



**Older People's Assembly
Tuesday 30 June 2026
2.00pm to 3.30pm
Council Chamber
MINUTES**

Officers present:

Alice Pringault (Chair), Resident Empowerment Officer
Jasmin Buckley, Resident Empowerment Officer
Shahina Haider, Resident Empowerment Officer
Marion Finney, Resident Empowerment and Relationship Manager

Guest speakers:

Cllr Steve Tuckwell, Leader of Hillingdon Council
Dr Elmar Kal, Senior Lecturer in Physiotherapy, Brunel University London
Professor Christina Victor, Professor of Gerontology, Brunel University London
Sarah Durner, Senior Public Health Officer, London Borough of Hillingdon
Mel Lowe, Health Planning Manager, The Hillingdon Hospitals NHS Foundation Trust
Dr Rakesh Patel, Consultant Radiologist and Redevelopment Clinical Lead, The Hillingdon Hospitals NHS Foundation Trust

Attendees: 44 attendees

No	Item
1	Welcome, Housekeeping and Introductions The Chair, Alice Pringault, opened the meeting, welcomed attendees and confirmed housekeeping arrangements, including hybrid meeting etiquette and reminders that the session was not for individual casework
2	Opening Remarks Councillor Tuckwell introduced himself as the new Leader of the Council and Older People's Champion. He acknowledged the contribution older residents have made in shaping Hillingdon and stated that supporting older residents remained a key priority for the Council. The Leader highlighted recent and ongoing investment in services and facilities, including: • Improvements to public spaces and accessibility. • Additional seating in parks and open spaces.

	• Activities delivered through libraries and community services. • Support for independent living and social participation through initiatives such as walking groups and tea dances. • Investment in facilities in the south of the borough, including the Platinum Jubilee Leisure Centre and Family Hub. Councillor Tuckwell encouraged residents to continue sharing both positive experiences and areas where they felt improvements were required. Q&A 1. Access to services in the south of the borough Residents expressed concern that services in the south of the borough, particularly libraries and waste facilities, were being reduced and felt that residents in those areas received fewer services despite paying the same council tax. Councillor Tuckwell acknowledged the concern and stated that the Council was seeking to ensure investment and services were distributed fairly across the borough. He referred to recent investment in the Platinum Jubilee Leisure Centre, Family Hub and other facilities serving the south of the borough. 2. Closure of the Tavistock Road recycling facility A resident asked why access to the Tavistock Road civic amenity site had ceased. Councillor Tuckwell explained that the site had always been intended as a temporary facility. He advised that residents could now access civic amenity facilities through arrangements within the West London Waste Partnership, including facilities in Feltham, and that pop-up waste collection services would continue across the borough. 3. Fly-tipping Residents described ongoing fly-tipping problems and concerns that repeat reports were not resulting in lasting improvements. Councillor Tuckwell acknowledged the severity of the issue and advised that fly-tipping enforcement had been strengthened. He stated that responsibility had been brought under a dedicated Cabinet Member and confirmed that the Council had recently seized a vehicle linked to fly-tipping activity. He emphasised the Council's commitment to stronger enforcement action against organised fly-tipping. Residents were invited to submit further concerns and contact details via feedback forms for follow-up.
3	Involving Older Adults in Research Across Low- and Middle-Income Countries Dr Elmar Kal, Senior Lecturer in Physiotherapy, Brunel University, supported by Professor Christina Victor, Professor of Gerontology, Brunel University, presented findings from a partnership between Brunel University and the University of Ghana

exploring how older adults can be meaningfully involved in research. The presentation focussed on the development of the University of Ghana Older Persons Reference Group, modelled on Brunel's Older People's Reference Group (BORG).

Key points included:

- The importance of involving people with lived experience in designing and shaping research.
- The role of Brunel's long-standing Older People's Reference Group in influencing research, teaching and funding applications.
- The establishment of a similar older people's reference group in Ghana.
- A comprehensive health assessment programme involving 107 older participants in Ghana.
- Early findings relating to frailty, falls, pain, mobility, cardiovascular health and loneliness.
- Evidence that loneliness remains prevalent even where older adults live amongst extended family networks.
- Plans for future comparative work involving members of Brunel's Older People's Reference Group

Q&A

1. Partnership and exchange opportunities

A resident asked whether there were opportunities for student exchanges between Ghana and Brunel University.

Dr Kal advised that collaboration between the universities was continuing and that exchange opportunities and wider educational partnerships were being explored.

2. Life expectancy and ageing

A resident asked whether people commonly reached their nineties in Ghana.

Dr Kal explained that while life expectancy remains lower overall, the older population in Ghana is increasing rapidly, resulting in greater focus on healthy ageing, falls prevention and long-term health conditions.

3. Benefits of lifelong exercise

A resident asked whether remaining physically active throughout life contributed to healthier ageing.

Dr Kal confirmed that research consistently shows physical activity helps reduce risks associated with a range of health conditions and supports better health outcomes in later life.

4. Joining Brunel's Older People's Reference Group

Residents asked how they could become involved.

