

Southend City Disability & Carers Action Group



An independent group of residents working alongside South Essex Homes dealing with your disabilities & Caring Needs.

Minutes of Wednesday 23rd September 2026 @ 11am The Brambles

	Those Present: Robert Mac Allister (Chair), Janet Utton, Hedley Brown, Angela Burrows, Keith Ducker, Nina Reardon from SEH & Charisse Chukwurah SEH	
	Previous Minutes can be downloaded and read on the following website strf.uk – click on Focus groups and Board – click Disability & Carers then scroll down to read the minutes you want.	Actions
1.	Apologies for Absence: Edna Phillips & Barrie Andrews.	
2.	Declarations of Interest: None	
3.	Minutes and Matters Arising from Previous Minutes: The minutes were agreed as a correct record. Matters Arriving from Previous Minutes: The Sheltered invitation leaflet/poster is now completed. The large A4 Poster still needs working on. This will be included with the minutes for all to send in their suggestions or to bring with them when they attend next month.	KD
4.	Guest Speaker for September: Nina Reardon from SEH	
5.	Communication and Contact Information: A discussion on updating contact information on leaflets and websites to reduce office burden was discussed Confirmation that phone numbers and email addresses are being added to all disability and carers material. There are issues with residents not reading distributed materials and there is need for better engagement with residents.	

	Agreed to update contact details on all materials and encourage direct contact via provided phone number and having information at sheltered posted through every letter box about a week before a meeting.	
6.	Accessibility and Reasonable Adjustments: Review of data collection categories for resident needed (mental health, physical, sensory, etc. need to be asked about). A discussion on providing reasonable adjustments like color-coded documents for dyslexia is needed. More information on flexible appointment scheduling is needed as many residents do not know that this is available to them Importance of fire safety and personal evacuation plans for vulnerable residents needs to be shown to residents so that they know how to plan one. Systematic recording of resident needs is essential for providing appropriate support and safety measures.	
7.	Future Meetings and Scheduling: Confirmation of next meeting dates and locations was discussed and it was suggested that we attend Yantlet, London Road, Leigh-on-Sea. SS9 3JD as first choice for November with Kestrel House. Eagle Way, Shoeburyness SS3 9SQ as the second choice. A discussion on the frequency of meetings and the difficulty of securing venues was discussed with all and it was suggested that we rearrange our meetings to bi-monthly. This would mean we have a meeting in January – March – May – July – September & November in 2027. <i>We would like your feelings on this proposal as it is your group and you're the ones who say what it will be and when it will be. Please let Keith know as soon as you can by emailing or telephoning, as he has to book rooms going forward and they go fast.</i> Plans to invite new guest speakers and service providers to future sessions needs making and we are asking Graham Hart our Fire Manager to the November meeting but we need to have other in the pipeline, so please suggest someone and any SEH staff are the easiest to have but must be about disability or carers needs.	
8.	Key Outcomes: The Sheltered Poster was altered so it showed who we are and what we are about and can do for them.	
9.	Items for Future Meetings: Departments or organisations who have agreed to attend: Occupation Therapy SCC (Have attended) Adults and Communities Lead - jSCC Community Builders Age Concern Achieve, Thrive & Flourish (Have attended) Breathe Easy (Have attended) Everyone Health (Have attended) SEH Fire Manager (Have attended) But asking again for November	

	Send the Right Message (Tricia Cowdrey) Can ask again Dial (from SAVS) If you know of anyone who would be willing to attend and give us a talk on their organisation or department that could help the disabled or carers in Southend, please let us know and we will contact them on your behalf.	
10.	Any other Business: No other business	
11.	Action items: Forward the link for the hearing aid information to the group via email. Update the resident profile to correct the name entry for Hedley Brown. Contact the fire safety officer to arrange a visit for the November meeting. Investigate venue availability for the November meeting.	CC NR KD CC
12.	Items to be agreed for 2026: The Terms of Reference and Code of Conduct are to be discussed at the meeting as they have not been looked at since July 2024. Also, other leaflets/posters. Attached are: The Original Constitution February 2019, Terms of Reference July 2024 for you to decide if there is anything that you would like changed for the 2026 All Are Welcome Poster to be looked at. Are you Disabled in anyway or a Carer Poster The Sheltered poster/leaflet has now been finished	
13.	Date of next meeting: 22nd October 2026 2pm at the Civic Centre room 7 We hope to see many more residents joining us soon, as the Big Conversation in on the 2nd December and residents wishing to attend the Disability and Carers Action Group.	
14.	Future Meeting Dates and Venues: All meeting will be held at the Civic Centre until the Sheltered are clear for us to return visiting. 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.	

	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. 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.	
15.	Code of Conduct: 1. Residents are expected to conduct themselves in an orderly fashion, always respecting other residents, both in meetings and on the premises. 2. Offensive, disruptive, threatening or abusive behaviour and language including racist, sexist, disabled or homophobic inflammatory remarks shall not be permitted and will constitute a breach of reasonable behaviour. 3. Residents will be aware of the equal opportunities policies of South Essex Homes and will at no time act in a manner which is intentionally contrary to the spirit of these policies. 4. Residents wishing to speak should indicate to the Chair, and then wait to be called upon to speak. All speakers should address the Chair. The Chair's role is to make certain everyone has the opportunity to speak. Residents should be careful not to dominate the discussion. 5. Speakers should <u>stick to the subject matter in hand</u> and not stray from the point. 6. Only one person shall speak at a time and there should not be any private debates within the meeting. 7. Any breach of reasonable behaviour will result in a vote of no confidence being called against the offending member and the member will be asked to leave. The meeting will be stopped until that person has removed themselves from the meeting.	
16.	Attachments: Original Constitution February 2019 Terms of Reference July 2024. All Are Welcome Poster Sheltered Housing Poster/Leaflet Are you Disabled in anyway or a Carer Poster	KD