

Redcar and Cleveland Disabled People's Partnership Board

Monday 10th September 2007

Coatham Memorial Hall

Widening Our Horizons

1. Welcome

The chair Lynne Baggley (**LB**) opened the meeting and informed every one of health and safety issues and the facilities available at the venue

2. Apologies

Anne Lake

Diane Hunt

Ian West

Councillor Helen McLuckie RCBC

Neil Russell RCBC

Prof. Brian Footitt (Chair Redcar & Cleveland Partnership)

Councillor Valerie Halton RCBC

Jean & Howard Hansford

Sheila Underwood

John Mc Gregor

John McCormack

Keith Helm

Stuart Myers

Vera Baird QC MP

3. Matters arising from minutes of meeting June 11th 2007

- **Update on Dial a Ride Service – Colin Bowley Redcar & Cleveland Borough Council (RCBC)**

Colin is the new Integrated Transport Manager at Redcar & Cleveland Borough Council. Following the recent survey and consultation event with Dial a Ride Members held at Coatham Memorial Hall a few weeks ago some key points were highlighted:

The results from the consultation highlighted three top priorities:

1. Greater flexibility of service with more flexible booking arrangements covering 'emergency' appointments and the desire to be 'spontaneous'.
2. More capacity and improved access with a variation in the type of vehicles provided
3. Eligibility for membership to be tightened and a code of conduct for members included

5 people came forward at the consultation event who are willing to be involved in the tender task group.

Colin Bowley said, "The demands are reasonable and increasing in my view. There is an overspent budget of £140,000 for this service which currently provides 4 buses through one provider. We wish to improve the current booking service to perhaps incorporate the use of a texting service and e mail. We are looking at flexibility with smaller buses or a community provider taking on some of the routes. The deadline of March 2008 is tight. Please get in touch with me by telephone or e mail if you want to let me know your views."

Colin's contact details are as follows:

Colin Bowley
Integrated Transport Manager
Area Management
Belmont House
Rectory Lane
Guisborough TS14 7FD
Phone: 01287 612467
E mail: colin_bowley@redcar-cleveland.gov.uk

- **Update on Taxi Licensing - Clare Smith (CS)**

CS explained that she and Jane Reast had recently met with council officers and Councillor Norman Davies –chair of the council's licensing committee. They were informed that there are 4 accessible cabs in the Redcar and Cleveland area, and we now have telephone numbers for these. CS is in the process of contacting them to see what services they provide and how accessible they are, and will report to the partnership board with our findings. ROC is still expressing concerns over the lack of accessible taxis in the Borough. The local authority is currently reviewing their taxi licensing policies and ROC will continue to work with them on this.

- **ROC Information & Shopmobility Service Update - Jane Reast (JR)**

The service re opened last December. The recent usage statistics are very good, and the Hot Desking sessions are going well. If any organisations are interested in using our hot desk please get in touch with ROC on 01642 774500. Note also that if you are a member of either Dial a Ride or FROG you pay £5.00 instead of £10.00 for Shopmobility membership.

ROC has secured capital money to fund an accessible toilet at the Shopmobility premises at Pybus Place.

ROC has recently undertaken a survey involving Shopmobility customers to demonstrate that the 'disabled pound' as well as the tourist pound is very valuable to the town's local economy. This evidence will be used in a number of ways, in order to increase income and capital for Shopmobility. Help the Aged may fund and sponsor new

equipment. Recent interest both locally and from outside the area in the release of the film 'Atonement' shows there is great interest in Redcar.

4. Launch of Redcar & Cleveland Mind's Diversity Project Newsletter.

Sharon Street - Director Redcar & Cleveland Mind

"We believe that everyone is a unique individual and should be respected for that".

Pat Robson – Chair Redcar & Cleveland Mind

"I would like to thank ROC for allowing us to launch this newspaper which is available in different formats if required. We did some diversity training to explore what it means to individuals. We produced art for an exhibition – some of which is on display today. We completed an animation workshop and shared in music sessions with ROC. The photography group produced some images for display and we were involved in collagraphy production.

We are really happy to launch this free supplement and thanks to all who contributed including National Mind"

5. Focus Group News and Progress

Sensory Loss Group - Clare Smith

The group has spoken to Rebecca Willshee from the Patient Experience Directorate of Redcar and Cleveland Primary Care Trust (PCT) about problems they are experiencing with the health service; in particular there is a shortage of trained BSL interpreters to support their appointments. Rebecca has promised to raise these concerns with the PCT and feedback to the group. The Focus Group has also written to the Chief Executive of the PCT to raise some of these issues. The Group is also campaigning for a texting service as a means of making appointments.

CS and JR are also working with Vera Baird M.P. with regard to a deaf woman who was recently disqualified to serve as a jury member. Currently the law states that if a deaf person has been chosen for jury service they will be excluded as an interpreter would be classed as an extra person in the jury room. The current Government pledged to review this anomaly in 1998 but have yet to do so; therefore the Focus Group and ROC are pressing for this review to take place.

Local poster campaign www.doyoureallydeedit.com - Jane Reast

A poster at Redcar Clock bus stop features the television characters Lou and Andy has been brought to our attention by disabled people. The poster is offensive and misleading and misrepresents the experience of disabled people, as it is **not** always possible to get an accessible bus. ROC has contacted the following to highlight our concerns:

- Arriva
- Colin Moore - Chief Executive Redcar & Cleveland Borough Council
- Professor Brian Footitt - Chair Redcar and Cleveland Partnership Board

Professor Footitt has pledged to raise this issue at the next Redcar and Cleveland Partnership Meeting.

