**Your Say Minutes**

**Time & Date: Thursday 27th April 2017 2pm – 3.30pm**

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

**Chair: Alan Benson Note taker: Cathy Maker**

**Attendees: Alan Benson, Gareth Bubbins, Gareth Savin (on call) , John Clarke, Fritz, Shirley Smith, Philip Moshi**

| **No.** | **Agenda Item & Discussion** | | |
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|  | **Apologies** | | |
|  | **Rachel Blagg, Linda Webb, Paul Leonard,** | | |
|  | **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   Still waiting for a response from Marianne. GB emailed but no response.  **FFA:**   * On the Agenda   **RHP Hoarding Policy:**   * Waiting for Margot to contact us. Leave it with Mike and Mike can bring it back to the group if needs to   **Healthy Lifestyles:**   * Outreach GP to be invited to Your Say   Put on hold  **High Street Access Audit:**   * AB and GB met to discuss the issue of access to bars, restaurants, shops and pubs in Teddington, GB did a quick audit of Teddington High street – 50% didn’t have access for wheelchair users. GB approached the chair of the local business group to set up a meeting with the local business community. Waiting to hear back. Could also think about menus e.g. Large Print & Braille. The aim is to be constructive. GB thinks we should come up with a list of criteria of what we want the shops to do.   Agreed that a small group from Your Say will take this forward - Linda (ME Society), Bob (visually impaired), Alan and Gareth.  Cathy to email Alan and Gareth the assessment document for Disabled Go.  Hoping to have a date in the dairy in May.  Alan went to Zizzi in richmond and there was no ramp, Alan asked the manager to call, but he/she hasn’t Alan to follow this up.  Any ideas that people have that we should consider in the audit Action All.  GB to circulate the notes from the AB & GB’s meet on the criteria  **Mobility Forum:**  15th May in Hyde Room, York House. Representative London United Buses, South West training and Dial-a-Ride are all coming to the meeting. Please all attend.  Cathy to promote  **TfL Taxi Card Survey:**  TfL are going to publish their proposal. Nothing more on this at this stage.  **Access Card:**  AB circulated the details about the Access Card. Card that you pay for that acts as proof of eligibility for services. E.g. to use for booking theatre tickets. The card is not recognised at cinemas as they have their own CEA card. Cinemas will accept reasonable methods of identification. The Access Card is a commercial enterprise. The question is do people want to hand over their medical details to a Commercial organisation? Advantage is that you can quote it over the phone. Ruils was approached by the Access Card and has not promoted it as we wanted to know what Your Say thought of it as we had reservations as we don’t feel that someone should have to pay for a card to prove they have an impairment. Every organisation have to give free access for the carer. Some give half 2 half price tickets.  The question is do Ruils want to endorse it? Agreed that at this stage we won’t promote this to our clients and service users. **Review at November meeting**  **Rubbish Collection**   * GB spoke to Veolia (Emily – Richmond). She said that all of her operatives had training in how to do collections and are trained to put the boxes back where they found them or in a safe place. They sometimes have agency staff, so cannot guarantee that it is always done. They have not had any comments from the agency workers. Veolia is happy to hear about any issues.   Action Ask Sue to give details to Veolia.  GB to let Sue know and will give her the number.  **Dr. Mathias:**   * Alan wrote to Dr Matthias and she did reply, but it was not helpful. JC was upset that she had repied to Alan and not to him. JC had written 17 times and a further 4 times since the General Election has been announced. She has not responded. * Very slow response to emails. Parents of children/young people wrote to her regarding the closure of the Croft Centre and she replied saying that they should contact their local councillors. | GB  CM  GB  CM  GB | Ongoing  30/04/17  05/05/17  15/04/17  30/05/17 |
|  | **General Elections Hustings** |  |  |
|  | General Election called for 8th June 2017.  Last Hustings were very successful and therefore we are planning to host them again this year.  We had 2 booked last time but we are only going to have 1 this year due to time and money constraints.  20th and 27th are booked and Cathy will confirm the date a.s.a.p. Cathy to promote the Hustings and Postal Vote.  Update due to availability we are doing the 2 dates  20th May Richmond Park - East Sheen 27th May Twickenham – TBC | CM | a.s.a.p |
|  | **Fairness for All Survey** |  |  |
|  | The survey has been updated by Cathy and Alan and was circulated prior to the meeting. Garth asked for an amendment to Question 14 – Cathy to update.  We can send targeted emails and will email out to the various groups and will have hard copies available at the Hustings.  Create accessible hard copy for the Hustings and start to mail out with a closing date of mid June. | CM | 20/05/17 |
|  | **Disability Hate Crime – Amanda Winterburn** |  |  |
|  | Carry Forward |  |  |
|  | **Any Other Business** |  |  |
|  | **Financial Contribution**  John Clarke has received a letter from Richmond Council regarding his financial contribution and no payment was made in April. PM & CM noted that there was a major change to the finance system at the council and there is a chance that this is why the payment has been made. Suggested that John gets in touch with the Council to find out why the April payment has not been made. |  |  |

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| **Dates of future meetings** | **Ruils Staff Support** |
| 25th May | Alex |