

Note from the Editor

My apologies for starting this month on a very sad note. Many of you who read our newsletter will probably not recognise the name Chris Boulter but he was the man behind our website without whom, the website would not be the tour de force that it is today. Anytime any updates, changes, and pages were added, it was Chris who did all that. Such was his skill, he even managed to train me to be his back-up which is no mean feat! I had known Chris as long as I'd been involved with BOPAG and we shared a sense of humour and a love of cats. I know that he will also be terribly missed by the Chesham group and his tireless work there will not be forgotten.

A big thank you to our guests at our January meeting, I have you to thank for much of this months content, including Safeguarding (page 7) and the Reminiscence at Home project of which you'll find more details on page 5. TV Licensing has been in the news this last month. Please spread the news on the scam emails and texts (below) that many have fallen victim to. Also the Age UK campaign to save the over 75's licence (page 5) has more ways to pledge your support in addition to their online sign up www.ageuk.org.uk/our-impact/campainging/

I've also just heard that the BBC political debate programme, Question Time, is to be recorded in Aylesbury for the first time in its 40 year history on 14 February so if you're looking for an alternative way to spend Valentine's Day, this could be it! The venue will be the Waterside Theatre, and the programme will be aired at 10:45pm on BBC One. If you fancy applying to join the audience you can do so at www.bbc.co.uk/programmes/b006t1q9 and click Join the Audience

Stay warm & safe.

Andy



TV Licence Scam Texts and Emails

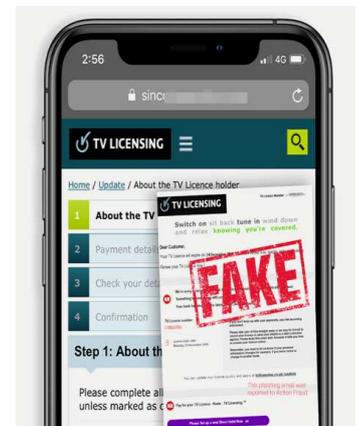
We first reported this scam in December but Action Fraud are reporting more & more people falling victim so it's worth reminding everyone to be vigilant.

The scammers, described as 'particularly nasty' by Action Fraud, use 'official-looking' emails with headlines such as 'correct your licensing information' and 'your TV licence expires today' in an attempt to convince targets to click on a link to a website.

The website then prompts them to add their payment details, including the Card Verification Value (CVV) code, account number and sort code. With this information, fraudsters could drain bank accounts and commit identity fraud.

The bogus web page may also ask for the victim's name, date of birth, address, phone number, email and even mother's maiden name which suggests fraudsters will try to access other online accounts..

Reports made to Action Fraud show that fraudsters are sending out fake TV Licence emails regarding refunds and payment issues to people across the UK



When a victim clicks on the link, they will be led to a convincing looking TV Licensing website. The website is designed to harvest as much personal and financial information as possible from the victim.

Remember, the safest thing to do is never click on a link in a text or email. If you think that you may have been caught out by this scam, call your bank and inform them and then report it to Action Fraud on 0300 123 2040



Active Bucks New Activities in Aylesbury Vale

Are you looking to meet new people and get a bit fitter at the same time?

If you live in the Aylesbury vale district, there are a whole new range of programmes aimed at encouraging older adults to take part in sport and physical activity through Leap and Active Bucks. All of the programmes below are between £2 to £4 per week and what's more, if you visit www.activebucks.co.uk, you can download a voucher to get your first session for FREE.

Please see the timetable below for information on programmes and opportunities near you. For more information, please contact Christopher Bryden, Older Adults Physical Activity Manager on 07801 594519 or e-mail cbryden@leapwithus.org.uk.

