

EC 24 / 181 (Ref EC 100/23, EC 24/19 & EC 24/145) – FINAL OCTOBER 2024

WORKPLAN ANNUAL GENERAL MEETING - 2023 - MOTIONS

Motion No & Text	Officer	Committee Responsible	Actions	Status
<p>Motion A1 (Carried) Valediction This AGM thanks Lisa Ray for her sterling services to the CSPA. Inner London</p>	GS		Certificate of Merit presented to Lisa Ray at the 2023 AGM. Vote of thanks carried.	Complete
<p>Motion A2 (Carried) Rule 3: Rule 3 (a) delete first line and insert... pensioners who are in receipt of benefits or are entitled to receive deferred benefits from: Rule 3 (b) delete in first line “and former”. Crawley & District</p>	GS		Constitution updated and issued to EC.	Complete
<p>Composite Motion A4 Includes Motions A4, A5 and A6 Moved by Executive Council and seconded by Sheffield & District (Carried) Review of Group and Regional Structure (in response to Remitted motion A17/22) “This AGM notes the Report of the Review of Group and Regional structure, in response to Remitted motion A17/22, as set out in Group Circular GC 939, and endorses the following Executive Council recommendations arising from the Working Party Review:</p>	DGS	O & R Committee	<p>EC (O&R Committee) is to explore options to address the democratic deficit.</p> <p>O&R Committee to liaise with Regional Reps on how best to engage with ‘No Group’ members in their Regions.</p>	<p>Action - Ongoing</p> <p>Action – Ongoing</p>

<p>1. Local Groups, and the volunteers who support them, are the lifeblood of CSPA and must remain central to the effective representation at local level, where members wish that to be the case. Without a viable local Group structure, it will become more difficult to attract new members and retain existing members. Currently up to 60% of members are not allocated to an open Group, which challenges the democratic basis of CSPA and the representative nature of the AGM. This democratic deficit must be addressed, with all options being explored by the Executive Committee as a matter of urgency, alongside the priority of recruiting new members to support the work of local Groups.</p> <p>2. The role and purpose of the EC Regional Representative should be strengthened, without any immediate need for constitutional changes, building on the existing capacity and commitment of active local Group representatives, to establish a Regional Forum of local volunteers across the Region, chaired by the Regional Representative.</p> <p>The purpose would be to</p> <ul style="list-style-type: none"> • find new ways to engage with members across the Region; and • provide a Regional focus for CSPA`s campaigning capacity; • enhance CSPA`s visibility across the Region; • agree local initiatives to support local Groups, where requested. • Utilise the available technology of video meetings on Zoom or Teams platforms to trial virtual Group meetings where appropriate; 			<p>New initiatives are being trialled in different Regions to engage with members in 'No Groups', and to seek to merge closing groups with open groups, or add unallocated post codes to open groups, where appropriate.</p> <p>The O&R Committee is to continue to monitor progress. GC 957/24 issued to advise on protocols for groups threatened with closure.</p> <p>EC (O & R Committee) to agree simplified protocols for merging and closing groups.</p> <p>The Greater London, North West and South West Regional Reps have advertised/held trial 'Meet your Regional Rep' events for 'No Group' members in different centres – dates and other arrangements for these events are being promoted on the website, in The Pensioner (new Regional Reps' column) and by email.</p> <p>Discussions with CSRF and Boundless on possible joint events in areas where there are no active groups across the organisations. Note - GS/DGS reports to the Campaign and O&R Committees in Sept 2024.</p>	<p>Action - Ongoing (Regional Reps to report back to O&R Committee)</p> <p>Action - Ongoing</p> <p>Action - Ongoing (Regional Reps to report back to O&R Committee)</p> <p>Action – Ongoing Opportunities for collaborative work under discussion</p>
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<ul style="list-style-type: none"> Utilise the existing resources of The Pensioner magazine; CSPA website; and social media to advertise meetings and other Regional activities and contacts; consider the scope for opening new Groups where there is no longer coverage, <p>whilst recognising that different approaches will be needed in each Region taking account of local circumstances and geography. These developments will need to be closely monitored by the Executive Council and the AGM, with any constitutional or budgetary changes being considered where a need is identified.</p> <p>3. Simplify the governance framework within which local Groups operate to remove barriers to participation and encourage informality at meetings. Simplify the process of merging closed Groups with open Groups, with a clear transparent protocol that is permissive so as to encourage local and Regional initiatives to improve the local structure of CSPA and encourage more members to get involved locally.”</p> <p style="text-align: right;">Executive Council</p>			<p>Trial events offered through Harvey Howells/Affinity with the NFOP were not well attended.</p> <p>EC (O&R Committee) is to consider the formation of informal ‘Regional Forums’. These may in due course be able to nominate and submit motions to the AGM.</p> <p>EC (O & R Committee) to review the role and remit of EC Regional Reps and consider their budgetary, constitutional and other constraints and what support they may need.</p> <p>The Future AGM (2025) Working Party was convened to review <i>inter alia</i> ‘No Group’ member representation at the AGM. This WP’s recommendations were endorsed by the EC (F&GPC) in June. The EC (O & R Committee) is to consider any constitutional or budgetary changes becoming necessary.</p> <p>July EC meeting established a further Working Group to review CSPA Democratic Structures <i>inter alia</i> – reported to Special EC meeting 26 Sept. Next steps were agreed, and the GS advised the AGM about the</p>	<p>Action – O&R Committee to discuss/note</p> <p>Action – O&R Committee to discuss & agree next steps</p> <p>Action – O&R Committee to discuss & agree recommendations to the EC</p> <p>Action – Ongoing. O&R Committee to discuss & advise the EC</p> <p>Action – Ongoing. Member survey/ Group & Branch consultation underway</p>
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			<p>member survey & Group/Branch consultation on proposed all member ballot to elect to EC posts in 2026.</p> <p>“Advice to Groups in England & Wales” – re-draft to respond to instruction (item 3) to simplify the governance & establish permissive protocols to encourage participation.</p> <p>EC (O & R Committee) to report back on progress to the 2024 AGM.</p>	<p>Action – Ongoing. O&R Committee to review revised document</p> <p>Action – Completed</p>
<p>Motion A7 <i>(Remitted to allow A8 debate)</i> Recruitment Strategy and Action Taken (in response to Motion A18/22) “This AGM notes the work done in response to Motion A18/22 to develop and implement a Recruitment Strategy to attract new members to CSPA as set out in Group Circular GC940 including:</p> <ul style="list-style-type: none"> • Better clarity of CSPA’s role and purpose through improved branding to “protect what you’ve earned”. • Delivery of a new refreshed website; • Ability to join on-line through the CSPA website; • Improved social media profile of CSPA activities; • New CRM database for improved engagement with CSPA members. <p>This AGM endorses the overall recruitment strategy of:</p>	DGS	O & R Committee	<p>Regional Forums will co-ordinate Group and Regional activities and assess their support needs. Regional meetings have reviewed & supported this work.</p> <p>Updated recruitment packs and member benefits brochures have been prepared, incorporating CSPA’s new branding and member benefits offers. Group Circulars have shared updated versions (GC 960/24).</p> <p>2024/5 Recruitment Plan/Strategy to be co-ordinated by the O & R Committee following its meeting in Feb 2024.</p>	<p><i>(Remitted)</i> Action – as noted on Comp Motion A4</p> <p>Action – complete/ subject to ongoing review</p> <p>Action – Ongoing. O&R Committee to keep under review</p>

