**Your Say Minutes**

**Time & Date: Thursday 29th June 2pm – 3.30pm**

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

**Chair: Alan Benson**

**Note taker: April Clifford**

**Attendees: Amanda Winterburn (conference call), Gareth Bubbins (GB), Yvonne, Paul Leonard (PL), Fritz, John Stock Clarke (JSC), Shirley Smith (SS), Sue Pitt (SP), Gareth Savin (GS)**

| **No.** | **Agenda Item & Discussion**  |
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|  | **Apologies** |
|  | **Linda Webb****Philip Moshi** |
|  | **Actions from Previous Minutes** | **By Who** | **By When** |
|  | 1. Re-invite to discuss Primary Care Strategy - next item
2. Contact Susan Shaw / Cllr Pamela Fleming re: High Street Access – on agenda
3. Contact Siobhan Oktay / Cllr Fleming re: considering accessibility in Village Planning

No movement. Currently with council to decide on next steps. Will stay on agenda. Siobhan keen for disability to remain high on the agenda. Engagement with clients to consult. 1. Scan and share information from the Mobility Forum – on agenda
2. Confirm FFA timescales re: launch 27th May 2017 – on agenda

*Accurate minutes – accepted by the group* | GBAB |  |
|  | Marianne Devereux – Engagement and Equalities Officer, Richmond Clinical Commissioning Group (CCG)**Update on Patient Care Strategy** |
|  | Coming on 27th July to next meeting. Will be joined by Attracta, Primary and Urgent Care Head for Richmond CCG.Attended the group approximately a year ago. Group want to understand what stage the Primary Care Strategy is at and what is happening with it in the future. No indication yet as to when it will be launched.**Action: Remind to provide info ahead of the next Your Say meeting**  | GB |  |
|  | **Fairness for All Survey** |
|  | AB advised survey was launched at the Ruils hustings – went well, good turnoutGave out paper copies of the survey; it is also available on-lineRan it a few years ago. Have kept questions the same to compare to previous responses. To date have had 45. The target is 100 – this would make it comparable to last timeLink has gone out to group members – please can everyone fill it in as welcome as much feedback as possible.LW is going to distribute to the ME groupAnyone else please shareAmanda will see if she can go to TAO and share some there – will attempt to complete end of July Will review numbers ahead of next meetingPL advised that a group of people with additional needs 20-30 years age group) meet at the Cabbage Patch Monday night 6.45pm-9pm. Would be helpful if someone can go along and gather responses.**Actions: Send Sue version on Word document** **Group members to complete the survey** **Group members to distribute survey to other relevant individuals / groups** **Attend Cabbage Patch for survey answers** **Distribute survey to ME Group** | ACAllAll?LW |  |
|  | **Access to Businesses** |
|  | GB met Mike Woods, Treasurer of Teddington Society. Has contacts with retail businesses in Teddington (puts up Christmas lights). Seemed keen to help the group progress issues of access difficulties particularly in Teddington.Larger organisations have had involvement for a while and so are getting better but smaller businesses don’t have this support or input MW is hoping to arrange a local retailers meeting on July 26th (daytime might be difficult for retailers as that is when they are open to customers)Want to engage with restaurant / bar owners as well as shops as there are separate issues. Need to be clear on what issues members feel need to discussed Some issues with buildings being in conservation areas as there are restrictions which would have resource / cost implications for shop ownersFeel that problems are down to ignorance so good opportunity to work with them to educateAB suggested the potential for delivering equality training – introducing the idea of equality and what it means make. Could make a small charge / ask for a donation **Actions: Group to prepare list of questions / answers / issues for retailers’ meetings to help them develop a better understanding of issues**  **Consider ways to support the development of disability awareness training by Your Say & potentially charge for delivery**PL attended breakfast meeting for small businesses talking about social enterprises– independents from local shops primarily from RichmondMain concern was state of pavements – waiting them cleaned and more accessibleMet Les Jackson, sergeant in police based in Teddington – could be useful contact **Action: Advise of next meeting details*** Jigsaw shop

