

GIVING A VOICE TO YOUR EXPERIENCE

Voice
of
Experience
Forum

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VOICE OF EXPERIENCE FORUM NEWSLETTER



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Welcome to our Winter Newsletter

Welcome to the Winter edition of our quarterly newsletter. We hope that you had an enjoyable festive season and, despite the freezing temperatures in December, were able to visit friends and family or receive visits from the same.

The Trustees and Staff would like to wish all of our members, old and new, a healthy and happy new year in 2023 and we hope to see more of you this year through a range of information and consultation events. We rely on our members to raise issues of concern or request information on topics relevant to over 60's in North Lanarkshire so let us hear your voices as we move forward this year.

Voice of Experience Forum Calendar 2023

We have produced and delivered over 2000 paper copies of our 2023 Calendar, packed full of useful and relevant information for over 60's in North Lanarkshire. The calendar itself has been distributed through a range of; community partners, retirement homes, social service providers, members and member groups and we have ensured an even allocation across all localities. VoEF acknowledge there are more than 2000 over 60's in North Lanarkshire and not all will be members of VoEF. To address this, we have a digital copy available to download from our website using the following link <https://voef.org.uk/2023-voef-calendar/>



Please use this to share with a friend or family member and remember to explain the benefits of becoming a member.

Your voice is our voice, let it be heard loud and clear in 2023.

VOICE OF EXPERIENCE FORUM — RECENT AND FUTURE EVENTS

Airdrie Villages Community Breakfasts & Information leaflet launch



Community Breakfast

VoEF are committed to ensuring that the surrounding villages and their residents are aware of the services and providers available in their local area. As a member of the Airdrie Action Partnership, we will be attending the events to meet local people, promote our organisation and support the official launch of an information leaflet with details of services and supports for Airdrie residents. We hope to see you there. Please bring a friend or family member.

Village	Date & Time	Venue
CALDERBANK	Tuesday, 24/1/23 10am to 12 noon	Calderbank Community Centre, Main Street, Calderbank, ML6 3RB
GLENMAVIS	Wednesday 25/1/23 10am to 12 noon	Glenmavis Community Centre, Coatbridge Rd, Glenmavis, Airdrie, ML6 0NJ
CHAPELHALL	Friday 27/1/23 10.30am to 12.30pm	Chapelhall Library, 2 Honeywell Cres, Chapelhall, Airdrie, ML6 8XW
PLAINS	Monday 30/1/23 10am to 12 noon	Plains Community Centre, Main Street, Airdrie, ML6 7JG
CALDER-CRUIX	Wednesday 1/2/23 10am to 12 noon	Caldercruix Parish Church, 15 Main St, Caldercruix, Airdrie, ML6 7RF
GREENGAIRS	Friday 3/2/23 10am to 12 noon	Greengairs Community Centre, 378 Greengairs Rd, Greengairs, Airdrie, ML6 7TQ
LON-GRIGGEND	Tuesday 7/2/23 10am to 12 noon	Longriggend Village Hall, 27 Telegraph Road, Longriggend, ML6 7RR

Chatterbox

VoEF is delivering the fourth, and final, group of its Chatterbox “Digital Confidence” sessions to Shotts and surrounding areas. The project provides those who are digitally excluded with the skills and means to become digitally enabled. All you need is a willingness to learn.



The sessions will be held at GBT Shotts Healthy Living Centre in Kirk Road. Places will be limited and participants will be provided with the necessary equipment and training to become digitally confident. **Please contact Denis on 07305 692098 to book a place.** The course will run between 10:30am –12:30pm each Wednesday from 18th Jan until 15th Feb inclusive. Refreshments will be provided.

Hospital Based Complex Clinical Care

Over the past few months, VoEF has been actively involved in the consultation surrounding the proposed move to combine the Cumbernauld Care Home with Hatton Lea Care Home in Bellshill.



The objective of this short-life working group is to establish a high quality, person-centred, safe, flexible and cost-effective model of contracted hospital-based complex clinical care for older people diagnosed with dementia, that will better meet the needs of patients and staff. We will continue to keep our members updated on the outcome.

COMMUNITY AND WIDER INFORMATION

COMMUNITY PARTNERSHIP IN ACTION



Community Boards

It has been noted that there has recently been a lack of topics relating to older people amongst the agenda items at several of the Community Boards. VoEF would like to remind our members that these are local forums for raising local issues and would urge you to submit any points which you would like raised by the Forum on your behalf at these meetings to **Denis O’Keefe on 07305 692098** or by email to **denis@voef.org.uk**

COVID ECONOMIC RECOVERY FUND

NLC has received £5.149m in funding through the Covid Economic Recovery Fund.