<ul style="list-style-type: none"> • Highlighting CSPA`s brand offering at every opportunity; • Raise awareness of CSPA in the wider Civil Service organisations and community, • Resume involvement at on-line and in-person pre-retirement courses; • Publicise the individual support we provide for individual members; • Focus campaigning on Civil Service pension issues; the State Pension; and related relevant issues affecting the well-being of older people; • Promote member benefits that are attractive and relevant to our members <p>The Executive Council, along with local Groups and Branches, must continue to prioritise membership recruitment at every opportunity and ensure a sustainable basis for CSPA for the benefit and well-being of all our members.</p> <p style="text-align: right;">Executive Council</p>			<p>This includes current recruitment drives and other actions being taken including;</p> <ul style="list-style-type: none"> • McCloud Webinars • Online Joining • Social Media Campaigns • Regional Civil Service Employer Forums • Trusted Partners Initiatives (CS Sports Days, Fitness Drives, Christmas Jumper Days, etc) • Updated CSPA Promotional Video • Pensioners Awareness Week in Sept (CO/MyCSP) • Improved Member Benefits Offer • Improved Magazine Content and 'Taster' Version • CSPA`s media profile raised • Attending Departmental Events • NI Branch attending DoF Pre-Retirement Seminars • Plans for joint events with FDA 	
<p>Motion A9 (Remitted) Notwithstanding efforts undertaken to recruit more members under the current recruitment programme, our experience is that we are not aware of any recruitment activities occurring in our local area eg Abbey Wood, nor of</p>	DGS	O & R Committee	<p>Refer to the actions noted above.</p> <p>CSPA Head Office has helped by providing Recruitment Resources for Regional events on request, including</p>	<i>(Remitted)</i>

<p>the successes and benefits of being a member being communicated to potential retirees. We instruct the EC to publish a regional recruitment strategy, whilst keeping the local groups informed off the outcomes.</p> <p style="text-align: right;">Bath & District</p>			<p>for Cheltenham GCHQ events and Civil Service Sports Days.</p> <p>Groups have been advised to contact HQ if they need resources for local and regional events.</p>	
<p>Motion A10 (Carried)</p> <p>That this AGM welcomes the hard work done by the EC and HQ staff to produce and maintain up-to-date, accurate membership data, but it is concerned that it remains incredibly difficult for Groups and Branches to provide all members with important information timeously. The EC is instructed to do all it can, in conjunction with Regional Representatives, to produce GDPR-compliant ways of maximising Branch/Group access to all their members.</p> <p style="text-align: right;">Sheffield & District</p>	<p>GS / DGS / Region al Reps</p>		<p>CRM Manager has addressed previous mailing list issues & an ongoing data cleanse process is now in place to ensure improved accuracy of member records and member lists.</p> <p>GDPR advice is being accessed from CSPA's Data Protection Officer to ensure compliance and that member information is being maintained securely. DPO updated the 2024 AGM & was on hand to answer groups' & branches' queries.</p> <p>Groups notified by GC 947 23 of new arrangements to issue Group Member Lists quarterly.</p> <p>Welcome letters to new members copied to Group Membership Secretaries. 'No Group' member</p>	<p>Action – Complete. Ongoing processes now in place.</p> <p>Action – Ongoing</p> <p>Action – Complete. Ongoing processes now in place.</p> <p>Action – Complete. Ongoing</p>

