

NORTHAMPTON BOROUGH COUNCIL

OVERVIEW AND SCRUTINY



SCRUTINY PANEL 3 – DEMENTIA FRIENDLY TOWN

CORE QUESTIONS – EXPERT ADVISORS (UNO BUSES NORTHAMPTON)

The Scrutiny Panel is currently undertaking a review: Dementia Friendly Town that is investigating the town of Northampton can become a Dementia Friendly Town. The projected outcome is to make recommendations for Northampton becoming a Dementia Friendly Town

CORE QUESTIONS:

A series of key questions have been put together to inform the evidence base of the Scrutiny Panel:

1. Are you aware of what Dementia is, and its symptoms, please provide details?

As an operator of bus services we are aware of the principles of this condition and its possible effects of life changing symptoms. This is principally experienced by our drivers when interacting with our customers whom are unfortunate to suffer dementia. Unfortunately none of our current employees are experts in understanding dementia.

2. Are you aware of the effect on the health, wellbeing and the safety of people with dementia and their carers/families, if so, please provide details?

We have no thorough understanding of this. There are possibilities we would like to include this in future periodic bus driver/CPC training. The depot manager during Jan 2017 participated in a Dementia awareness group jointly in Northampton with the University.

3. Please can you supply details of the current and potential partnership working regarding supporting people with dementia.

We have been involved in a Dementia Awareness alliance meeting party of NCC, NBC and Northants Police plus Alzhymers group forum. I am not aware that any further meetings have been arranged, Uno are happy to continue our participation in these areas.

4. Are you aware of any specific groups that are not accessing services, please provide details. Unsure of the specifics of this question, awareness services or access to bus services?

5. In your opinion please provide information of the benefits of Northampton becoming a Dementia Friendly Town.

Having all operational staff to be aware of the possible effects, symptoms and training in how to handle awkward situations where customers may be lost/confused and how to obtain assistance. Sufferers could carry cards/ID in order for transport staff to obtain assistance (ie contact details of family, carers etc)

6. Do you have any other information you are able to provide in relation to a Dementia Friendly Town? No