GB & GS discussed the local Jigsaw shop. It has a disabled sticker in their window, but had a 3 inch lip step to get into shop itself – questioned what this means. Staff advised they have a ramp they bring outGB & GS advised that a person with wheelchair would have no idea they provide this as there is no buzzer, notices etc. to notify. Suggested they make it clearer – they’ve taken it this board**Actions: Members to discuss the potential for a recognition sticker with a specifically designed logo from the group to recognise businesses who are disability friendly.**  **Positives for businesses – could encourage more trade and Ruils could acknowledge the award winners in their monthly newsletter**  **More than physical barriers e.g. text size in restaurants** GB has written to Councillor Curran, Chair of the Planning Committee and outlined issues e.g. obstacles / structures on pavement, menus. Going to arrange a meeting to discuss issues arising from the Equality Act. Waiting for Cllr Curran’s response – only sent the letter this week so will give it a few weeks before following up Group discussion **– c**oncerned to hear building like Sammys has been made from accessible to inaccessible. There used to be a ramp but this was removed and a step put in. There is a ramp that can be put in place but this is not a permanent solutionShops often block gangways with stock and display units which make it difficult to move aroundSP explained that changes in buildings can actually remove independence rather than encourage it e.g. removing steps as in the Putney Exchange and forcing people to either use the escalator or lift. SP has a guide dog and used to be able to navigate the stairs independently. She now has to rely on others; she is unable to use the escalator on her own and can’t use the lift on her own with her dogSome shop staff are not clear that guide dogs can come into shopsGroup agreed it would be beneficial for Sue to attend meetings with Cllr Curran to help her understand the impact of building changes on blind or visually impaired peopleCan always raise issues at council meetings / approach councillors to see if they can take things forward on the group’s behalf. Needs to be focused as will only have limited time with them – key issues that need to be tacked because they have significant impact on people with disabilitiesWant to get things done borough wide – this is where councillors can come in to supportInfo sharing and how to take things forward meeting**Action: Group to consider response to Cllr Curran when received** **Group to put together list of key issues that Impact on people with disabilities in planning / buildings** **Arrange meeting with Cllr Curran to discuss the Equality Act and the council’s approach to disability in planning – SP to attend** | AllAllPLAllAllAllGB |  |
|  | **Mobility & Transport Forum** |
|  | London United policy circulated to group TfL are looking to revamp their policyMayor’s transport strategy putting cars and pollution a priorityNext Mobility & Transport Forum taking place on 25th September Monday and York House 2-4pm Good to know dates in advance as can promote widely and more often – especially through Ruils social media **Action: Advise of date of next meeting and will send minutes from previous meeting**Group discussion – who should attendNew franchise holder taking over from SW – need a representative to attendTrains, buses, TFL, Taxicard, Transport police (what do they do around inclusion)London United SP raised still having problems with platform announcements despite this being raised with them * Issues for individuals with visual impairments

SP highlighted some of the issues she is encountering such as physical barriers e.g. bicycle storage that is in the middle of paths or where things are being made more wheelchair friendly such as dropping or removing kerbs, and/or clearing railings but which are creating a problem for blind or visually impaired people. This is because things such as kerbs and railings are used to orientate themselves, and without them it make it difficult to navigate. It can also make it unsafe; if you are unaware you have reached the end of the pavement because there is no longer a kerb you could walk out in front of traffic.Taxicard – if you have one but don’t use it within 2 years it is stopped**Group agreed disabled people with a range of impairments should be involved in all planning stages*** Train platforms: announcements & ramps

SP discussed issue in regards to announcements at train platforms. Should be 2 separate announcements 1) to advise the train will shortly be arriving giving time to prepare and 2) when the train is pulling into the stationSome stations only have 2) whilst others have no announcements. This gives no time to prepare for the train’s arrivalSP has approached SW trains without success – they have advised it is switched off due to noise pollutionSW trains losing franchise in August 29th so will be worth linking in with new provider AW advised that whilst Whitton station is accessible, there is no ramp on the platform**Action: Raise group issues at Mobility & Transport Forum**  **Advise of date/s of next meeting** | SPPLSP |  |
|  | **Hate crime** |
|  | AW advised that she was unable to attend the last meeting at York House. Group agreed that AW would advised if she is unable to go so that someone else can attend to represent the group **Action: AW to advise if she is unable to attend any dates in the future so that a representative from the group can attend**  | AW |  |
|  | **Any Other Business** |  |  |
|  | Nothing raised |  |  |

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| **Dates of future meetings** | **Ruils Staff Support** |
| 27th July 2017 | Mike Halstead-Swan |
| August 2017 – no meeting |  |