**Your Say Minutes**

**Time & Date: Thursday 30June, 2 – 3.30pm**

**Where: Meeting Room, The DAAC.**

**Chair: Gareth Bubbins**

**Attendees: Bob Burgis (BB), Amanda Winterburn (AW), Philip Moshi (PM), Susan Pitt (SP), John Clark (JC), Rachel Blagg (RB), Wendy Micklewright (WM), Jennifer Churchill (visiting Labour councillor for Teddington)**

**Apologies: Alan Benson (AB), Gareth Savin (GS), Paul Leonard (PL), Linda Webb (LW), Elizabeth Chambers (EC)**

**Note taker: Sue Robson / Sian Austin**

| **No.** | **Agenda Item & Discussion**  | **Action** **Who** | **By When** |
| --- | --- | --- | --- |
|  | **Actions from Previous Minutes** |  |  |
|  | * GP Charging – Amend YourSay PIP document to mention that GPs may charge and that the PIP process is prone to delays/slow – AM /AB

AM talked to GPs – some will charge, some won’t, discretionaryNo list of who charges – would be a huge document – luck of the drawRe producing documentation for PIP claimsDistribution of PIP documentation – issues resolved and new doc produced with amendments – will be going out* SP Video – TFL were with SP on her walk to station – try and find out who they were – SP

Sue spoke to Mike Gilroy and got contact from TFL person but they had moved on, have another name – Clare – only aware of one part of TFL issue not of the other – will try to find out more from predecessor – happy to come out on site walk with Sue – up to Clare to get back to Sue. Apparently have looked at one issue (private stuff – not v positive ) but will take time – simpler issue not looked atAlso spoken to councillor – not one she phoned – to tell about issues – wanted to make some enquiries and will get back to Sue – phoned Paul Martin but another Paul called backRe journey to get to Barnes station – difficulties on TFL and alternative routes involve going across private land. 2 video shots of what the journey is like but no progress re improvement. Crossing road, mud, bad underfoot, poor access to station – have a neighbour in nearby estate who has same problems – Sue pointed out to Mike that there are 2 peoplePM suggested ask friend on neighbouring estate – sue has given her details to him but he hasn’t contacted herNeed to talk about private land – who owns, better access – council needs to do their job – need to go to land registryAlternative stay on train to Putney and take bus backLong running issueWM mentioned programme on radio 4 – In Touch – worth getting in touch?**Action: someone from council to come back about who owns land and contact on behalf. Does some of land come under Network Rail ?****Action: update next meeting - SP****Action: advocate to support Sue – speak to Amelia – Sue agrees – Completed*** BB to get in touch with Mike Gilroy and give him a prompt

Overtaken by events. Mike knows the situation – councillor going to get info from Mike (we think) - **Completed*** Is there a copy of accessible toilets leaflet – AW gave Sue Robson (SR) a copy to bring to the meeting – AW

AW gave Sue a copy of the community toilet scheme – map of borough and loos part of scheme and which ones are accessible**Action: AW will get more copies - AW**Can get leaflet in braille, other languages and large print findd out how often it is updatedNot much help if you can’t see – Sue would like an emailed copy**Action: SP and AW will work together to see what formats available** **Action: SR to let AW have SP phone and email - SR****Action: decide next month how to distribute** – **ALL*** Publicise Mobility Forum – ALL

Bob to summarise last meeting under AOBImportant and relevant guests attendLow attendance on Monday – possibly because of Wimbledon!Next meeting in Sept but booking rooms a bit of an issue at the momentSP suggested another venue but BB says difficult enough to get people to TwickenhamWhat will happen if combine with Wandsworth forum?Needs to be easy to get toCouncil staff coming along adds to the value even if actual audience numbers are lowPresentation, q&a and another presentation – 3 or 4 presentations during forum. Started with SW trains – have let Bob down 3 times – turned up at last meeting, good presentation. Most things promised over the year now shelved as SW trains renegotiating the contract – part of Stagecoach – due in FebruaryStation refurbishment, eg lifts, been put back – Barnes 2019 at the earliest. Whitton won’t be done until after Feb. Twickenham was going to be upgraded before the rugby world cup but didn’t happen. May start in 2018 TFL did a good presentation – what they are going to do – in line with what told at regional meeting. No promises – everything changing and budgets down – lots of things promised won’t happen.**Action: BB to update at next meeting*** Fairness for all survey - circulate documents – FFAS and DRILL separately – AM

