**Your Say Minutes**

**Time & Date: Thursday 26th November 1.30pm – 2.15pm**

**Where: Via Zoom**

**Chair: Alan Benson**

**Attendees:** Gareth Savin, Bruno Meekings, Mary Harrison, Caroline Bathurst, Siobhan Oktay, M Howie, Amber Debenham, Mary, Gareth Bubbins, Kirsty Cox, Yvonne, Alan Benson, John Clarke, Amanda Winterburn, Carolyn Jones

| **No.** | **Agenda Item & Discussion** | | |
| --- | --- | --- | --- |
|  | **Apologies** | | |
|  | Philip Moshi, | | |
|  | **Actions from Previous Minutes** | **By Who** | **By When** |
|  | Minutes agreed |  |  |
|  | **RHP Update** |  |  |
|  | GB spoke to Dave Guyatt Any customer who phones with an emergency request should be seen within 24 hours. They commit to trying to bring forward repairs for disabled customers. RHP will send someone along to every YourSay meeting.  ACTION: GB suggests thinking of who we would like to hear from at each meeting and invite them along  GS has had issues with RHP in the past but feels they are more responsive now than they used to be. BM noted that this may be because the government has applied pressure. AD has had good results by engaging with the tenants champion. | Group & GB |  |
|  | **Assistive Technology Project** |  |  |
|  | Kirsty Cox (KC) from Ruils presented.  Ruils has received funding from Richmond council for a project to enable people to increase their independence through Assistive Technology e.g. computer or mobile screen readers, voice activated TV/lights/curtains. Team supports people on a case by case basis and assesses clients to see what technology might help them. Aims to support independent living through technology and potentially develop the use of Direct Payments to widen access to Assistive Technology (AT).  KC is clear that AT won’t ever replace support from a PA but it can definitely increase an individual’s independence. There is training and IT support available for clients via Ruils’ IT provider, Terry, and remote access is set up so that he can support clients e.g. with forgotten passwords or other issues.  Gareth S pointed out that some of the technology is quite pricey so budget could be an issue. Kirsty said that there is an arbitrary £700 budget per person currently but some people may require much less than this whilst other clients require more support so across the client base the AT team is able to keep an eye on total spend. In future it is likely to be budgeted on a case by case basis.  AB noted that there is a big benefit to be had with reducing isolation but again, linking up through tablets/laptops cannot replace interacting with people in person.  BM asked about isolation and loneliness in the Borough and KC said yes Ruils other services are particularly busy supporting isolated local people at the moment. Some clients are nervous around technology but Terry is able to support.  Mary shared that Virgin Media and BT offer reduced rates.  GS recommended Community Fibre as cost effective.  AD asked about the security of ring doorbells. KC and team have advised people on IT safety. |  |  |
|  | **Access to Business** |  |  |
|  | No update |  |  |
|  | **Mental Health** |  |  |
|  | Bridging the Gap: AD - 1,000 copies printed, 250 copies have already gone out. Huge demand for this excellent resource. |  |  |

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| **Date of next meeting** | **Ruils Staff Support** |
| 28th January 2021 | Charlotte |