			<p>welcome letters copied to Regional Reps.</p> <p>Publication of Group Event Dates/ Times/ Venues in The Pensioner and on the CSPA Website (Regional Home Pages in the Members' Area).</p> <p>New Office Manager appointment covers responsibility for the issue of Group Newsletters via HQ.</p>	<p>processes now in place.</p> <p>Action – Complete. Ongoing processes now in place.</p> <p>Action – Complete</p>
<p>Motion A11 (Carried) This Annual General Meeting is concerned that information from groups about their activities sent for publication in The Pensioner and Newsletters sent from groups to Headquarters for printing and distribution to their members does not appear in the former and is often considerably delayed in the case of the latter. This unfairly makes the groups appear inefficient. Conference therefore instructs the incoming Executive Council to ensure that content sent to HQ by groups is in future processed and dispatched as quickly as possible.</p> <p style="text-align: right;">Bedford & District</p>	GS / DGS	O & R Committee	<p>Refer to the actions noted above.</p> <p>Group/Regional/Branch Newsletters are published in the MA of the website and Group and Regional events are also advertised separately on Regional/Branch Home Pages.</p> <p>GC 963/24 advised Groups about arrangements in place and HQ team's responsibilities. DCM posts copies of Group newsletters to website and is overseeing trial of new email issue of Group newsletters alongside posting.</p>	Action – Ongoing
<p>Motion A12 (Remitted) This AGM notes that the number of active CSPA Groups continues to fall, and the number of members not covered</p>	DGS	O & R Committee	Regional Reps now issue newsletters and other updates to members in 'No Group' within their Regions by email. In	<i>(Remitted)</i>

<p>by any Group, and receiving no contact other than <i>The Pensioner</i>, continues to rise. This AGM instructs the EC to seriously consider issuing regionally based news leaflets, for members who will no longer receive the Group Newsletters to which they would otherwise be entitled. The intention includes providing such members with information about their region, such as contact details, and supporting their representation at the national AGM.</p> <p style="text-align: right;">Weymouth & District</p>			<p>future, this function could sit with Regional Forums.</p> <p>Regular 'Regional Reps' column now included in <i>The Pensioner</i> magazine to advertise Regional events.</p> <p>Regional Home Pages in the Members Area of the CSPA website are populated with notices of events and other Region-specific updates for all members to access on request from Groups and Regional Representatives.</p>	
<p>Motion A14 (Carried) In 2013, based upon the prediction that people can expect to spend up to a third of their life in retirement, legislation was introduced to raise the State Pension Age (SPA) from 66 to 67 in April 2026, and to 68 in 2044. However, the government has since asked its Actuary to remodel this prediction, to add more criteria, and to raise the SPA to 68 in 2037 rather than 2044. Before the next general election, conference instructs the Executive Council in collaboration with the NPC, to ask each political party to state the criteria and principles they would use in any future review of the SPA, and to give an undertaking that the SPA will not be raised beyond the age of 68.</p> <p style="text-align: right;">Bedford & District</p>	GS / DGS	Campaign Committee	<p>Working with the NPC to campaign against the raising of the SPA – see article in 'TP' Winter 2023 issue "68 is too late". CSPA has sponsored the NPC booklet about the SPA.</p> <p>EC delegates to the NPC to support and report back on this area of campaigning. CSPA was represented at NPC Biennial Conference in March 2024 and sent a delegation to the NPC Annual Convention in Sept 2024.</p> <p>LLA manifesto 'asks' address this and the manifesto continues to be used as a basis for introductions and discussions with MPs & Ministers</p>	<p>Action – complete</p> <p><i>Actions in response to 2023 AGM motion complete but ongoing campaign is subject to 2024 AGM motion to instruct future work</i></p>

<p>Motion A15 (Carried) Triple Lock It has been reported that the Triple Lock may be under review. As 2024 will be election year the CSPA is asked to campaign to retain the triple lock which is vital if pensions are to stay anywhere near the rate of inflation.</p> <p style="text-align: right;">Gloucestershire</p>	GS / DGS	Campaign Committee	<p>Campaign jointly with LLA partners – included in LLA manifesto launched in the House of Commons, in November 2023. Follow up meetings held with MPs Jan/Feb 2024 as reported in ‘TP’.</p> <p>LLA (with Connect) tracked parties’ pre-election manifestos to assess commitments made to Triple Lock – potential allies identified for follow up with letters/meeting requests.</p> <p>Posts on our website and social media and articles in ‘TP’ by the DGS and others.</p>	<p>Action – complete</p> <p><i>Actions in response to 2023 AGM motion complete but ongoing campaign is subject to 2024 AGM motion to instruct future work</i></p>
<p>Composite Motion A16 Includes Motions A16 and A17 Moved by Crawley & District and seconded by Gloucestershire (Carried) The Over 80s 25p Age Addition and the £10 Christmas Bonus have reached the point where they are regarded as derisory and almost insulting, and they must cost millions to administer. This AGM therefore urges the EC to campaign for them both to be incorporated into an appropriate increase in the State Pension to be implemented for everyone.</p> <p style="text-align: right;">Crawley & District</p>	GS / DGS	Campaign Committee	<p>Campaign jointly with LLA partners – included in LLA manifesto launched in House of Commons, Autumn 2023. Follow up meetings with MPs Jan/Feb 2024.</p> <p>Posts on our website and social media.</p> <p>Autumn announcements & the Budget Statement were monitored for this but the issue was not addressed. GS/DGS continue to raise in meetings with MPs and Ministers.</p>	<p>Action – Complete</p> <p><i>Actions in response to 2023 AGM motion complete but ongoing campaign is subject to 2024 AGM motion to instruct future work</i></p>
<p>Motion A19 (Carried) That this AGM notes that discussions are taking place to decide who will administer Civil Service pensions from</p>	GS	Campaign Committee	<p>Note – CSPA not a party to the decision to appoint but we are consulted as stakeholders.</p>	<p><i>Actions in response to 2023 AGM</i></p>