Documents circulated by Amelia on 4 June.FFASFFAS was a survey about disabled people’s experiences in the borough – the way people interact with them, welfare and benefitsWhat came out of the LB Richmond survey is that only 1 person suffered a hate crime. Our FFAS survey showed 11 instances of hate crime – far more than official records showed over same timeframeDiscussed rerunning the survey – good idea – 80 people last time**Action: GB to advise CM that the Forum agreed the survey should be re-run**.**Action: All to review the original survey to see if it needs amending and respond to GB before the next meeting**.**Action: GB to summarise responses to CM**JC (Labour councillor) raised anomaly and police will look at it to see if they can encourage reportingNew hate crime forum in Richmond – 1st meeting Monday 18 July, 6-8pm York House. (more info from report GB has) community safety partnership**Action: AM going and AW will try to go. Amelia to feed back**WM commented that she prefers to be called a survivor of hate crime not victim**DRILL** – details in notes sent out with the meetingYS will get involved. The general approach set out in the paper was agreed**Action: think about questions on 2nd page** Feedback for next meeting **Action: Send document out again by email – with minutes**Cathy asked for feedback after recent voting about access issues**Action: Feedback to GB before next meeting and GB to feedback to Cathy** Disabled people use postal votes often as easier**LW commented:** I think this would be a useful area to look at. In particular, ways to work with local councillors and ways to encourage them to consider disability in their work as a matter of course could be very beneficial. * RHP – collect some stories together as a group to go to RHP and address the approach of RHP – ALL

Some issues about incontinence pads – they were being sent in three month boxes which are too big to store. No way of finding out when they are being delivered. Have to stay in all day, no storage. The district nurses have to be contacted for ordering authorization. Can RHP put them into larger property or provide storage? **Action: Would storage affect extra bedroom rule? AM to advise** Also fencing is an issue.In support of RHP they have provided grab rails all down the stairs including to the street door – organisation through OT sorted it, needed permission which was given and supportive.JC suggested they could come to one of the Your Say meetings. Mike Halstead said the issues are they don’t turn up or they don’t come when they say.Children playing outside with balls even though there should be no ball games – complaints got no response, refused to put a sign up.What is the complaints procedure? Must be a protocol to follow – goalposts are constantly changing.Lady whose washing machine was in the lean to which was condemned and taken down so no washing machine facilities now. She was told to go to the launderette. They have been allocating disabled properties to non-disabled families.Have to register complaints online and some people haven’t got internet access.Support workers seem to have better luck in getting them to respond to complaints**Action: Chair Gareth to contact RHP to invite them to the next meeting*** Value of the DAAC – PL to speak to Cathy and Lucy about protecting the building and what will happen – PL

DAAC is being looked at with others that are council owned. **Action: Chair to speak to Cathy and Lucy to get feedback*** Support for individuals at tribunal – collate different resources which can help people with PIP / ESA appointments – ALL / AM

Support for people challenging PIP tribunals. Advocates can prepare but not present. Wendy suggested Disability Rights UK might be approached**Action: LW has information to share and a PIP appeal slide show.** **Action: Philip Moshi to research for next meeting.** * Terms of Reference – tweak to standardise phrases and remove repetition

