our air raid shelter, a heavy steel table, took up

most of the kitchen, and a small brick shed down the garden had strips of newspaper for a toilet bucket, to be tipped with house potty contents in the tiny beck, when tide was right a mile downstream. Used to wade, trying to net fish in that Black Beck, and played by the waterfall when torrent hadn't swirled up the steep garden to our house defended by flood boards.

In rare times when Dad wasn't away doing war, we picked bilberries on Black Combe's misty fells, or on a clear day tried to spot Wales, Blackpool Tower, maybe Ireland. We might pick up a stray live bullet, and the best treat was to find a duck or goose egg. We walked up The Hill for the bus or three miles to school if snow or some excuse stopped the bus. Cadged lifts on horse carts, and raced to shovel horse dung for manure. Always hungry but then who wasn't? Mam ate last and least, to be sure we had a bit of bread and milk pud or other warm morsel before bed, or we'd sleep badly.

Win helped stick coloured saints in my Sunday School book as I asked about angels looking down on me. Don't think she told lies; would give it to me straight. No pretence, even then she was the most open, straightforward person. We moved to Millom's fell edge; watched dog trialling, told the farmer where his sheep were, got bogged and filthy, sucked birds eggs, ate leaves and buds and stayed out all day til we knew Mam would feed us. Win started

Grammar School, a proud moment for family of a humble journeyman cobbler. Food parcels from Winnie's US pen pal excited us. Siamese (Thai) royalty, paid our King George a visit. One of the party had the name Wattana, and Winnie came home laughing after having been made to sing; "Oh Wattana Siam, oh wa..." until realising. Win retained a wicked sense of humour to the end... as far as anyone could tell. Generous with time and love, fools weren't suffered gladly, I know, cos I could be one. She loved and looked after me, especially when our Mam grumped about our Dad being away. All three kids went to grammar school in turn as we moved down the country; Jim next, then me. Our next move took us by rail in 1947 floods to Hampshire, where we shared a Dickensian wood panelled draughty pile/ Our accents changed, Mam became Mother, but Dad was still Dad. A devoted wife and mother, Win looked after many more than her own five children. Bright and strong willed enough to have a good career, even in days of *a woman's place*, Win was devoted to family, and cheerfully added my laundry to her list when I left the army. Auntie Winnie often cared for my three girls, and their youngsters; they had great times with her here in Bristol and on her own fen rivers. With no desire for wealth or prestige, Winnie lit up lives because of who she was. We all remember her well. She was a huge influence; brought me to jazz; being cool (a new bebop term) in the record shop, listening to scratchy vinyl. She introduced me to table tennis at the youth club, and live jazz in the Co-op Halls. She was often my best friend when I was little, though her best friends were long time pal Pam, and devoted husband Jack, aka Boris. After assuring her he would always look after her, Jack died too soon. Living with two dogs in the middle of a black fen by a broad river with no bridge for ten miles, the Alzheimer's became real. Her son Andy with wife Mary moved in, but they worked long hours, she no longer drove, and buses don't do fen tracks, so Winnie mourned on her own.

Offered a trip to anywhere, she chose Iceland, for the whales. Touring with me and a guide, she saw no whales, but she marvelled at glaciers, snow mountains, geysers, waterfalls, rushing rivers, and bright green lakes. She walked on hot cinder and soaked in steamy pools in a world without summer night, where road builders avoided fairy trees; "daft buggers."

I realised I could do for her what she'd done for me, and was soon living in a caravan in her garden. They were good days and she was glad of my company, if always impatient to be moving; when a call came from a farmer or far neighbour, I would go, ask around, search, persuade her to come back. Walking hand in hand was a delight, as were trips to big houses, but shopping was often a nightmare. When frustrated... not unusual, she'd hand whack me... I'd whack herand so on till she stormed off (don't do this at home). A minute later, we'd dance and sing.

My unpretentious, big hearted, ever loving, hard working big sister was part of the welcoming, generous and inclusive spirit that brought us through all out war and slow recovery when essentials were rationed and luxuries rare. Look at us now. Division, hatred, and the pretence of Brexit won't fix a thing in our favour. Courage and heart are needed to accept difference without grudge so we may live well together. Bless you Winnie. Knowing how to live, you inspired many. You are missed.