Day & Time	Activity	Location	Cost
Monday 11am to 12pm	Walking Football	Stoke Mandeville Stadium, Stoke Mandeville	£3 per session
Tuesday 11am to 12pm	Tai Chi	Cheddington Village Hall, Cheddington	£4 per session
Wednesday 1.30pm to 2.30pm	Gentle Keep Fit	Haddenham Village Hall, Haddenham	£4 per session
Thursday 11am to 12pm (starts 7th February)	Senior Circuits	Longueville Hall, Newton Longville	£4 per session
Thursday 2pm to 3pm (starts 7th February)	Learn To Nordic Walk	Pitstone Memorial Hall, Pitstone	£4 per session
Thursday 2pm to 3pm (starts 14th February)	Photography Walk	Stowe National Trust, Stowe	£2 per session
Thursday 7pm to 8pm (starts 7th February)	Walking Netball	Buckingham Community Centre, Buckingham	£4 per session
Friday 11.30am -12.30pm (starts 8th February)	KaSoTonic Gold	The Bernard Hall, Cuddington	£4 per session
Friday 1.30pm to 2.30pm (starts 8th February)	Gentle Seated Exercise	Granborough Village Hall, Granborough	£4 per session
Saturday/9.30am to 10.30am	Mindful & Wellbeing Nordic Walking	Wendover Woods, Wendover	£4 per session



The Civil Service Pensioners' Alliance Buckinghamshire Branch



The Civil Service Pensioners' Alliance (CSPA) is an Independent, non-party-political, national organisation which campaigns on behalf of UK pensioners. Though it naturally pursues the interests of its 50,000 members in particular, much of its work benefits pensioners in general. It is affiliated to the National Pensioners' Convention, the Public Service Pensioners' Council, Age UK, and the European Older People's Platform.

Despite its name, CSPA membership is open to a wide range of public sector pensioners. There is much more information about this, and what CSPA does, on its website – www.cspa.co.uk.

The CSPA is based on local groups, which determine the policies of the organisation as a whole. The Buckinghamshire group, alas, has been dormant for over a decade, but has recently risen from the ashes and is now getting going again. We hope to have more to say in the coming months about what it is doing.

In the meantime, if you would like to know more – or better still, participate in the Bucks group – contact the secretary Stuart Smith at stuartsmith181@gmail.com or on 07792 681903. We'd love to hear from you.

Voices & Choices



Voices and Choices is a voluntary group working in Buckinghamshire whose aim is to develop the capacity and skills of adults who, irrespective of their circumstances, require help to improve their quality of life and their choices over where they live and the services they receive.

The key focus of their work is to support people to remain in their own homes while receiving the help and services they require to do so. This covers :

Inform Voices and Choices make information available about services which help people stay safe and sound at home; and provide this information over the telephone and by visiting clients in their own homes.

Advise They support access to practical help to enable people to live as independently as they can. Where clients require additional support to find services they require, volunteers visit people in their own homes to help them make informed choices and decisions. The range of help needed is very wide. Clients may wish to be contacted on a regular basis or need help with a one-off issue. For example, they provide help if someone is considering the need for home improvements or domestic or gardening help, providing friendly, back-up support in making

decisions. The list is endless, and volunteers are available to provide as much practical assistance as the client requires.

Advocate They provide community advocacy services to assist individuals consulting with professionals. Where our clients need non-statutory advocacy we provide it. A visit to a doctor, optician or council office can be very stressful and an advocate may make these experiences easier to deal with.

Offer a Peace of Mind Service They maintain regular contact with family carers of local people living alone. This may involve a weekly or monthly visit or telephone call etc. A subscription service for this will be developed over time.

These services are free and delivered by Voices and Choices, through its own volunteers, and through developing partnerships with local groups.

They are based in Chesham and cover an area from Wendover, down to the Chalfonts, across to Prestwood.

To contact Barbara & the team, call them on 01494 784 566 or email info@voicesandchoices.org.uk or visit their website www.voicesandchoices.org.uk



Awards Season



South Bucks Chairman's Community and Volunteering Awards 2019

Do you know a person or group who have made a real difference in your local community? You can nominate them for a South Bucks - Chairman's Community & Volunteering Awards 2019. The closing date for nominations is **Friday 15 March** with the award ceremony being held on Thursday 11 April at South Bucks Council Offices, Capswood, Denham, UB9 4LH. You can nominate on line at www.southbucks.gov.uk/ChairmansAwards2019

The award is for anyone who meets the criteria, doing a voluntary role in South Bucks. Multiple awards will be given in both categories. Winners and runners-up will be presented with an engraved trophy or certificate at the award ceremony.

