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), Hedley Brown, Angela Burrows, Keith Ducker, Shirley Griffin, Maria Moore, George Moore, Carol Bedford, Charisse Chukwurah (SEH Resident Involvement East Area), Wendy Lane (SEH Contact Centre), Gemma Franklin (SEH Call Centre & Careline) & Natasha Elson (SEH Resident Involvement Team Leader).	
	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 & Harry Few	
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. Any suggestions on alterations please bring to Jan 27 meeting or send to KD.	KD
4.	**Guest Speaker for January 27:** None, as we have a lot to discuss and arrange at the January meeting.	
5.	**Communication and Contact Information:** • Need for better communication methods like door-to-door leaflets or information slip, to inform residents of meetings. (see any other business)	To discuss at Jan meeting

	• Discussion regarding repair protocols and the importance of reporting vulnerabilities to contractors. • Emphasis on utilizing the 'MySEH' online portal for tracking repairs and property information.	To discuss at January meeting
6.	**Administrative and Meeting Logistics** • Review of meeting frequently and updates to the terms of reference. • Coordination of future meeting schedules and venue arrangements. • Addressing low attendance through improved outreach and engagement strategies.	To discuss all 3 at January meeting
7.	**Accessibility and Reasonable Adjustments:** • The group is dedicated to fighting for the rights of disabled residents in Southend. • Provision and guidance on property adaptations and accessing necessary equipment. • Support services to include caregivers and those with hidden disabilities.	Make sue all member know these things
8.	**Future Meetings and Scheduling**: To be discussed at the January meeting as above.	
9.	**Key Outcomes:** The Sheltered Poster was altered so it showed who we are and what we are about and can do for them. The A4 poster attached hopefully is as required now.	
10.	**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.	
11.	**Any other Business:** We had 3 residents come in and ask "what is the meeting about" as they had no idea that the group was there. This was due to not being told about it. KD spoke to them after the meeting and provided them with the information they wanted. One lady went and got her disabled husband to see what can be done for him and KD was able to explain how and where he can get help. One asked about adaptations and KD was able to provide website and phone number to help them get in touch with the SCC adaptions department and how to "self-refer". Got asked if we could return but let everyone know when. Asked if we could get the fire manager to attend and explain about help, they can get around fire protection for the deaf or disabled. KD to arrange with the group.	KD
12.	**Items to be agreed:** **You will find along with these November minutes the following -** **A letter to you all.** **Disability & Carers old A4 poster** **Southend City Disabled & Carers A4 Poster** **Disability & Carers Terms of Reference** **Disability & Carers Sheltered Poster** **The agenda for January 2027**	
13.	**Date of next meeting:** **13th January 2027 @ 11am 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 will be welcomed. **For Taxi, ring Charisse on 07768 032918**	
14.	**Future Meeting Dates and Venues:** **To be discussed at the January meeting.**	

	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 stick to the subject matter in hand 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.	