**Your Say Minutes**

**Time & Date: Thursday 30th March 2017 2pm – 3.30pm**

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

**Chair: Alan Benson**

**Attendees: Alan Benson, Gareth Bubbins, Gareth Savin, Sue Pitt, John Clarke, Shirley Smith, Bob Burgis**

| **No.** | **Agenda Item & Discussion** | | |
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|  | **Apologies** | | |
|  | **Philip Moshi, Amanda Winterburn, Margaux Sanders, Linda Webb** | | |
|  | **Actions from Previous Minutes** | **By Who** | **By When** |
|  | **Primary Care Strategy:**  • GB to inform those from the Primary Care Strategy of future Your Say dates and invite them along  Mariela wrote back to say that lady is unavailable – given dates for future meetings and wrote to find out what progress has been given – hasn’t got back so GB will contact again to find out what progress – Keep action point going  **FFA:**  • AB to update FFA survey with Cathy Maker.  • AB to circulate this before next meeting  Not circulated as of yet as don’t have a copy – issue with holdup is that to run survey takes a lot of effort – to chase, to assist etc. CM and AB have had conversation about funding and how we can find resources to do it properly  **RHP Hoarding Policy:**  • GB to pop Mike Halstead Swan an email to keep him informed.  Forwarded on as not in Mike’s area. Amelia to pick up with advocacy.  **Healthy Lifestyles:**  • Outreach GP to be invited to Your Say  Not actioned  **High Street Access Audit:**  • AB and GB to get together and draw something up about the minimum requirements of shop premises accessibility for disabled customers e.g. restaurants must have a disabled toilet.  • AB and GB to approach the Federation of Teddington Retailers  GB and AB to meet to discuss this – lady who chairs Teddington Business Community agreed to meet and can attend to give more detailed feedback – it will progress – carry forward.  **Mobility Forum:**  • Establish a date and advertise  15th May in Hyde Room, York House  **TfL Taxi Card Survey:**  • AB to send SP a copy of the TfL Taxi Card Survey as she hasn’t received it.  Lots of people haven’t had it – random distribution of the survey.  **Access Card:**  • AB to circulate more details about the Access Card.  AB to do before next meeting  **AOB:**  • Your Say to write a letter to Tania Matthias as a group to try to get a better outcome. If there is no response from Tania, the group will write to the House of Lords  Still ongoing. JC written 23 emails and none have been answered. AB wrote on JC behalf and received a response. She is aware of case and has talked to the Home Office. | GB  AB/CM  AM  AB  GB/AB  BB  AB  AB  AB/JC | Ongoing  Ongoing  Next Meeting  Next Meeting  Next Meeting  Ongoing |
|  | **Siobhan Otkay** |  |  |
|  | Council survey of Twickenham and Strawberry Hill and things that need improving.  **If coming to Twick in 5 years – what changes?**   * SP: Twickenham station the curb is flat into the road, taxi rank has been removed and stairs have been narrowed. SO states that work on station is due to start in April on rail line first and then station itself. * GS: Trees and bike racks are in the way along the High Street * SP: Trees make pavements uneven * AB: Pavement outside DAAC – we need level smooth pavements * SO: New build opposite station will be an accessible venue * SP: Public toilets back or information about where they are should be made more readily available * AB: It is important to keep the community feel in Twickenham   **Housing?**   * Teddington is good for housing   **Richmond and Wandsworth:**   * All services now combined   **Shops:**  GB: 50% of premises aren’t accessible – including new places – chair of Teddington Business Group is keen to make more accessible but would like support from the council – shops have planning issues with changing things because of period features  **Public Transport:**   * Announcements at stations * Kingston and Hammersmith 100% of bus stops accessible – should be the same for Richmond * GS: Shared space is a bad idea – church street is quite scary as people visually impaired need help * Cycle paths – on a different level so you can feel the curb as in Kingston   **Twickenham riverside development:**  We have never been asked to consult on it? We would be happy to get involved – AB to keep updated with SO on this  **Hampton:**  JC – Courtyard dentist pathway is narrow and difficult to navigate – dropped curbs are awkward  **Other:**   * EDAG – Not being used correctly * Staff who are working on new projects to do disability equality training and come to the people who have direct experience * GS: enforcing current laws – The Equality Act – inspections to take into account access – overhanging foliage, ensuring people are held responsible for it * Your Say would like to be involved in future consultation processes |  |  |
|  | **FFA** |  |  |
|  | Not circulated but AB will circulate to the group before the next meeting | AB | Next Meeting |
|  | **Disability Hate Crime** |  |  |
|  | Carry Forward |  | Next Meeting |
|  | **Mobility Forum** |  |  |
|  | BB 15th May at the usual place – United Transport to attend - agenda will be out on Tuesday. There has been an issue with communication with regards to inviting organisations, as people leave and new contact information is not passed on. | BB | Next Meeting |
|  | **Any other Business** |  |  |
|  | **SP:** Rubbish collection – talk to RHP about issues? Contact contractors and ask for them to put every bin in the place they picked it up from – find out who the contractor is and why employees don’t do it. GB to contact contractor/RHP to reinforce to staff the reasons why it is important to put the bin back in the correct place, especially for people with disabilities/the elderly  **SP:** Taxi Card – gets taken away if not used for 2 years but you can write to them to ask them not to take it away. You can do this at the DAAC with the Accessible Transport Unit (they will only be in the building for another two months, as are moving to Wandsworth). You can specify the type of vehicle that you want to use and it goes on your file for future journeys.  **GS & SP:** the mud has gone from the area they asked the council to clear and it has all been tarmacked (near Barnes station). Could be someone who owned the land as it was not the council. Trees have been cut back as well so the area is less narrow. SP to find out who has done it and write a thank you letter. GS to find the video they made and send out to TfL. No tactile pavement to tell if you are in the middle of the road if you are visually impaired. Area: Gypsy Lane and Queens Ride in Barnes. | GB  SP/GS | Next Meeting  Next Meeting |

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| **Dates of future meetings** | **Ruils Staff Support** |
| 27th April | Cathy? |
| 25th May | Alex |