<p>2025. It further notes the detrimental effect for our members caused by the actions of a previous service provider. The EC is instructed to ensure CSPA is fully engaged with the process of deciding who will operate the payment of Civil Service Pensions from 2025 and do all it can to prevent future detriment to Civil Service Pensioners.</p> <p style="text-align: right;">Sheffield & District</p>			<p>Officers continue to raise queries with Cabinet Office in regular meetings and update the EC – these will continue throughout transition to new providers.</p> <p>CSPA seeking an early introductory meeting with Capita.</p> <p>DGS Report in the Autumn '24 issue of The Pensioner.</p> <p>Written assurances from CO on the continuance of CSPA voluntary deductions arrangements for member subscriptions have been secured.</p> <p>PPCM raises issues picked up case by case regularly – ongoing.</p>	<p><i>motion complete but ongoing campaign is subject to 2024 AGM motion to instruct future work</i></p> <p>Action – complete</p> <p>Action – complete</p>
<p>Motion A20 (Carried) The conference expresses concern at the increased reliance upon, and assumed greater effectiveness of communication with GP's, being better served for pensioners and the elderly through the use of smart phones. Conference calls on the CSPA Executive Council to draw the Department of Health's attention to the need to provide an alternative for those patients without the required electronic information equipment and/or skills to use it.</p> <p style="text-align: right;">Bedford & District</p>	DGS	Campaign Committee	<p>DGS represents CSPA on the NPC Digital Working Party and feeds back.</p> <p>LLA manifesto covers this and other forms of Digital Exclusion.</p> <p>Joint campaigning with Independent Age, Age UK and others on this.</p> <p>CSPA's Health & Care Advisor requested to raise with the relevant</p>	<p><i>Actions in response to 2023 AGM motion complete but ongoing campaign is subject to 2024 AGM motion to instruct future work</i></p> <p>Action – ongoing</p>

			<p>NHS and other health sector organisations and to advise / report back accordingly.</p> <p>BC Technology's support and advice is offered free to members – CSPA promotes this in the magazine and on the website. They can assist members who are trying to use smart phones and other devices to access services.</p> <p>Independent Age offer free online training modules for older people to access, individually or supported by their family members or carers as needed. CSPA has promoted this offer to members to assist them if they wish to become more confident IT users.</p>	<p>Action – complete</p>
<p>Motion A21 (Carried) This AGM expresses its increasing concern the rapid move to digital services without any consultation with organisations representing older people and disabled people. Of particular concern is the move to conduct financial transactions via an app on a smart phone. Many elderly and disabled people do not have smart phones and many do not want to conduct banking or payment via an app on their phone. The recent move to car parking charges being paid by app, in particular, means that many older people are unable to use car parks and thus this effects their ability to socialise.</p>	<p>DGS</p>	<p>Campaign Committee</p>	<p>DGS represents CSPA on the NPC Digital Working Party and feeds back.</p> <p>LLA manifesto covers all forms of Digital Exclusion, but specifically highlights reduced access to financial services and the need for alternatives.</p> <p>Joint campaigning with Independent Age, Age UK and others on this.</p>	<p><i>Actions in response to 2023 AGM motion complete but ongoing campaign is subject to 2024 AGM motion to instruct future work</i></p>

<p>The EC is instructed to campaign with other organisations to ensure that all options for financial transactions are available to older and disabled people.</p> <p style="text-align: right;">Birmingham & District</p>			<p>CSPA website articles and social media posts to highlight the impact on older people.</p> <p>CSPA raised these issues at meeting with Simon Hoare MP on 29 April, when he was Minister for Local Govt.</p>	
<p>Motion A22 (Carried) This AGM instructs the Executive Council to seek from Government a commitment to protect the elderly and vulnerable from the introduction of car parking by smartphone app when mobile phone operators switch off the 3G data networks which power parking meters in a move that will force local councils to scrap existing contactless and payment by card parking machines, leaving those groups already at risk of digital exclusion vulnerable to missed appointments, confusion over where and how to park, and the risk of incurring parking fines. At the very least, if an exemption for vulnerable groups disadvantaged by age, disability or income cannot be provided, then payment in notes of coins, with change returned, must be retained if the cost of upgrading to the 4G network is not an option.</p> <p style="text-align: right;">Bristol</p>	DGS	Campaign Committee	<p>DGS represents CSPA on the NPC Digital Working Party and feeds back through the regular 'Connections for All' newsletter.</p> <p>LLA manifesto covers all forms of Digital Exclusion. Joint campaigning with the NPC, Independent Age, Age UK and others on this. CSPA website articles and social media posts to highlight the impact on older people.</p> <p>CSPA raised these issues at meeting with Simon Hoare MP on 29 April, when he was Minister for Local Govt.</p>	<p><i>Actions in response to 2023 AGM motion complete but ongoing campaign is subject to 2024 AGM motion to instruct future work</i></p>
<p>Motion A23 (Carried) This AGM remains concerned regarding the impact of information technology (IT) and its use (or lack of use by older people). Even where older people may have access to current IT equipment enabling them to make use of the internet and</p>	DGS	Campaign Committee	<p>BC Technologies have a regular column in 'TP' and their IT Helpline number is in the magazine and in the website's MA.</p>	<p><i>Actions in response to 2023 AGM motion complete but ongoing campaign is</i></p>