For further information please call **01895 837306** or email community@southbucks.gov.uk

Community Policing Awards 2019

Nominations are open for the Community Policing Awards 2019, which provide an opportunity to recognise the work of officers, staff and volunteers who have made an outstanding contribution to their community over the past year.

Do you know someone who has gone above and beyond in their role or made a difference in your community? If so, please nominate them

There are eight categories this year including

- Community Police Officer
- Police Community Support Officer
- Special Constable
- Volunteer
- Community Volunteer

Closing date is **Monday 25 February** to nominate your local hero. More information can be found at www.thamesvalley.police.uk/police-forces/thames-valley-police/areas/about-us/corporate-events/community-policing-awards/.

Dignity In Care Awards 2019



The Dignity In Care Awards celebrate outstanding examples of how carers demonstrate dignity and respect across Buckinghamshire.

They would like you to nominate individuals, teams and organisations that have gone above and beyond to support you, your family or friends in a way that promotes dignity, respect and wellbeing. If you don't have access to a computer your local library will be happy to help you complete the nomination form.

The awards ceremony will be held on 14 May 2019 at The Oculus in Aylesbury and nominations can be made against the following categories:

- | | |
|----------------------|-----------------------|
| Putting People First | Innovation Award |
| Learning | Community Engagement |
| Collaboration | Fulfilling Lives |
| Best Team | Most Improved Service |

The overall winner will be chosen from all entries across the 8 categories

You can nominate and find out more at <https://www.buckscc.gov.uk/services/care-for-adults/dignity-in-care-awards-2019/> and the closing date for nominations is **5pm Friday 8 March**. You can also request tickets for the presentation which is an uplifting event.



Campaign to save Free TV Licences for the over 75's



The BBC is expected to strip millions of pensioners of the perk after it signed up to an 'unaffordable' deal with the Government to cover the cost itself in 2015. Over 4 million homes with older residents get a free licence. The total bill stood at £655million last year for the BBC.

The BBC has launched a public consultation on free TV licences for the elderly and includes questions such as raising the age from 75 to 80, or give the over-75s a 50% discount, or means-test the benefit. The consultation closes on the **12th February** and can be found at <https://www.bbc.com/yoursay> or call 0800 232 1382.

Age UK's campaign to save this concession is gaining momentum and there is still time to add your support. If you picked up one of their campaign leaflets at the BOPAG meeting but haven't yet sent it in, it's not too late. The deadline has been extended to April. They have also produced a sign up sheet that you can take along to your groups. You can print one off here www.ageuk.org.uk/globalassets/age-uk/

media/campaigns/switched-off-petition.pdf.

The form should then be sent to FREEPOST, Age UK Campaigns, Tavis House, Tavistock Square, London, WC1H 9NA. Contact Andy (details at the back) if you want a form sent to you or add your name to the BOPAG list of supporters

The BBC have been heavily criticised in the press in recent days for wasting money. Some examples

- In 2010 the National Audit Office was scathing about the refurbishment of Broadcasting House in Central London. The project cost £1.05bn. The BBC admitted to 'serious mistakes' which had cost the licence fee-payer dearly
- In the 3 years to 2014, a Freedom of Information request revealed, the BBC spent £34million on taxi fares
- Eastenders set at Elstree in Herts, was supposed to cost £57m and be ready by 2018. but will end up costing £86.7million and won't be ready until 2021.

Reminiscence at Home



Memories are precious –would you like help to record them?

During our lives we experience highs and lows, big and small adventures and even just the routine events of daily living. All these things go towards making us who we are.

If you are interested in turning your memories into something tangible, trained Amersham Museum staff can visit you at home, listen to your recollections and help you produce a booklet of your special memories that you can keep for yourself or share with family and friends.

The booklet can include a wide range of things such as photos, poems, newspaper cuttings or certificates-anything that is special to you. It is your booklet and so we will work with you to make it what you want.

Who is eligible to take part? Anyone aged over 65

How long will this take? We have allowed between 6 – 8 sessions of about 1 to 2 hours duration, spread over weeks or months.

Do I have to pay? No, it's free

What will I get at the end? You will have a printed booklet and it will be entirely up to you what is included, no 2 lives are the same.

