

Disability and Carers Action Group Minutes

Wednesday 9th July 2025 @ 11am Civic Centre

	<p>Those Present:</p> <p>Robert McAllister (RM) Chair, Edna Phillips (EP), Hedley Brown (HB), Majzoub Ali (MA), Tricia Cowdrey (TC) & Angie Burrows (AB)</p>	
1.	<p>Apologies for Absence:</p> <p>Barrie Andrews, Keith Ducker, Terry Swinney</p>	Actions
2.	<p>Declarations of Interest:</p> <p>None</p>	
3.	<p>Minutes and Matters Arising from Previous Minutes:</p> <p>The minutes from the previous month? Due to a problem with the recording and transcribing the minutes could not be produced. This has now been amended and recordings and transcribing should be OK.</p> <p>Matters Arriving from Previous Minutes:</p> <p>There are no actions from last month do to above.</p>	
4.	<p>RM declared the meeting open and named those attending and apologies.</p> <p>RM said that we need to arrange the speakers for the next four months and it was a tall order but it will mean that we have someone attend.</p> <p>EP said that ATF but they had promised last time to get back to her and they have not done so, so they are not reliable. EP said she could not remember what it stands for and RM said it is Achieve, Thrive and Flourish.</p> <p>Rm said that we need to arrange for two guests per month because if one drops out, we still have one or if they could work together that would be good. Need them for August, September, October and November.</p> <p>TC said that she due to give a talk to the group. RM said that yes, you are due to give us a talk. TC said that she could do it today if they wished but she had not brought anything with her as she did not know this was going to happen. RM said that it would be good if TC could do that. TC agreed.</p> <p>TC said that she thinks that the Key Outcomes was set by SEH not the group. TC then said that she is not a SEH resident but as was agreed, you don't have to be a SEH resident to attend this group. You</p>	

have speakers coming in but it would be good if members from this group went out to their other groups and advertised the group. RM said we need a leaflet to give out. KD could produce one for us and a poster to put in say doctors. Could we not arrange to go to places with these and speak to people.

We could arrange to go out and observe what happens at different shopping places and report back on it. Once we have enough evidence take it to the council.

CT said that she had trouble getting down the dropped curb near Morrisons and there was always a van parked there. She spoke to the driver about parking there and he said that I could go around. After the fourth time he told me to get a life, I spoke to Morrisons explaining what he had said to me and that it was illegal to park there and that I was going to inform the police. He has never parked there since, so speaking to the right people can have affect. If you have a car and you drive on to your drive, all your car must be on it not overhanging. The council say they are going to do something about it, we will wait and see.

TC said that the pensioners group are looking at keeping footpaths clear which is important. They are encouraging people to report them and those that drive over the curb. They are teaching their members how to use the MySouthend webpage as they do not use an App anymore. You can put it on your home screen for instant access by going to 'MySouthend' click on the 3 dots top right and tap 'Add to Home Screen' and then it will always be there for instant access just like an App. The council say they are doing this, but they are not as they do not have enough enforcement officers and those, they have some are just walking past cars on the footpath or curb without doing anything. So, you reporting it and you can add a photo, it could put pressure on the council to do something about it. Just remember to take care of yourself while doing this. RM said that maybe this group could do the same. EP said North Road, Southend has the highest curb and people can't get up it.

RM said we could go out in twos and study this especially at doctors and supermarkets and report back.

TC asked if they wished her to give her talk about SEND. Rm said it would be good to hear.

TC started by introducing who and what SEND are. Send The Right Message is a very small charity based in Southend that supports families with children and young people who have special educational needs or disabilities. Parents have trouble getting the support that they need and since a lot of schools have gone over to being an academy they have had to take their children away from them due to not getting the support from schools and home school them. They offer a range of services including specialist online and in-person support, assistance, information, activities, and training programs for parents and carers. They have coffee mornings so that parents can