<p>such facilities, unfortunately their ability to utilise this may diminish with age. When linked to the existing numbers of older people who cannot afford to use IT equipment or prefer not to, it still remains an essential aspect of the CSPA's policies and activities to ensure that alternative facilities remain available for older people to remain in touch. This needs to include access to reliable telephone landline services, postal services and local branches of the banks and such other service providers.</p> <p>The Executive Council is instructed to ensure this issue continues to be a priority to be pursued with government and relevant agencies as necessary to maintain the welfare of members, interests and to prevent government and other service providers breaching the Equality Act 2010.</p> <p style="text-align: right;">Crawley & District</p>			<p>BC Technologies provided a presentation on how to protect yourself against fraud and scams at the 2024 AGM.</p> <p>Website article to promote free advice services from BC Technologies for CSPA members.</p> <p>Free webinars on how to avoid scams are promoted in the Members Area of the website.</p> <p>Independent Age's free online tutorials (refer notes against Motion A20 above) promoted to members.</p> <p>Article for The Pensioner about how to protect yourself (including the need for up-to-date versions of software) – letter submitted by RW for inclusion in the Summer '24 issue.</p> <p>Front cover and headline article in 'TP' Autumn '24 issue.</p>	<p><i>subject to 2024 AGM motion to instruct future work</i></p>
<p>Motion A24 (Carried) The CSPA Annual General Meeting (AGM) recognises that there has been continual failure of the Westminster and Devolved Governments in Scotland, Wales and Northern Ireland to deliver fully costed and comprehensive Social</p>	GS	Campaign Committee	Over-arching campaign outlined in the LLA manifesto. GS/DGS and other LLA representatives holding meetings with MPs.	Action – campaign is ongoing

<p>Care Systems throughout the four countries of the United Kingdom. This has put an unfair and unreasonable burden on older people who have to pay disproportionately high fees, in many cases this has led to the sale of family homes to meet the costs incurred. This CSPA AGM calls on the Westminster Government and the three Devolved Administrations to finally resolve this outstanding issue which is of supreme importance to older people and their families. We want to see a National Social Care System, established with National Standards, but designed and developed within the Framework of the Devolved Nations of the UK. This matter, of critical importance, can no longer be placed on the long finger. It is essential that all the four Governments of each of the countries of the United Kingdom commit to seeking a consensus to deliver an historic National Social Care System throughout the UK.</p> <p style="text-align: right;">Northern Ireland</p>			<p>LLA/Connect considering how best to take forward the health and social care element of the manifesto asks. LLA partners have written introductory letters to both Chancellor Rachel Reeves MP and Liz Kendall MP, Sec of State for Work & Pensions, including our 'asks' in this area.</p> <p>LLA to respond to Chancellor's cancellation of the introduction of cap on lifetime care costs.</p> <p>NPC campaigns.</p> <p>CSA (Care and Support Alliance) – CSPA are now affiliated. GS attends CSA meetings regularly to offer support for CSA campaigns and report back to EC. Updates have been provided in 'TP', Group Circulars, E-newsletters and on the website about the SUYC (Show Us You Care) activities pre- and post- Election.</p> <p>Support other organisations such as Age UK, Independent Age, Age-Friendly London, Carers UK and others in their campaigns.</p> <p>CSPA is a member of the Carer Poverty Coalition and has co-signed</p>	<p>Action – CSPA to write similar letters to Ministers in Wales, Scotland and N Ireland with Connect's assistance</p>
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<p>Composite Motion A25 <i>To include Motions A25 and A26 Moved by Cambridge & District and seconded by Inner London (Carried)</i></p> <p>This AGM applauds the sterling services rendered by local authority social workers to elderly clients, including those living with dementia and other mental health conditions. It notes with concern, however, that when surveyed by Unison in 2022, 89% of adult social care workers were worried about their ability to provide a good service, and 73% felt their workload to be excessive.</p> <p>The impact of continuing funding cuts to local authority services, even those statutorily required, plus increasing numbers of social workers leaving the profession, risks – for example – delays to care assessments of elderly people awaiting discharge from hospital, and reduced support for people to remain in their own homes.</p> <p>This AGM therefore instructs the EC to campaign, and to support campaigns by partner bodies, for increased</p>	GS	Campaign Committee	<p>See also actions against Motion A24 above.</p> <p>The Editor to commission an article for 'TP' to encompass the need for increased Local Authority funding for Social Care and what to do if you or your relative needs social care.</p> <p>Support campaigns in this area through Carers UK/Age UK.</p> <p>GS letter to Michael Gove MP, former Secretary of State, and to the Chair of Local Government Association. Follow up meeting held with GS/DGS and Mairead Rooney, of the LGA on 5 March 2024, and another with Simon Hoare MP, former Pensions Minister, took place on 29 April 2024. The GS</p>	<p><i>Actions in response to 2023 AGM motion complete but ongoing campaign is subject to 2024 AGM motion to instruct future work</i></p> <p><i>Note – the Editor is to include the article in 'TP' in early 2025.</i></p>

<p>government funding for social work, enabling vacancies to be filled and frontline workers adequately paid.</p> <p style="text-align: right;">Cambridge & District</p>			<p>reported back on these meeting in the Summer '24 issue of 'TP'.</p>	
<p>Motion A27 (Carried) This conference believes greater efficiency within the NHS could be achieved by establishing a reablement service, so as to give paramedics and ambulance crews on call-out to the elderly the option to use this for patient care at home rather than the default of joining a queue at A&E. Conference instructs the CSPA Executive Council to seek the support of the Local Authority Association and Department of Health to investigate the case for such a change.</p> <p style="text-align: right;">Bedford & District</p>	<p>GS</p>	<p>Campaign Committee</p>	<p>Debate at 2023 AGM highlighted inconsistencies across the UK – local campaigning by Groups to be encouraged in areas where reablement services are deemed to be poor.</p> <p>PPCM's advice sheet 'How to choose a care home" made available to members by email and via the website – this includes helpful advice on how to access social care when needed.</p> <p>Connect assisted with GS letters to the former Secretary of State, Victoria Atkins MP, and Chair of Local Government Association, and to Robin Swann, NI Minister for Health, about this and our wider demands for improved health and social care. Positive meeting with LGA representative about how CSPA can assist in promoting and supporting their campaigns for improved funding for these local services.</p> <p>Further work on this issue - with the NHS/Dept of Health – has been</p>	<p>Action – complete</p> <p>Action – complete</p> <p>Action – ongoing</p>