Who will lead these sessions? Volunteers from Amersham Museum

There will be a celebration event at Amersham Museum, where you will have the opportunity to meet other participants from the project and see the museum. Transport can be provided if necessary.

For further information, contact Amersham Museum on 01494 723700 or email : jane@amershammuseum.org



Money Matters

Your details are being bought and sold

I'm on a mission! For those who know me, yes, that's another one. Despite the General Data Protection Regulations (GDPR) which came in last year being a bit of a pain for organisations, especially small groups, it certainly raised the profile of our data being held by and worst still being sold by organisations. It's still going on and it bothers me especially as I try to make sure that I tick or uncheck boxes so that my details are not sold on.

But everyone is able to contact companies and raise what is called a Subject Access Request (SAR) in which you can ask a company to give you all the information that they hold on you, where they obtained that information and who they have sold it on to. Companies have one calendar month to respond to any Subject Access Request that they receive and they cannot charge you for sending the requested information. SARs can be made over the phone, by email or by post.

I've received 2 letters recently, both addressed to me personally at my address. The first was from The Outside Clinic, an optician & hearing 'specialist'. My SAR to them was answered over the phone and it turned out that they obtained my details from a company called Equiniti (never heard of them). Off went a SAR to them and lo and behold, it turns out that Equiniti purchased my details from yet another company (awaiting those details as I write)

The second letter I received was from the Consumer Refund Service which much to their forthcoming dismay, will realise that I have not been mis sold PPI but will cause them work for which they wont be paid for, in responding to my SAR that went off to them this weekend.

It would appear that my data is being sold on a regular basis, being bounced around companies like Equiniti and I very much doubt that I am alone. If you are interested in ever finding out how a company got your data, I've included the SAR that I sent to the Consumer Refund Service.

Have fun!

Andy

Dear Sir or Madam

Subject access request

I was surprised to receive a letter from you this weekend offering me the chance to check if I am owed a PPI refund. I have never contacted you in the past so I am curious as to how you have my details on file

My details (name & address)

Please supply **all** the data that you hold about me that I am entitled to under data protection law relating to but not limited to :

- my personnel file
- where you acquired my details from (full contact details so that I may contact them)
- Details of any companies that you may have sold or shared my details with

I would like it made clear, that on the conclusion of this Subject Action Request, that I wish to have my details removed from your database in their entirety.

It may be helpful for you to know that data protection law requires you to respond to a request for data within one calendar month.

If you do not normally deal with these requests, please pass this letter to your Data Protection Officer, or relevant staff member. If you need advice on dealing with this request, the Information Commissioner's Office can assist you. Its website is ico.org.uk or it can be contacted on 0303 123 1113.

Yours faithfully



Safeguarding

Safeguarding is about making people aware of their rights, protecting them and preventing abuse.

Abuse is any action that harms another person.

Abuse of adults with care and support needs is where someone in a position of trust hurts, harms or causes someone distress. Abuse is unacceptable; everyone has the right to be treated with dignity and respect and to live free of abuse or mistreatment, whether they live on their own, live with others, live in a care/nursing care home, attend a day centre or are in hospital.

The Care Act 2014 places a duty on local authorities to look into adult safeguarding concerns in relation to and adult who;

- has needs for care and support (whether or not the local authority is meeting any of those needs) and;
- is experiencing, or at risk of, abuse or neglect, and
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

What is abuse?

Abuse can be in the form of

- Modern slavery
- Neglect and acts of omission
- Organisational abuse (such as in a care home or hospital)
- Sexual abuse
- Discriminatory abuse (because of race, gender etc)
- Financial or material abuse
- Psychological abuse (includes emotional abuse, threats, humiliation, controlling, intimidation and coercion)
- Self neglect (failing to care for one's personal hygiene, health or surroundings including behaviour such as hoarding)
- Domestic abuse
- Physical abuse

Where does Abuse Occur?

Abuse can happen anywhere - in a residential or nursing home, a hospital, in the workplace, at a day centre or educational establishment, in supported housing or in the street.