Some of the funding will be used to help individuals via the following schemes:

Financial Insecurity Payments -

Financial insecurity payments in with Low Income Pandemic Payment principles. £2,000,000.

Fuel Hardship Payments -

Additional funding for fuel hardship payment to maximise the households eligible for the scheme. £960,000

Tenant Hardship Rent Grant Fund -

Continuation of the Scottish Government’s Tenant Hardship Grant to support tenants to remain in their homes and to prevent homelessness. £363,000

TOTAL FUNDING = £3,323,000

HEALTH & SOCIAL CARE NORTH LANARKSHIRE— Cost of Living Helpline now available

At a meeting of the North Lanarkshire Integration Joint Board on Wednesday 30 November, members heard how the cost of living crisis will force thousands of local people into poverty.



The next two years are expected to be extremely challenging for a growing number of local people. As a result, Health and Social Care North Lanarkshire has prioritised exploring ways of increasing the help and advice available to individuals and families. The IJB’s members approved the use of £600,000 of funding to support the expansion of North Lanarkshire Council’s Tackling Poverty Team, including its single point of contact helpline. Work is already underway to add debt advisors, income maximisers, clerical support and a welfare rights advisor to the team. This will help them to expand the helpline capacity as well as enhance activities around First Point of Contact, outreach surgeries and wider support to community planning partners.

Councillor Ayeshah Khan, chair of the North Lanarkshire Integration Joint Board, said: “We know the cost of living crisis is forcing people in North Lanarkshire, and across the UK, into making extremely difficult decisions on how they prioritise their money. This helpline will not eradicate the effects of the crisis by itself, however it will be an important tool in ensuring people access advice, information, support and advocacy in areas including income maximisation, and fuel, debt and money advice.”

People can contact the **Tackling Poverty Team** now on **01698 332551** or email TPTeam@northlan.gov.uk

INFORMATION FROM ACROSS NORTH LANARKSHIRE

VoEF Membership

FREE Membership of Voice of Experience Forum is open to anyone over the age of 60 and organisations representing older people in North Lanarkshire.

Benefits of becoming a member include:

- Regular Newsletters
- Invitations to events
- Involvement in consultations
- Your views & opinions being heard by other agencies
- Influence in the planning of service provision for older people

VoEF also deliver presentations throughout North Lanarkshire.

If you run a group or attend a group for individuals over the age of 60 and would like to book VoEF for a presentation, please get in touch with Denis O'Keefe using the details on page 1.

Remember, Membership is **FREE!**

COMMUNITY DROP-IN VENUES—everyone welcome

More than 120 community drop-in points are open across North Lanarkshire to allow residents to meet others this winter.

North Lanarkshire Council has worked in partnership with community groups, churches and other organisations to provide warm, welcome places for people to use to meet friends or just get out of the house for a while. The majority of these venues offer free coffee and tea and public toilets.



“During the winter it can be more difficult to get out and about and, for many people, that can lead to feeling lonely and isolated from friends, family and neighbours,” said Council Leader Jim Logue. *“Our community drop-in points offer everyone a place locally where everyone can feel welcome. People can meet up with others for a chat, do homework or study, or just enjoy some time away from their home.”*

A [map is available online](#) of all the drop-in points, their opening hours and facilities.

SCAM ALERT!

Delivery Scams

The Scam

At this time of year there is likely to be an increase in delivery scams. Consumer body ‘Which?’ has highlighted one recent scam message: *“Your parcel has been redirected to your local Post Office branch due to an unpaid shipping fee”*. The link in the message leads to a legitimate-looking website with Post Office branding, where you are asked to pay for the redelivery of your parcel.

DO NOT CLICK ON ANY LINKS OR ENTER YOUR PAYMENT DETAILS. If you are unsure of an email, go via the official website of the business/organisation concerned not an email link.

Other common scam messages say that you have missed a recent parcel delivery and ask you to click on a link and pay a fee to rearrange the delivery.

How to Avoid

The Post Office has confirmed that it would never send texts about shipping fees as it doesn't deliver unpaid for items. If you need to arrange redelivery for a parcel from Royal Mail (for example, if a card is put through your door while you're out), you can do so for free at www.royalmail.com/receiving-mail/redelivery