			referred to CSPA's Health Policy Adviser for follow up.	
<p>Motion A28 (Carried) That this AGM welcomes the decision to conjoin Health and Social Care in political planning since our last AGM, but deplores the fact that this is still not reflected in any changes day-to-day funding and provision conflicts, particularly around people needing to move on from health care to appropriate social care. This fractured process is an increasingly difficult issue for many of our members, and their families. As we approach the next General Election, the EC is instructed to work with partner organisations to lobby political parties to introduce effective unified policies, organisation and support to better facilitate these transfers in future.</p> <p style="text-align: right;">Sheffield & District</p>	GS	Campaign Committee	<p>See above.</p> <p>The need for a national health and social care framework, free at the point of use, is addressed in the LLA manifesto and is also included as part of our LLA 2025 General Election Toolkit. The GS reported on this in the magazine, Group Circulars and e-newsletters, as well as on the website, to encourage member engagement.</p>	<p>Action – Complete.</p> <p><i>Actions in response to 2023 AGM motion complete but ongoing campaign is subject to 2024 AGM motion to instruct future work</i></p>
<p>Motion A29 (Remitted) NHS Waiting Lists This AGM is appalled at the long waiting lists for treatment and operations for elderly people and agrees that the EC should campaign to ensure that waiting lists are shortened so that elderly people are not forced to consider spending their life savings for private health treatment so as to alleviate their pain and distress, thus causing them and their families unnecessary expense and trouble.</p> <p style="text-align: right;">Inner London</p>	GS	Campaign Committee	<p>Motion was remitted due to its reference to private healthcare.</p> <p>Incorporated into over-arching Health & Social Care campaign with the LLA and others.</p> <p>NPC Working Party – CSPA's Health & Care Advisor participating.</p> <p>Further work on this issue - with the NHS/Dept of Health – has been referred to CSPA's Health Policy Adviser and the NPC for follow up.</p>	<i>(Remitted)</i>

<p>Motion A30 (Carried) Individuals found difficulty in determining where Spring 2023 covid19 vaccine centres were located given there was little publicity. The Executive Council is instructed to press the Government and NHS to publicise widely the locations of all future vaccine centres, together with how to book an appointment and the dates of the walk-in centres before the start of the vaccination programme.</p> <p style="text-align: right;">East Devon</p>	GS	Campaign Committee	<p>The NHS and GP surgeries have relied widely on digital communications in this regard. GS/DGS Reports in the magazine have covered digital exclusion with specific mention of access to health services. These issues are also referred to in the Digital Exclusion section of the LLA manifesto.</p> <p>Website and social media posts to raise awareness – these are to be updated in the Autumn, when the roll out of seasonal vaccinations is publicised.</p> <p>Further work on this issue - with the NHS/Dept of Health – has been referred to CSPA’s Health Policy Adviser and the NPC for follow up.</p>	<p>Action – campaign is ongoing</p> <p>Action – Autumn website updates</p> <p>Action - CSPA Health & Care Advisor due to report back</p>
<p>Motion A31 (Carried) This AGM is concerned at the continuing decrease in local and rural bus services which in particular inhibit older people from leading active lives, undertaking essential domestic journeys and in some cases from volunteering. The EC is therefore instructed to maintain pressure on the Government to ensure that, with the future demise of internal combustion engines, Transport companies maintain comprehensive services throughout the country.</p> <p style="text-align: right;">Crawley & District</p>	GS / NPC Rep tbc	Campaign Committee	<p>CSPA input into the NPC’s Transport Committee.</p> <p>Consider local and regional campaigns – Connect to advise on lobbying Mayors and LA/County Councillors.</p> <p>EC member represents CSPA at the NPC’s National Bus Week and works with the NPC on these campaigns.</p>	<p><i>Actions in response to 2023 AGM motion complete but ongoing campaign is subject to 2024 AGM motion to instruct future work</i></p>

<p>Motion A32 (Carried) This AGM recognises the success of the recent Bus Conference held under the auspices of the National Pensioners Convention in York. All the organisations there resolved to organise a National Bus Week and campaign to Improve bus services. This AGM instructs the EC to join this campaign to improve services both local and metropolitan.</p> <p style="text-align: right;">West Yorkshire</p>	DGS / NPC Rep tbc	Campaign Committee	See also above. EC representatives attended the NPC Convention and National Bus Week events. CSPA continue to support this campaign through active NPC involvement.	<i>Actions in response to 2023 AGM motion complete but ongoing campaign is subject to 2024 AGM motion to instruct future work</i>
<p>Motion A33 (Carried) This AGM expresses its concern at the increase in the use of E.Scooters on public streets. It is recognised that these are rented E.Scooters, as the use of privately-owned E.Scooters is illegal in public places. However, reports on trials across the country have downplayed the problems encountered by pedestrians, sometimes including serious injury. Whilst recognising the benefits of these vehicles, we urge the EC to make representations to ensure that (A) the safety of pedestrians is given priority and (B) illegal or dangerous use of the E.Scooters is properly enforced by the Police and Local Authorities and (C) ensure that the necessary infrastructure is in place for the use of these vehicles.</p> <p style="text-align: right;">Birmingham & District</p>	GS	Campaign Committee	GS to investigate and advise on opportunities to support the NPC and Age UK transport sections in their campaigns. NPC Transport Working Party have covered this. GS working with the National Federation for the Blind UK, who do a lot of research and campaigning in this area. Members have been updated via the website and in The Pensioner.	Action – Complete. <i>Actions in response to 2023 AGM motion complete but ongoing campaign is subject to 2024 AGM motion to instruct future work</i>
<p>Composite Motion A34 Includes Motions A34 and A35 Moved by <i>Bristol</i> and seconded by <i>Scarborough & District</i> (Carried) This AGM instructs the Executive Council to seek from Government a commitment that it will take steps to address</p>	GS / DGS	Campaign Committee	DGS participates in the ONS's RPI/CPI User Group and reports regularly in 'TP' on this.	<i>Actions in response to 2023 AGM motion complete but ongoing</i>