Tony Wilson, BOPF Trustee



Trustee meeting 11 Jan 2018 wearing their winter hats

Support BOPF

If you would like to make a **DONATION** you can either post a **cheque** made payable to **Bristol Older People's Forum** and use our freepost address: **FREEPOST RLTY-EHKU-SYXB, BOPF, Canningford House, 38 Victoria Street Bristol, BS1 6BY**. Alternatively you can make an **online donation** by debit or credit card or with PayPal by visiting our website: <https://bopf.org.uk/donate/>.
If you would like to **boost your donation by 25p of Gift Aid for every £1 you donate** please fill out the form below.

SPONSORSHIP



As an individual you can sponsor our brave 82-year-old Trustee Tony Wilson and Zia Haque (member) who

are **Sky diving on 14 April 2018** to save the Bristol Older People's Forum. Tony and Zia can be sponsored by visiting:

www.gofundme.com/tony-sky-dive or posting a **cheque** stating it is a skydive donation to the freepost address in the left box.

If you would like to **sponsor one of our newsletters** please get in touch.

Charity Gift Aid Declaration: (please send this form with your donation to the **FREEPOST address above**)

Gift Aid is reclaimed by the charity from the tax you pay for the current tax year. Your address is needed to identify you as a current UK taxpayer. **In order to Gift Aid your donation you must fill in the details below.**

I want to Gift Aid my donation of £ _____ and any donations I make in the future to **Bristol Older People's Forum CIO**

I am a UK taxpayer and understand that if I pay less Income Tax and/or Capital Gains Tax than the amount of Gift Aid claimed on all my donations in that tax year it is my responsibility to pay any difference.

Title _____ First name _____ Surname _____

Full Home address _____

Postcode _____

Date _____ signature _____

Please notify the charity if you: 1. want to cancel this declaration, 2. change your name or home address, 3. no longer pay sufficient tax on your income and/or capital gains.

If you pay Income Tax at the higher or additional rate and want to receive the additional tax relief due to you, you must include all your Gift Aid donations on your Self-Assessment tax return or ask HMRC to adjust your tax code.



Bristol Older People's Forum CIO, c/o Age UK Bristol, Canningford House, 38 Victoria Street
Bristol, BS1 6BY, **Registered Charity number:** 1162616,
Tel: 0117 927 9222, email: bopf@ageukbristol.org.uk, website: <https://bopf.org.uk>

New Data Protection Regulations (GDPR) & BOPF Membership (free)

NEW Data Protection Regulations

In order to comply with the new **General Data Protection Regulations (GDPR) 2018** we must contact our BOPF members to get their consent to continue to hold their personal data in our database in order to send them our BOPF newsletter, surveys and any other relevant communications about our services.

What you need to do - as a current BOPF MEMBER or NEW MEMBER

Please complete the consent form below and return to our **FREEPOST** address:
FREEPOST RLTY-SYXB, BOPF, 38 Victoria Street, Bristol BS1 6BY

Benefits of BOPF Membership

- You will receive **FREE BOPF Newsletters** three time a year with useful information affecting older people
 - You can attend our **FREE Open Forum meetings** with carefully selected speakers
 - Have a **voice** and **influence** the decisions which affect your life.
 - **Engage** with the community and make new friends
 - Become a **volunteer**
 - **Represent** us
- In return we ask that you complete our yearly survey.

BRISTOL OLDER PEOPLE'S FORUM CIO (Registered charity 1162616) MEMBERSHIP CONSENT FORM (FOR CURRENT & NEW MEMBERS)

First Name: Surname

Partner/spouse (for joint membership with shared newsletter)

First Name: Surname

I would like to: add remove the above name/s (please tick as applicable)

Address:

Postcode: Telephone/mobile: Email:

DOB (DD/MM/YY): DOB (Partner/spouse):

Receive the BOPF Newsletter : by post or email (please tick as applicable)

To comply with the new data protection regulations (GDPR) and remain a member, please tick the box below.

I agree for you to store and use my data for legal reasons associated with the running of the BOPF Charity and to provide me with its services and communications. We will not share your data with third parties.

You have the option to have your data removed and terminate your membership. For removal of your data please email bopfadmin@ageukbristol.org.uk or call 0117 9279222.

Name:.....Signature:Date:

Please return to: **FREEPOST RLTY-SYXB, BOPF, 38 Victoria Street, Bristol BS1 6BY**