Reporting

Anyone can report a Safeguarding concern. You don't need evidence, and reporting can be made direct to the Multi Agency Safeguarding Hub (MASH). Their aim is to improve the safeguarding response and they do this through information exchange and coordinated response. Early intervention is key when it comes to safeguarding so members were urged to report any concerns that they may have – **don't assume that someone else will do it.**

If anyone ever mentions abuse to you, the advice is

- **Listen to them**
- **Reassure them that you will do something**
- **Don't promise them that you won't pass it on.**

MASH safeguarding professionals include Buckinghamshire County Council (children's and adult's services), Thames Valley Police and Buckinghamshire Healthcare Trust, Oxford Health and other agencies and by working together they are able to share relevant information in a secure environment. MASH also seek information from other agencies across both the public and voluntary sectors when required. They can then ensure a coordinated response.

If you have any concerns or know someone that does, MASH can be contacted via the Safeguarding Adults Team

Telephone: 0800 137 915 or
email safeguardingadults@buckscc.gov.uk

If anyone would like to read more about the safeguarding board, their website is www.buckinghamshirepartnership.co.uk/safeguarding-adults-board/



2018

Contact Details for the Bucks Older People's Action Group
Andy can be contacted on
Tel : 01296 622122
E-mail : info@bopag.org.uk
BOPAG, c/o The Hale Farmhouse, Hale Lane,
Wendover HP22 6QR

Bucks Older People's Action Group Meetings

2019 Dates

March 20th,

May 15th,

July 17th

Sept 18th

November 20th

All are welcome. Meetings run 10-12.30 and are currently held at Christ the Servant King, Sycamore Road, High Wycombe, HP12 4TJ

Please contact Andy Trueman on 01296 622122 for further information



Free Locking Cooker Valve

People living in vulnerable circumstances, such as the elderly or people with Alzheimer's, need extra safeguarding in place as statistics show that they can be at a much greater risk from gas leaks and fires in their homes.

A locking cooker valve helps these people retain their independence at home and provides reassurance to family, friends and carers. The simple safety device is fitted to existing gas cooker pipework. When the valve is locked, the gas supply to the cooker is stopped. This eliminates the risk of the cooker being unintentionally turned on or left on. The carer or relative can easily turn the valve on using the key when the cooker is required.

This is a free service regardless of your gas supplier. You don't need to change energy supplier or inform your supplier of the device. For more information and to make a referral visit sgn.co.uk/LCV

Dates for your diary

21st February Free Energy Switch Event 10-12 noon at Buckingham Library. Better Housing Better Health and Citizens Advice experts will be on hand to help residents find the best energy providers and offer help on reducing energy bills and funding repairs. Just bring along a copy of your energy bill.

12th March Free Taster of Chair Based Yoga
This course will give you a short introduction to the benefits of yoga breathing, movement and meditation. 3.30pm - 4.30pm at Beaconsfield Adult Learning Centre, Wattleton Road, HP9 1RN Contact Adult Learning to book your place or for more info 01296 382403 studentenquiries@buckscc.gov.uk

21st March Free Energy Switch Event 10-12 details as per 21st Feb.

21st March Hoarder Support Group 5.30-7.30 pm at Aylesbury Fire Station, Stocklake. Entrance Unit 7 This local peer support group will provide a safe place to speak to others with similar issues and get information and advice. The group meets monthly and light buffet refreshments are provided. No need to book, just pop in. Open to individuals, family members and carers in the community who are affected by hoarding. Further dates 18th April, 16th May, 13th June. For more information call Elaine on 01296 585364. or email ehassall@aylesburyvaldc.gov.uk

Bucks Health Trust Board Meetings

Wed 27 March 2019, 9am Hampden Lecture Theatre, Wycombe Hospital

Buckinghamshire CCG Board Meetings

Thursday 14 March 2019 Meetings take place 10.30-12.30. Jubilee Room, Aylesbury Vale District Council, the Gateway, Gatehouse Rd, Aylesbury, HP19 8FF



Free Cold and Carbon Monoxide Alarms - for the 65's

Bucks Fire and Rescue Service has a supply of both alarms to make residents safer from the potential risks of carbon monoxide and/or cold temperatures in their home.

The cold alarm alerts the occupant if the temperature of the room is falling to a dangerously low level. To find out more and request an alarm please contact Bucks Fire and Rescue on 01296 744650