<p>the inherent unfairness and need of consistency in the treatment of CPI pension and benefit increases versus the practice of companies providing essential public services of using the RPI with a percentage addition to justify utility price increases. Increases which place those services, which include rail fares, gas and electricity increases, and mobile phone and internet services, beyond the reach of the elderly and vulnerable groups who depend on them. A unified system must be introduced to replace the current practice of utility providers adding an unjustified and unexplained percentage addition to price increases which outstrip annual benefit and pension uprating, noting the RPI typically runs ahead of CPI by a percentage point or more.</p> <p style="text-align: right;">Bristol</p>			<p>(Note for reference – the PSPC submitted CSPA-drafted evidence to the Government review of RPI in 2020)</p> <p>CSPA supports Independent Age and Age UK campaigns against Fuel Poverty and the promotion the need for universal Social Tariffs to be made available by utilities providers</p>	<p><i>campaign is subject to 2024 AGM motion to instruct future work</i></p>
<p>Motion A36 (Carried) After years of savage public expenditure cuts most public and local authority services are now devastated with many essential services failing to reach even basic service standards due to inadequate staffing and resources. Often essential personal services are curtailed or disbanded causing anxiety and distress to many and particularly to the elderly or disadvantaged. The EC is urged to press the Government to recognise and speedily address the staffing and resource needs of all public services along with adequate LA resourcing in order to urgently restore the high standards of public and local authority services that are urgently needed.</p> <p style="text-align: right;">Teesside</p>	GS	Campaign Committee	<p>GS letters sent to the Secretary of State and Local Government Association about this. GS letters sent to Michael Gove MP, former Secretary of State, and to Chair of Local Government Association. Follow up meeting held with GS/DGS and Mairead Rooney, of the LGA on 5 March 2024, and with Simon Hoare MP, former Pensions Minister, took place on 29 April 2024. The GS reported back on these meeting in the Summer '24 issue of 'TP'.</p>	<p><i>Actions in response to 2023 AGM motion complete but ongoing campaign is subject to 2024 AGM motion to instruct future work</i></p>
<p>Motion A37 (Carried) Photo ID at Elections</p>	GS	Campaign Committee	<p>GS to circulate the Electoral Commission's Report (Sept 2023) to members of the EC for their</p>	<p>Action – complete</p>

<p>This AGM notes with concern that the new Photo ID requirements at elections, imposed by the Government in the face of considerable opposition, and which were recently candidly described by a former Cabinet Minister as “gerrymandering”, resulted in 14,000 people, including older and vulnerable people, being denied their right to vote at the recent local elections. It is also estimated that up to 400,000 people may have decided not to vote because of the new requirements.</p> <p>The Electoral Commission has expressed concern about some of the emerging evidence and is working on a broader report, currently scheduled to be published in September 2023. The Association of Electoral Administrators has said that unsystematic changes to the UK electoral systems raise the risk of major problems at the next General Election.</p> <p>This AGM directs the Executive Council to study the forthcoming Electoral Commission report with interest and to join with like-minded organisations in calling for future elections in the UK to be easily accessible to every eligible person.</p> <p style="text-align: right;">West Mercia</p>			<p>consideration. Note – Sept Report unavailable / EC press statement (June 2023) circulated (EC 24/144).</p> <p>CSPA updates (magazine, website, e-newsletters and circulars) to include reminders about the need to take photo ID when voting and/or the need to register for a postal vote in advance.</p>	<p>Action – complete</p>
<p>Motion A39 (Carried)</p> <p>This AGM notes with concern the very slow rollout of banking hubs, with only four of a proposed forty-six having been opened. This AGM demands the speedy rollout of the hubs in view of the accelerating closure of bank branches, and instructs the EC to join the campaign to get these banking hubs open as soon as possible.</p> <p style="text-align: right;">West Yorkshire</p>	DGS	Campaign Committee	Refer notes against Motion A21 above.	<p><i>Actions in response to 2023 AGM motion complete but ongoing campaign is subject to 2024 AGM motion to instruct future work</i></p>

<p>Motion A40 (Carried) This AGM is concerned at the ever-growing instances of scams and fraud particularly aimed at old or vulnerable people. It is noted that many of the frauds are very similar in content and method. The EC is instructed to give as much publicity as possible to the type of scams – phone and email in particular – that happen. Publicity such as in circulars, The Pensioner and on the CSPA website to give members up to date information and assistance in avoiding the scams and how and where to report them is needed.</p> <p style="text-align: right;">Birmingham & District</p>	GS / DGS	Campaign Committee	Refer notes against Motion A23 above. BC Technologies provided 2024 AGM presentation on how to protect yourself against fraud and scams. Autumn 2024 issue of The Pensioner – cover and feature article	Action – Complete
<p>Motion 41 (Remitted) This AGM is concerned at the developments involving the use of artificial intelligence (AI) and how this may impact on the interests of older people. Whilst AI may have very significant benefits its introduction and development is moving forward at a very worrying pace. Although it might legitimately be expected that AI was most likely to affect those individuals who utilise information technology and the internet, the introduction of the use of AI for facial recognition and other uses may affect all members in ways that have yet to materialise. The Executive Council is instructed to make the use of AI a priority issue to ensure that members are properly and fully protected as necessary.</p> <p style="text-align: right;">Crawley & District</p>	GS	Campaign Committee	This is part of a much wider and rapidly developing situation – hence, it is not a priority for the EC at present – to monitor only.	<i>(Remitted)</i> Action – EC members to monitor developments & report back
<p>Motion A42 (Carried)</p>	DGS	Campaign Committee	DGS to liaise with the North Wales Group and enlist help from Connect as	