	<p>come together and find information, help and have a chat around their problems. The charity tries to encourage parents to get an assessment but the council say that they have no budget for that so it takes too long to get an assessment and when they get one, they say you would really benefit from this and that, but sorry we can't help you with it as we have no budget. SEND aims to improve the lives of families in Southend by providing the necessary resources and support. The talk and with Q&A the talk was 35 mins and members said it was very interesting and they learnt a lot from it. We thank TC for doing that for us. To see more on SEND go to www.livewellsouthend.com</p> <p>Then a general discussion was held around repairs for disabled residents by Axis. RM said that the most important this when you report a repair is to get the repair number, even if they don't offer the number ask for it as it helps when trying to get the work done by Axis. Then it came to talking about Axis doing repairs for disabled residents and how long you have to wait to get a job done since Axis have taken over this service. The company before, 'Morgan Sindall' were slow but these are so slow now that it makes you wonder if they want to bother to do the work.</p> <p>AB said that a week ago they had someone come as one of the fire doors was not holding back by the magnet and now none do, so what he did I don't know.</p> <p>RM said OK then one of the people we could get in is Graham Hart the fire manager and he can help answer some questions and I'm sure if we can get the message out that he is coming to see us, we should get a large amount of residents attending. At this point it was not possible to hear what TC was saying due to another meeting taking place nearer the recorder.</p> <p><u>"You need to give your name before speaking, so we know who it is on the recording and also NO CONVERSATIONS OR SEPARATE MEETINGS DURING THIS MEETING PLEASE, AS IT IS HARD TO HEAR WHAT IS BEING SAID BY THE AUTHORISED SPEAKER ON THE RECORDING".</u></p>	
<p>5.</p>	<p>Key Outcomes. Prepose: To show how active members have actively shaped the housing services through discussions and provided feedback to housing services and give feedback at each meeting.</p> <p>RM said that he is not sure how we do that as it has been sitting on the agenda for some time now. We need to let every person who is disabled or is a carer that we are here to help them. Everyone here is disabled but no carers. He said that his brother is his carer and he could get him to come along.</p>	

6.	<p>Guest Speaker:</p> <p>Someone from Southend Highways. Someone from the council who can talk to us about the parking on the footpath and over hanging their driveways. Someone from the Hub in Southend.</p>	
7.	<p>Key Outcomes:</p> <p>The group will discuss at the next meeting what is meant by this.</p>	
8.	<p>Items for Future Meetings:</p> <p>Departments or organisations who have agreed to attend:</p> <ul style="list-style-type: none"> Occupation Therapy SCC Adults and Communities Lead - JSCC Community Builders Age Concern Achieve, Thrive & Flourish Breathe Easy Everyone Health SEH Fire Manager Send the Right Message Achieve, Thrive & Flourish Breathe Easy Everyone Health SEH Fire Manager Send the Right Message 	
9.	<p>Any other Business:</p> <p>HB said that he had someone come to his house and they said that they had come to see his boiler, windows and other things. They new everything about him but would not give him their name, so he would not let them in.</p> <p>MA said that you said that someone came from South Essex Homes. BH said yes. MA asked if he told HB if he told him what contractor he was from? HB said he just said he was from SEH. MA said that SEH do not do the work themselves but have contractors to do their work for them. Them contractors don't actually do the work themselves, what they do is get other people to do it for them. SEH, the police and the council expect us to look after ourselves and what they say you should do if it looks suspicious is contact the police and SEH as well. The problem we have here as residents is that we don't have power, our Federation is not working, we haven't got a collective voice, we are left individually and that's why you've got problems. Now what I'm concerned about is one of our very active members KD but he is not here today, he did send me an email about the federation and included</p>	

the name and address of the chairman. KD is very keen to have our Federation up and working the we would have a collective voice. HB said if SEH was coming to see me, they would write to me and tell me his name, but this one would not tell me his name. MA said that why they want you to look after yourself. That's why you need the support of the other residents supporting you. That why the federation you have a telephone number of someone with a strong voice to listen to you and help. TC said what MA is saying is that SEH have your information and they pass it on to a contractor and that contractor passes it on to someone else who can misuse that information. It's about them looking after your information properly. An example is that SHE could phone someone in Edenborough and say "we have a job for you in Southend" and someone in that office could use that information, pass it on and then someone could turn up on your doorstep and say they are from SEH and that the worry. AB said that they have to show you their badge ID. TC said that a good thing and HB did the right thing not letting them in and what MA is saying, is that you haven't a collective voice saying to SEH, handgun a minute who are you sharing our details with. MA said if in doubt ring KD. RB said that they have a PAT test done every year and they let us know they are coming and we had in Nicholson an electrical test and again we had a letter to let us know, but we have had another person come round to do checks and we have not been told about it so many are not letting them in and that's right as we don't know who they are. EP said that she had 3 letters from SEH about having works done and they had already been done, so they show that the post is not working so SEH should not trust the post but hand deliver where they can do so.

MA said have you tried SAVS as they help people like EP. EP said She did not wish to go there and MA said you can ring them as they have many activities are helpful. The trouble with people is they are . EP said She did not wish to go there and MA said you can ring them as they have many activities are helpful. The trouble with people is they are reluctant to go out and EP said she is not going to go there but MA was going on about her going or ring them up.

