



**Older People's Assembly  
15 April 2026 - 2:00pm to 3:30pm  
Council Chamber, Civic Centre  
Minutes**

|   | Items                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
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| 1 | <p><b>Welcome, housekeeping and introductions.</b></p> <p>Jasmin Buckley, Resident Empowerment Officer and Chair of the meeting, introduced herself and fellow colleagues and welcomed residents went through the housekeeping and agenda/</p> <p>Speakers were reminded to use the microphones so that everyone in the room could hear clearly.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 2 | <p><b>Opening remarks</b></p> <p><b>Councillor Ian Edwards – Leader of the Council</b></p> <p>Councillor Edwards explained the programme and what it is for.<br/>He spoke about the support available and how residents can get help.</p> <p>He said that many people, especially older residents, do not ask for help, even when they are entitled to it.</p> <p>He asked residents and community groups to:</p> <ul style="list-style-type: none"><li>• share information about the support available</li><li>• help others understand what help they can get and how to apply</li></ul> <p>Councillor Edwards said the support is there to help residents during difficult financial times, both now and in the future.</p> <p>He explained that he would not be taking questions, to avoid political discussion before the elections.</p> |

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|   | <p>He shared the Council's aim to become the most age friendly borough in the country. He said this can only be done with residents' help, through feedback, challenge, and working together.</p> <p>He said this is a long term plan and that it has full support from Councillors and Council staff. Councillor Edwards said he has lived in the borough since 1982 and plans to stay. His family also lives locally. He said he cares about the borough and wants Council services to be the best they can be. He asked residents to keep sharing honest feedback and to continue working with the Council.</p> <p>He thanked residents for coming to the meeting and for their support.</p>                                                                                                                                                                                                                                                                                                                              |
| 3 | <p><b>Introduction to Steering Group Members &amp; reminder to join</b></p> <p>Before the first presentation, Jasmin spoke to residents about joining the Older People's Assembly Steering Group. She explained that the Steering Group works with the Resident Empowerment Team to help plan and shape future meetings.</p> <p>Being part of the Steering Group helps make sure that:</p> <ul style="list-style-type: none"> <li>• meeting topics are chosen by residents</li> <li>• meetings focus on what matters most to older people</li> <li>• residents' views are listened to and acted on</li> </ul> <p>Residents who wanted to join were asked to:</p> <ul style="list-style-type: none"> <li>• speak to Jasmin after the meeting, or</li> <li>• show interest on the feedback form and leave their contact details</li> </ul> <p>Jasmin said the Steering Group is important because it helps make sure meetings are resident-led, relevant, and focused on real issues that the Council can help to improve.</p> |
| 4 | <p><b>Presentation 1: Learn more about 111: The NHS non-emergency number, Dalvinder Jammu, Patient Engagement and Stakeholder Lead, Practice Plus Group</b></p> <p>Dalvinder Jammu from Practice Plus Group gave an overview of NHS 111, the NHS non-emergency phone service. He explained when and how residents should use the service.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

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|   | <p>Residents were advised to call NHS 111 again if their condition changes after the first call, if new symptoms appear, or if they become worried about the advice given. This is because decisions are based on the information shared at the time of the first call.</p> <p>Residents were also asked to call back if they do not receive a promised call back within the expected time, or if they feel anxious or their situation changes while waiting. Dalvinder encouraged residents to stay engaged with NHS 111 and not stop the process if their circumstances change.</p> <p>Where a call back is arranged, NHS 111 will try to contact the caller up to three times. If the calls are missed, the caller may be removed from the queue and will need to call again. Residents were therefore asked to keep their phones close and answer calls where possible.</p> <p>Dalvinder highlighted the importance of feedback, both positive and negative, as this helps improve the service. He also reminded residents about other support options, including self care, advice from community pharmacies, which are often under used, Urgent Treatment Centres for urgent but non-emergency needs, and hospital services for emergencies. Residents were informed that they can decline NHS 111 advice but were encouraged to explain why so other suitable options can be considered.</p> |
| 5 | <p><b>Presentation 2: Joint Health &amp; Wellbeing Strategy consultation, Gary Collier, Health &amp; Social Care Integration Manager, Hillingdon Council</b></p> <p>Gary Collier, Health &amp; Social Care Integration Manager at Hillingdon Council, introduced the Joint Health and Wellbeing Strategy and explained the purpose of the consultation.</p> <p>He said the Strategy is a legal plan that will guide how health and care services are planned and delivered in Hillingdon. The draft Strategy covers the next five years, up to 2031, and has been created to respond to future challenges facing health and social care.</p> <p>Gary outlined the main long term priorities in the Strategy and highlighted the areas that are most important for older residents. He also explained the changes the Council and its partners would like to see as a result of the plan.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