**Action: TOR agreed. SR to get the TOR for this meeting to Cathy for signing off** | **Completed****SP****Completed****Completed****AW/SP****SR****All****BB****Completed****GB****All****GB****AM****ALL****SA****GB / ALL****AM****GB****GB****Comp****LW****PM****SR** |  |
|  | **Power Up – How to Lobby Parliament effectively** |  |  |
|  | Inclusion London provided, very good trainingAction PointsGB to talk to GS about more involvement | **GB** |  |
|  | **DRILL** |  |  |
|  | Action PointsRead and come back to GB with more thoughts before the next meeting | **ALL** |  |
|  | **Disability Forum** |  |  |
|  | Make good use of the MPs’ timeAction PointsEveryone to think about who should be there (council, NHS, Mencap, Healthwatch) what to be discussed, national impact, environment, accountability, inconsistency – saying one thing, voting another way, who to open it up to, venue if there is to be a public meeting, method of communication with MP’s (they tend to respond to emails only), agreed actions and responses, cakesNo later than next meeting, preferably before (send to Sian)Minutes to be sent out by middle of next week 7th with email  | **ALL****ALL****SA** |  |
|  | **Fairness for All** |  |  |
|  | See earlierAction Points |  |  |
|  | **Transport / Mobility / Accessibility** |  |  |
|  | See earlierAction Points |  |  |
|  | **Any other Business** |  |  |
|  | JC has missed three meetings because he is entirely dependent on his PA coming with him – needs a lift. The Greenwood Centre in Hampton was suggestedAction PointsGareth to send Hampton organisation to Sian and she will pass on to JCPM suggested two weeks before meeting a reminder. Sian to send out reminder on 14th | **GB / SA****SA** |  |

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| **Dates of future meetings** | **Ruils Staff Support** |
| 27th July 2016 |  |

**Actions**

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| **Agenda Item** | **Who** |
| SP Video**Action**: someone from council to come back about who owns land and contact on behalf . Does some of land come under network rail – **Action:** update next meeting -**Action:** advocate to support Sue – speak to Amelia – Sue agrees | SPSPCompleted |
| Accessible Toilets Leaflet**Action:** AW will get more copies **Action:** SP and AW will work together to see what formats available **Action:** SR to let AW have SP phone and email - SR**Action:** decide next month how to distribute – ALL | AWSP / AWSRALL |
| Mobility Forum**Action:** BB to update at next meeting | BB |
| Fairness for All survey **Action:** GB to advise CM that the Forum agreed the survey should be re-run.**Action:** All to review the original survey to see if it needs amending and respond to GB before the next meeting.**Action:** GB to summarise responses to CM**Action:** re Hate Crime forum - AM going - AW will try to go. AM to feed backDRILL**Action:** think about questions on 2nd page**Action:** Send document out again by email (SA) **Action:** Voting access issues: Feedback to GB before next meeting and GB to feedback to Cathy | GBAllGBAMAllSAGB |
| RHP Stories**Action:** Would storage affect extra bedroom rule? **Action:** Chair Gareth to contact RHP to invite them to the next meeting | AMGB |
| Value of the DAAC**Action:** Chair to speak to Cathy and Lucy to get feedback | GB |
| Support for individuals at tribunal**Action:** Linda Web has information and a PIP appeal slideshow to share**Action:** Philip Moshi to research for next meeting. | LWPM |
| Terms of Reference**Action:** SR to get the TOR for this meeting to Cathy for signing off | SR |
| Inclusion London (Power Up – Lobbying Parliament Effectively)**Action:** GB to talk to GS about more involvement | GB |
| DRILL**Action:** Read and come back to GB with more thoughts before the next meeting | ALL |
| Disability Forum**Action:** Everyone to think about who should be there (council, NHS, Mencap, Healthwatch) what to be discussed, national impact, environment, accountability, inconsistency – saying one thing, voting another way, who to open it up to, venue if there is to be a public meeting, method of communication with MP’s (they tend to respond to emails only), agreed actions and responses, cakes**Action:** No later than next meeting, preferably before (send to Sian)**Action:** Minutes to be sent out by middle of next week 7th with email  | ALLALLSA |
| AOB**Action:** Re JC missing meetings: GB to send Hampton organisation to Sian and she will pass on to JC**Action:** PM suggested two weeks before meeting a reminder. Sian to resend minutes on 14th | GB / SASA |