

Disability & Carer's Action Group Meeting

Monday 27th January 2020

Minutes of Meeting

Present: Jean Pickering (JP), Barry Andrews (BA), Scott Dolling (SD), Keith Ducker (KD), Peter Somerville (PS), Hedley Brown (HB), Maria Medina (MM), Edna Phillips (EP), Chloe Hague (CH), Tracey Thomas (TT)

1 Welcome

MM welcomed everyone to the meeting.

2 Apologies

Brenda Tilley and Terry Swinney.

Guest Speakers

SD introduced himself as director of the accessible tourism group, he advised they are working on projects such as the pier and the seafront to make a better Southend. The purpose of the meeting is to get residents opinions regarding tourism.

KD Signage is something that could be improved, there used to be an information board which was easily accessible and clear for people stepping off public transport.

MM suggested this information could be provided at the hubs, SD mentioned it's a good idea as they are existing, but it may be slightly out the way for people coming straight off the train.

JP raised in the forum, the ladies disabled toilet isn't accessible. She struggled with her walker and advised the space isn't big enough for walkers or even wheelchairs, EP also agreed with this.

SD is going to put forward better signage and look at better accessibility at the forum. He also advised the pier are looking at having lifts and better access for wheelchairs etc. SD raised that maybe advertising events within Southend could be improved. Tourism – beaches and piers, he is looking to make being in the water accessible for wheelchair users. All agreed that would be a good idea.

MM advised she will print leaflets from the hub and bring them to meetings for anyone that doesn't have access to computers.

KD explained to SD about the quarterly insight magazine that goes out to the residents, SD advised how useful that would be to share events and further tourism information that residents should be aware of.

SD is currently trying to promote that there is more to the pier and the Kursaal than people think.

JP raised the Kursaal has a reputation historically. It just needs care for it to start improving.

SD advised there is a classic car meeting on the seafront which continues between April – September every Sunday. The bike shows are organised by the bikers themselves who make the council aware.

Action

SD also suggested providing a guided tour of the gallery to which residents agreed. He also confirmed lunch with music is on at the civic every month.

MM raised accessibility onto buses is an issue.

KD advised they only lower the bus if they are parked near the curb.

SD suggested to invite the bus company to answer questions residents have.

Keith raised the thing he finds difficult is when he does newsletters, he struggles to find events that are going on in Southend to put inside.

TT (Livewell) welcomed herself to the meeting and explained she works with families and children with disabilities. She told residents about the new Livewell website that is now running. TT showed residents the new website and what it offers, she confirmed there will be workshops on how to use it, all feedback is welcomed.

EP advised she doesn't have internet therefore TT suggested creating sessions where she can come out to schemes and show residents in the communal area. Dates will be provided to MM and she also suggested coming to more meetings to show residents how to use it.

TT is going to leave questionnaires that she would like residents to complete as she is looking to get as much feedback as possible. The website also changes colour on the background for people with dyslexia so it easier to read, you can also make the screen much bigger.

3 **Minutes of last meeting**

Minutes agreed in true record.

4 **Matters Arising**

MM advised Room 21 which is located opposite the pier is going to be used for future events. Maxine has access to this therefore can be used by SEH. She also raised the Active – be well activity must have a certain number of attendees for the class to run. Going forward the leaflets are being advertised in the communal areas in black folders. If you are not a resident, you pay £4 but if you are a resident, they are free.

EP asked how you prove you are a resident.

MM advised as easy as resident card, anything that shows your name and address.

MM raised that Adams Elm are creating a choir who are looking for members to join.

KD advised the best way to get these groups and activities out there is to tell everyone, get the word out there. Take back the information to own schemes.

MM handed out leaflets for scheme events and other events that residents would benefit from. She also advised for all tenants to ignore any previous correspondence from Sue Rickard as new dates are in place. CH will be sending out letters to confirm this.

6 Any other business

KD advised FED is going to get together with all departments, plus borough and council and going to hold resident's day, going to be held all day. They are looking to hold a raffle on that day, would like residents to agree to use the prizes for this event. Will be held in September 2020.

7 Date of next meeting

Residents agreed going forward the meetings are to be held on the last Monday of every month. MM suggested to cancel February meeting so more staff can be present therefore next meeting is 30th March at 11:00am.