	Dr Kal explained that membership was open and flexible, with individuals able to receive updates and choose how actively they participate. The group is open to people aged 50 and over, although younger individuals may also express an interest. The Chair invited residents interested in joining the group to indicate this on their feedback forms so introductions could be arranged.
4	Age Friendly Plan Update Sarah Durner, Senior Public Health Officer provided an update on the development of Hillingdon's Age Friendly Plan, which had been developed through a borough-wide consultation and collaboration with the Hillingdon Age Friendly Network. The draft plan was due to be presented to Cabinet in July. The presentation outlined priorities across eight domains: • Outdoor spaces and buildings. • Social participation. • Housing. • Community support and health services. • Communication and information. • Respect and social inclusion. • Transport. • Civic participation and employment. Sarah highlighted initiatives including: • Improvements to public footpaths and accessibility. • Exploration of schemes to increase access to toilets, seating and community facilities. • Expanding opportunities to reduce loneliness and social isolation. • Annual visits to council tenants to identify support needs. • Improved health information and preventative approaches. • Maintaining non-digital communication channels. • Establishment of a resident Age Friendly Network. • Delivery of the "Take Five to Age Well" programme. Q&A 1. Public toilets A resident asked whether improvements in access to public toilets meant previously closed facilities would reopen. Sarah explained that current work focussed on exploring whether local businesses may participate in an age-friendly scheme allowing access to facilities. 2. Libraries and services in Heathrow Villages

	A resident raised longstanding concerns regarding the lack of library provision and community facilities in Heathrow Villages. Sarah noted the concerns and advised that they would be fed back to relevant colleagues. The Chair also confirmed that concerns raised earlier with Councillor Tuckwell would be followed up. 3. Contacting council services A resident highlighted difficulties reaching services through the council switchboard. Sarah agreed that the matter would be noted and followed up after the meeting. 4. Pavement maintenance and conservation areas A resident asked how improvements to pavements would operate in conservation areas. Sarah advised she would raise the question with the relevant service area and seek a response. 5. Supporting vulnerable residents A resident expressed concern about isolated older people living in poor conditions who may not engage with support services. Sarah acknowledged the challenge and advised that the Age Friendly Plan sought to strengthen proactive engagement and partnership working. She also noted that safeguarding routes remained available for vulnerable individuals requiring support. 6. Availability of the Age Friendly Plan Residents asked when copies of the plan would be available. Sarah advised that, subject to Cabinet approval, copies would be made available online and in libraries, likely from September onwards.
5	Building the New Hillingdon Hospital Mel Lowe and Dr Rakesh Patel, Representatives from The Hillingdon Hospitals NHS Foundation Trust provided an update on the redevelopment of Hillingdon Hospital. Key points included: • Confirmation that the project remains part of Wave One of the Government's New Hospital Programme. • Development of updated designs in line with Hospital 2.0 standards. • Submission of an updated planning application in 2027. • Site preparation work and service relocations already underway. • Planned construction beginning in 2028.

- A larger hospital with increased inpatient capacity.
- Provision of 100% single patient rooms.
- Ambitions for the hospital to become one of the most digitally advanced hospitals in the UK

Q&A

1. Hospital capacity

A resident asked whether the new hospital would contain more beds.

The presenters confirmed that capacity would increase from 499 to 538 beds, representing an additional 39 beds.

2. Emergency Department environment

A resident raised concerns regarding disruptive behaviour within the Emergency Department from intoxicated patients and the impact on vulnerable patients and families.

The presenters acknowledged the issue and advised that the new hospital design would provide greater separation of patient groups, including dedicated mental health facilities and more appropriate waiting areas.

3. Project delays

A resident queried why revised planning applications and business cases were required when plans had previously been developed.

The presenters explained that changes resulted from the Government's review of the New Hospital Programme and the requirement to comply with Hospital 2.0 design standards.

4. People sleeping within the hospital

A resident raised concerns regarding reports of individuals regularly sleeping within hospital buildings overnight.

The presenters advised that the concern would be relayed to operational teams for investigation.

5. Parking

A resident asked about future parking arrangements.

The presenters advised that parking would remain available and that the plans included a multi-storey car park. During construction, visitor and patient parking would remain on site while staff parking arrangements would change.

6. Patient data security

	A resident asked how patient information would be protected given increasing use of digital systems. The presenters stated that cyber security formed a key part of Hospital 2.0 requirements and assured residents that information governance and data protection remained a priority. 7. Hospital location and services Residents sought clarification regarding maternity services and the location of the new building. The presenters confirmed that maternity and neonatal services would be incorporated within the new hospital building and that existing buildings would only be removed once services had transferred.
6	Closing Remarks The Chair thanked residents and guest speakers for attending and contributing to the meeting. Residents were reminded that: • The next Older People's Assembly would take place on 23 September 2026. • Feedback forms should be completed and returned. • Questions for guest speakers could be submitted through the feedback forms. • Residents interested in joining the Older People's Assembly Steering Group should register their interest with the Resident Empowerment Team.