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|   | <p>He advised that the Strategy will show how organisations work together across the borough and how success will be measured. Residents were asked to think about what success should look like by 2031. Gary then asked several questions to gather feedback before opening the discussion to questions and comments from residents.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 6 | <p><b>Presentation 3: Age Friendly consultation, Sarah Durner, Senior Public Health Officer, Hillingdon Council</b></p> <p>Sarah Durner, spoke about the new Age Friendly Plan and shared what older residents told the council during the consultation.</p> <p><b>Why the plan is needed</b></p> <ul style="list-style-type: none"> <li>• The plan will update the council's old plan for older people.</li> <li>• It follows guidance from the World Health Organization.</li> <li>• The aim is to help older residents stay healthy, active, and independent for longer.</li> <li>• It looks at everyday issues such as transport, housing, social life, health, and how people get information.</li> </ul> <p><b>What residents told us</b></p> <ul style="list-style-type: none"> <li>• Many people said parks and green spaces are easy to access.</li> <li>• Some people feel unsafe and said there is not enough seating or public toilets.</li> <li>• Most people feel confident using public transport, but this is harder for people aged 85 and over.</li> <li>• Many residents are happy with their homes but want clearer information about home adaptations.</li> <li>• Some people feel lonely and would like more chances to meet others.</li> <li>• Using computers, phones, and the internet becomes harder as people get older.</li> <li>• Residents want information in different ways, not just online.</li> <li>• Fewer people know where to get help for mental health and wellbeing.</li> </ul> <p><b>Next steps</b></p> <ul style="list-style-type: none"> <li>• The council will look at improving access to public toilets.</li> </ul> |

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|   | <ul style="list-style-type: none"> <li>• Information will be shared in more ways, including paper, phone calls, and face to face.</li> <li>• Feedback will help shape a clear and practical Age Friendly Plan based on what residents said.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 7 | <p><b>Questions and answers and discussion</b></p> <p><b>Q:</b> Will there be other opportunities to share views on the Health and Wellbeing Strategy beyond this forum?<br/> <b>A:</b> Yes. Although the consultation period has an end date, residents can continue to submit comments via the Resident Empowerment Team.</p> <p><b>Q:</b> Where does Long Lane sit within the proposed neighbourhood health areas?<br/> <b>A:</b> The question was acknowledged during the session, and clarification was provided verbally as part of the explanation of the neighbourhood health team structure.</p> <p><b>Q:</b> Will the Health and Wellbeing Strategy consultation document be made publicly available?<br/> <b>A:</b> Yes. The consultation documents and the council's response to feedback will be published online.</p> <p><b>Q:</b> How will feedback from the consultation be used?<br/> <b>A:</b> All feedback will be reviewed, responded to, and used to shape the final strategy, with a published summary showing what was heard and how it influenced decisions.</p> <p><b>Q:</b> Why is it difficult to reach council services by phone, such as the Civic Centre or Blue Badge services?<br/> <b>A:</b> This concern was acknowledged. Improvements are underway, including dedicated phone lines, voicemail callbacks for some services, and internal work to improve contact centre responsiveness.</p> <p><b>Q:</b> Are there alternatives for residents who do not want to access services online?<br/> <b>A:</b> Yes. The need for non-digital options was recognised, including phone support and face-to-face assistance, and work is ongoing to improve access.</p> <p><b>Q:</b> How can carers contact the Carers Trust?<br/> <b>A:</b> Contact details and information were made available at an information table outside the meeting room.</p> <p><b>Q:</b> Is there support available for older residents to improve digital skills?<br/> <b>A:</b> Yes. Digital inclusion workshops have been piloted successfully, and residents can register interest for future sessions through the Resident Empowerment Team.</p> <p><b>Q:</b> Are there transport or taxi support schemes for people with dementia or mobility difficulties?</p> |

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|   | <p><b>A:</b> A taxi support scheme exists based on eligibility criteria, and information on how to apply can be provided separately.</p> <p><b>Q:</b> How can residents find out about chair-based exercise or strength and balance classes?</p> <p><b>A:</b> Details are available on the council website, through libraries (which can help with online bookings), and occasionally through council publications.</p> <p><b>Q:</b> How can residents get involved in upcoming assemblies or special interest groups?</p> <p><b>A:</b> Residents can register interest directly with the Resident Empowerment Team or note their interest on feedback forms provided at the meeting.</p> |
| 8 | <p><b>Next meeting and close</b></p> <p>Next Meeting: Tuesday 30 June 2026</p> <p>The meeting closed with thanks to all speakers and attendees for their participation.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |