

PARTNERSHIP SOUTHWARK STRATEGIC BOARD

Questions received from the public with responses

MEETING DATE: 1 September 2022



Working together to improve health and wellbeing for the people of Southwark

This is response to questions at 1 September and 3 November 2022 meetings. The response document is published on the SEL ICS's website. Where a question was raised on behalf of a group, the person's name is listed below; where the person did so as an individual, then their name has not been published.

Question 1	<i>In the hall of my house is a pair of crutches, I have had them for a number of years, where can I take these to as I can't find this information anywhere.</i>
Response	<p>Returning Equipment</p> <p>If you did not purchase your equipment and it is on loan to you, it must not be sold or disposed of. When you no longer require the equipment that is on loan, please contact the department that supplied you the equipment to see if they can accept the return and offer it to another person.</p> <p>Alternatively, you may find the below helpful;</p> <ul style="list-style-type: none">❖ <u>Medequip Returning Equipment (medequip-uk.com)</u>❖ Donate to charities that recycle equipment - There are several charities that accept donations of used disability equipment but please contact them in advance to check that they can use the items you have to offer and in most cases, you will need to arrange delivery of the equipment, so try the nearest to you.



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Question 2	<i>A lot of tenants in Southwark cannot find outlets that will accept the energy vouchers issued and one resident has no heating. It was asked if a list of outlets could be issued to circulate to tenant groups or made available online.</i>
Response	<p>If you get vouchers you will need to redeem them at a top-up point. Your supplier will tell you where to redeem them, for example at a Post Office branch or a PayPoint shop.</p> <p>Payzone outlets are unable to accept the vouchers.</p> <p>The nearest PayPoint or Post Office branch can be found here: https://consumer.paypoint.com/ https://www.postoffice.co.uk/branch-finder</p>