MA said that many residents stay in their flats for days and days and no one know what is happening to them.

MA said can I ask you (RM) about your coffee morning in Nicholsons? RM said that they had one about two weeks ago and it was very good. MA said that they should get together the tower blocks for coffee mornings. MA said that last month a resident from Barrington was here. Do you remember him? He gave you his email address. Did you send him a copy of the minutes? RM asked if MA means last month because nobody got them. MA said yes, I was told not by you but by KD. Did you send the resident from Barrington a message to say that there were not minutes?

EP said she phoned KD about another thing and he told me about the minutes not going out and at the time he reminded me to arrange for a taxi back after the meeting.

MA said the resident from Barrington gave you his email address and now you are saying that you could not get the minutes done. Now I would like you to listen very carefully to what I am saying and if you can't understand me TC will translate it to you as it's very important you understand me. Now the man came here, made sure he gave you his email address, now you did not send us any information about today's meeting, it was KD who sent it to me, what I'm asking from you is that you could have sent the same information that KD sent to me, to the resident at Barrington so he would understand what took place. Is that clear or would you like TC to translate it. MA said why did you not send it to him? TC said, to be clear he will receive them from now on? RM said yes, he will and he will get them sent to him. KD was not at the last meeting and we have a special department at SEH called the Digital Inclusion Project couldn't you ask them to see if they could retrieve the lost notes? By the way, SEH has got this thing called Digital Inclusion Project and it is intended for people like us including me who need to know how to use the digital system like our mobiles, computers and said they would help us. I wrote to them saying I wanted to learn. Did they not give you a very expensive device to record the minutes. RM said they are not expensive. Who gave you that? RM said SEH. MA said so they gave you a cheap one? RM said no, it's a very good one. MA asked could you not have asked SEH for help as we all need help sometimes. RM explained that it records voices and went on to explain how it works and transfers what it hears in to digital format then it has to be downloaded and transcribed by another programme from digital to written word in another programme. It's complicated. It would be lovely if we had someone who could manually take the minutes and type them, up and not rely on machines to do it for us, but we do not have anyone. TC said that she is recording the meeting on her smartphone and it transcribes for nothing so, why do we need other programmes to do it. It also mishears things and then writes it incorrectly so you have to read the minutes and correct them. KD sent me an email saying that he was going to ask resident engagement to reform the federation and if they did not, we would do it ourselves.

RM asked if there was anyone at the meeting who thinks that they are not represented properly? MA said he does. RM said you do? What I find is that you and KD are talking to each other and not projecting your voice to everybody else and you're not making sure that only one person talks at a time and stick to the agenda. RM said, where am I going wrong? MA said where you go wrong is you are spending your time just talking to Edna and I interrupt you when you are not doing something right.

RM said that the meeting is ended.

10.	<p>Meetings.</p> <p>Would people please not talk over each other or hold individual conversations, as it is impossible to hear what is said on the recording when this happens. Then it's not possible to produce an accurate account for the minute.</p>	
11.	<p>Please remember this is a disability and carers group and all meetings have a set agenda; you can bring anything that has to do with disability or caring to the meeting. we welcome any concerns or ideas you have and will discuss anything that is of concern or worry to you as a disabled resident or carer within the city.</p> <p>Any other concerns, complaints or help not related to the meeting subject, must be after the meeting. you will then have time to bring to the attention of the correct person, anything that is not disability or carer related.</p>	
12.	<p>Guest Speaker for 10th September at 11.00 room</p> <p>Sarah Gallagher from Resident Engagement.</p>	
13.	<p>Date of next meeting:</p> <p>Please Note: There will be no Meeting in August due to people being away on Holiday.</p> <p>We hope to see many more residents joining us soon, as the response from the Big Conversation was good with many residents wishing to attend the Disability and Carers Action Group.</p>	
14.	<p>Future Meeting Dates and Venues:</p> <p>All meeting will be held at the Civic Centre until the Sheltered are clear for us to return visiting.</p> <p>Sept 10th – Oct 8th – Nov 12th – Dec no meeting. 2026 -- Jan 14th – Feb 11th – Mar 11th – Apr 8th – May 13th – Jun 10th – Jul 8th – Aug 12th – Sep 9th – Oct 14th – Nov 11th – Dec no meeting.</p> <p>Please provide me with an email address if you have one, as it cost a lot to send through the post. A copy of the agenda and minutes will be emailed or posted out.</p>	