

GIVING A VOICE TO YOUR EXPERIENCE

Voice
of
Experience
Forum



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VOICE OF EXPERIENCE FORUM NEWSLETTER

Welcome to our Spring Newsletter

Welcome to the Spring edition of our quarterly newsletter. We are glad to see the return of lighter nights and warmer temperatures which will allow us to get on more.



Easter is a time for renewal and rebirth and should provide us all with an opportunity to re-establish acquaintances, with the many church services and events on offer to celebrate this time. It is also a time for families to get together and meet with one another. With this in mind, it is a time for new attitudes to life. Sing a song, write a poem, take a picture, go for a walk, share a recipe, join a club ...you may just make a new friend. Whatever you decide to do, let VoEF know by sending in your pictures, poems, recipes, walking routes or any other points of interest to the postal or email address below.

Community event to celebrate the King's Coronation



VoEF are holding an event to celebrate the coronation of King Charles in May.

Our event will take place at **Dalziel St Andrew's Church in Merry Street, Motherwell, ML1 1JJ, on the 3rd May, from 11am-2pm.** A hot lunch will be served to attendees and there will even be the opportunity to take part in some dancing on the day for those who enjoy doing so.

We will also be inviting other North Lanarkshire voluntary organisations to host stalls to allow those attending to hear more about the information and services they provide.

Due to the expected popularity of this event, numbers will be limited and places will be allocated on a first come first served basis. So we urge you to register your interest to avoid disappointment. Members are invited to bring a friend, who does not need to currently be a member of the Forum.

Transport may be provided for those with a severe mobility issue.

To reserve a place, call 01236 439550 or email info@voef.org.uk

VOICE OF EXPERIENCE FORUM — INCREASING DIGITAL CONFIDENCE IN NORTH LANARKSHIRE

CHATTERBOX—FINAL GROUP AND FOLLOW UP

Since our last newsletter, we have completed our final session of the current Chatterbox Project which took place at Getting Better Together, Shotts. The sessions were attended by 13 people which allowed us to fully utilize the supply of tablets purchased by the funding from the Flexible CVS Fund.



We were supported in the delivery of the programme by our partners at SKY Cares and also by Scottish Tech Army. The sessions were well attended and the feedback from the group was very positive. Once again, there was a strong social connection from those attending, all of whom commented on the confidence which they gained and the learning which followed.

With the completion of our Shotts sessions, the Chatterbox project has resulted in 49 older people receiving equipment and completing the learning required to enable them to become Digitally Confident.

Following discussions, the Trustees have decided to consider the continuation of this project. VoEF are currently seeking funding to allow the project to continue.

DIGITAL LEARNING FOR BEGINNERS

Following the completion of our Chatterbox project, we have unearthed another excellent resource, designed to help you get online, simply and easily.



Vodafone Foundation have partnered with Independent Age to bring you “Hi Digital”. “Hi Digital” is a step-by-step course designed for anyone who needs a bit of help developing their digital skills, particularly those who have rarely been online (often 65+ years old).

“Hi Digital” is a free online course developed by Vodafone Foundation. The course that consists of bite-size lessons organised around key digital themes including: The basics of internet access and how to use online devices; An essential guide to apps and features that can enhance daily life and combat isolation.

Participants can work independently or alongside a buddy over a number of weeks to complete all of the lessons. Individuals may have assistance from their children, grandchildren, or other people from their community.”

“Hi Digital’s” mission is to give everyone free access to the essential tools needed to become digitally independent. Increasing levels of digital literacy can have a positive impact on practical life and mental health. It leads to more opportunities to connect with essential services and engage socially with friends and family.”

Vodafone Foundation

 **Independent
Age**

COMMUNITY AND WIDER INFORMATION



COMMUNITY PARTNERSHIP IN ACTION

Fool on Mental Health Support Group

Fool on have FREE weekly groups running in a number of locations around Lanarkshire. The groups offer guitar/bass/piano/singing/comedy/song writing lessons and so much more. If you ever wanted to, but were too scared to give it a try, then Fool on will support you to achieve your goal.

There are groups running on the following days and times:

- Mondays** *Gowkthrapple* 1-3pm Centrepont, 70 Smith Avenue, Wishaw ML2 0LD
- Tuesdays** *Bellshill 1* –3pm Oribiston Neighbourhood Centre, Busby Rd, Bellshill ML4 2BW.
Hamilton 6.30 –8.30pm Whitehill Community Centre 9 Hunter Rd, Hamilton ML3 0LD
- Thursdays** *Cumbernauld* 1-3pm Cornerstone House Centre, 1 Esk Walk, Cumbernauld G67 1BZ
Motherwell—6.30-8.30pm Forgewood Community Centre, 49 Dinmont Crescent, Motherwell ML1 TT



MONEY MATTERS IN LATER LIFE

In later life, you may start to have new entitlements, additional costs and need information money matters you have not come across before.

Review your budget – as you retire your income will probably be less. Some costs will reduce as you won't be commuting, but cost such as heating will increase if you are spending more time at home. You may have more time to do the things you want to, but if you have a fixed income you cannot splash out and earn money to cover the cost later. Age Scotland's [Money Matters guide](#) includes a budget template you can try.

Look after yourself - If you can afford to, heat your home to reduce the risk of heart attack, stroke and premature death, replace damaged carpets which increase your risk of falls and have repairs to gas and electrical equipment carried out properly.

Find out about help with health costs - Many health costs, such as prescriptions, eye tests and dental check-ups are free in Scotland: if you have a low income you may also qualify for help with items such as glasses, wigs and travelling to hospital.

Find out about help with travel costs -If you are 60 or over, or are assessed by the National Entitlement Card scheme to be a disabled person, you qualify for free Scotland-wide bus travel. Find out more from [Transport Scotland](#). The [Blue Badge Scheme](#) helps people with restricted mobility to park close to where they need to be. You can buy a [Senior Railcard](#) to reduce the cost of some rail fares if you are 60 or over. [Scotrail](#) also has regular offers for older people. See if you qualify for help with your TV licence – you can [find out from TV Licensing here](#).

The Age Scotland Helpline **0800 12 44 222 helpline is free and confidential**

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!**

New Health & Social Care North Lanarkshire website launched



Health & Social Care North Lanarkshire (HSCNL) has launched its new website, which will make it even easier for people across North Lanarkshire to access information about services, supports available, and local health and care jobs.

The new website can be visited at: www.hscnl.org.uk



The website has a clean and modern layout making it easy to find the information people need. People will be able to access information about services in their area, including recruitment opportunities, community health services, and support for carers.

SCAM ALERT! TV Licence Scam Emails

The Scam

There have been recent reports of phishing emails purporting to be from TV Licensing which say that a recent direct debit has failed and your TV Licence cannot be automatically renewed. You are asked to click on a link to update your details.

How to Avoid

Genuine TV Licensing emails are sent from donotreply@tvlicensing.co.uk or donotreply@spp.tvlicensing.co.uk and will include the customer name and/or part of the postcode.

They will only email customers about payments if they have missed one and will not ask you to provide card details until you have signed in on their official website: www.tvlicensing.co.uk.

Council Impersonation - Roof Repairs

How to Avoid

If someone knocks at your door and says they are working for the council, ask them to wait and **close the door while you phone the council to verify their identity**. Genuine callers will be happy to wait while you do this.

If you receive an unexpected phone call purportedly from your local council, **hang up, clear the line and call the council using a publicly listed number** to verify that the call was genuine.

Don't deal with cold callers. If you need to call a trader for roofing work, find someone who has been vetted through a national or local authority approved trader scheme.