<p>The AGM instructs the Executive Council to seek, from the Welsh Assembly /Senedd Cymru an assurance of their commitment in resolving the following issues in Wales; we feel the most appropriate avenue to follow is through the Welsh Older People’s Commissioner – Helen Herklotz.</p> <p>Health - Betsi Cadwaladr is once again in Special Measures from February this year; it’s important to note they were under Special Measures from 2015 – 2020 with the same issues of mismanagement, also a lack of acceptable accounts where monies had disappeared into the ether. Although the Pandemic and more recently the strike actions of Doctors and Nurses has impacted on the service they are able to provide, this is totally unacceptable and needs to be addressed sooner rather than later.</p> <p>Social Care in Wales is probably at its lowest ebb with shortages of staff due to individuals leaving the profession because of the pressures of work increasing and low pay; also many Care Homes have closed and those that remain, are full which has an impact on older patients in hospital awaiting discharge who are taking up much needed beds.</p> <p>Environment - Concern has been expressed about a continuing problem regarding the pollution in rivers across Wales; Welsh Water / Dwr Cymru have failed in their attempt to resolve this issue over a number of years and given their motto is, “We’re a not-for-profit water company”, is a contradiction in terms.</p> <p>Transport - The Public transport across Wales varies from County to County with rural areas worst hit over the last few years, whereas many bus and some train services have been lost and unlikely to be reinstated.</p> <p style="text-align: right;">North Wales</p>			<p>needed. Letter to be drafted and sent to the Welsh Government and Older People’s Commissioner in Wales.</p> <p>Letter delayed by leadership election in March 2024 and subsequent political turmoil in the Assembly. DGS to liaise with the remaining local group in Wales on a letter to the newly appointed First Minister for Wales with support from Connect.</p> <p>LLA letter of congratulation and introduction is also to be sent to the new Leader of Welsh Assembly.</p>	<p>Action – ongoing</p> <p>Action – complete</p>
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<p>Motion A43 (Remitted) The BBC The BBC have announced that they will stop Standard Definition (SD) broadcasts on the FREESAT platform in 2024 and switch to Higher Definition (HD) broadcasts only. The BBC have already stopped local news bulletins in SD. This means that pensioners are faced with the cost of buying new HD television sets (and satellite equipment) when their current TV sets are perfectly functional. We call upon the EC to enter in common with others, discussion with the BBC with a view to retaining SD broadcasts on FREESAT.</p> <p style="text-align: right;">Inner London</p>	GS / DGS	Campaign Committee	Does not only apply to the BBC but also most other channels. The BBC and Sky have made efforts to put in place replacement schemes for obsolete systems. Older TVs may not be able to connect to the new systems. CSPA to campaign with partners to ensure people are not disenfranchised in this way and more broadly to raise other related issues.	<i>(Remitted)</i> Action – deemed complete as this issue is no longer 'live'
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Actions C/F from 2022 AGM Workplan				
Motion A2 / 22 Rule 3 (a) amendment <i>et al</i>	DGS	O&R Committee	Motion to the 2024 AGM to amend Rule 6 c (ii)	EC Motion to the 2024 AGM Action – Complete
Motion A15 / 22 CSPA Code of Conduct	GS, DGS		Code to be reviewed annually by the EC from December 2023	Reviewed - Dec 2023 Action – Complete
Motion A18 / 22 CSPA Recruitment Strategy	DGS	O&R Committee	Ongoing need to report on progress against strategy/objectives	C/F to 2023 AGM Workplan Action – Complete. Subject to ongoing O&R Committee review.
Motion A19 / 22 (Remitted) The EC to consider AGMs in alternating formats (online and 'in person')	EC	O&R Committee	Working Group reviewing options with a view to making recommendations to the EC in April 2024	EC proposals on future AGMs for 2024 AGM Action – Complete
Composite Motion A27 / 22 <i>To include Motions A27, A28 & A29</i> Cost of living crisis - impact on pensioners	GS DGS Editor	Campaign Committee	Articles published in the Winter 2022, Spring 2023 and Summer 2023 issues of the magazine	2024 magazine issues to cover continued impact of the high cost-of- living / causes of high inflation Action – Complete

<p>Motion A32 / 22 The Warm Discount Scheme does not apply in N Ireland</p>	GS		<p>GS letter sent to NI Minister, Gordon Lyons on 13 February – GS and NI Branch representatives to attend meeting with Angus Kerr, Director of Climate Change Division, on 23 April 2024. Connect update awaited – next steps to be determined.</p>	<p>Letter to Secretary of State (with NI Branch) Action – Ongoing</p>
<p>Motion A49 / 22 Equality Act 2010 does not apply in N Ireland - no legislation against Discrimination on grounds of Age</p>	GS / DGS		<p>Approach Age Platform Europe and Commissioner for Older People in NI regarding human rights/discrimination issues. GS letters to NI Ministers, Naomi Long and Gordon Lyons, in this regard have been acknowledged.</p>	<p>Letter to Secretary of State (with NI Branch) Action – complete</p>
<p>Motion A54 / 22 Cuts to LA budgets and closure of public toilet facilities</p>	EC		<p>Relevant campaigns to be publicised and supported and CSPA groups to lobby locally. EC sent an update under cover of EC 24/37 (IQ newspaper article).</p>	<p>EC rep to the BTA to report back – ongoing. Action – complete.</p>