Thanks were given to members for bringing it to ROC's attention.

Physical Disability Group Update

The group met with Arriva to voice their concerns over the inadequate service provided for disabled passengers. Following on from this the Group will be meeting the Arriva Training manager in October to discuss the feasibility of disabled people facilitating part of their disability awareness training.

Currently, two focus group members - Barbara Rankin and Sheila Shutt, are carrying out a survey of shops and pubs in Redcar, looking at access issues. This will clearly take some time but they are finding out if premises and businesses are doing what is required under the Disability Discrimination Act. Shopmobility customers are also linking into this piece of work through the survey

The group has also recently met with officers from the Redcar Adult Learning Service to give their views on how access to learning could be improved for disabled people. This was a productive exercise for everyone which resulted in some members accessing new courses this year.

Modernisation Board (RCBC Adult and Children's Services)

Redcar and Cleveland Adult and Children's services have set up a modernisation board to review the current services they provide.

Lynne Baggley – Chair of the Disabled Peoples Partnership Board and Clare Smith - Project worker for ROC were invited to attend a consultation meeting to give their input. This work is ongoing and it is envisaged that Clare and Lynne will continue to be involved.

Stephen Proudman – Chair of ROC has been out in Redcar with officers from Redcar and Cleveland Borough Council’s Highways department in order to audit and highlight the problems wheelchair users are experiencing with particular areas of roads and pavements. Stephen reported that this was a very positive exercise with improvements already being made. Barbara Rankin is also meeting with officers to look at other parts of the town in the near future, and will report back to the DPPB at the next meeting.

Note that the following website www.fixmystreet.com is a user friendly way to report, view, or discuss local problems (like graffiti, fly tipping, broken paving slabs, or street lighting)

Redcar and Cleveland Community Sports Network

Clare Smith and Stephen Proudman are currently on the Community Sports Network in order to inform them of the needs of disabled people when accessing sports centres and gym equipment, as well as ensuring that disabled people’s needs will be incorporated into the forthcoming Sport for England bid for Redcar and Cleveland. Any further developments will be brought to future DPPB meetings.

Minor adaptations Tender – JR

Redcar & Cleveland Borough Council are currently tendering for this service which concerns fitting of ramps and rails etc in the home. They have invited disabled people to be involved. Barb Rankin, Stephen Proudman and Tony Roberts (Information and Shopmobility service) will be involved in this process in November and December.

6. Rebecca Willshee and Sarah Scott - PCT Patient Experience Team

Rebecca remarked how impressed she was by the number of people at the meeting, and the many projects that the DPPB and ROC are currently involved in. Rebecca explained that part of her role is to improve patient outcomes and ensure that services provided are the right ones for disabled people.

Any member of the public can call the Team regarding provision of health services in your area or problems with their health authority or Primary Care Trust.

The PALS (Patient Advice and Liaison Services) is an informal service, and people can ring or use drop in sessions to raise issues. The complaints process is a more formal process.

The Team use questionnaires, events, and focus groups to ask people what they want from their Health Service. Rebecca remarked that the Just the Ticket Conference in January this year, as well as the DPPB and focus groups are beginning to help them deliver a better service.

Rebecca said she will take forward your concerns raised with the Patient Advice and Liaison Services and are currently looking at options for a texting appointment service for deaf people.

Any Questions?

Q.How do we contact you?

We are looking to have a single telephone number (see below for current contact details)

A. PALS Freephone Tel: 0800 0130 500

E mail pals@rcpct.nhs.uk

Patient and Public Involvement

Lead: Rebecca Willshee

Tel: 01287 284231

Q. How much are 0845 telephone numbers which some surgeries use?

A. We are aware that some G.P's use these but we can't influence them using them.

Q.If the PCT holds the contract **why** can't they influence this?

A. If there is public opinion about this as an issue, we can flag this up to the commissioning organisation.

Q. What access is there for the deaf to use the telephone?

A. There is Type talk but we know that not everyone likes this system. We are looking at fax, text and minicom, although we know things still aren't good enough.

Q. There is **no** text number for my G.P?!

A. We are looking at this problem.

JR People should write to their G.P if they are not happy with their services. We are glad that the PCT team is coming along to meet groups like us; it's great to have

dialogue and make changes happen. It does seem extraordinary that simple things like mobile phones with a text number can't be set up for deaf patients to use.

A. We are a Tees wide service looking to be more effective and proactive. Not directly being in the area does not mean we aren't involved. The mechanisms for engagement with the NHS being proposed with community organisations to influence policies and procedures to ensure services change for the better.

Q. Re next weeks consultation on changes to community health services -Some people belong to groups but others don't, for instance people who use the district nurse service. How do you let these people know about your work and what is happening?

A. The meeting next week is about management of the community services and how else we can communicate with people. I will re send the information on this meeting to you today.

7. Any other business

• Wheelchair Services User Questionnaire

Questionnaires from Department of Health are seeking the views of wheelchair users about the current equipment being used and how Wheelchair Users feel about their equipment.

These are available at reception today -please complete and return to ROC and we will forward them.

• Healthy Eating Needn't Be a Chew

ROC, R&C Mind and Carers Together have secured funding from the Communities for Health Programme to hold 4 ten week sessions (with a total of 32 people) Eating and The Sessions will be offered to carers and disabled people across the disability spectrum, thereby contributing to the reduction in health inequality. If anyone is interested please add your details to list at reception desk and we will be in touch with you shortly.

- At the December meeting those organisations involved in the January Disability Equality Duty event will be asked to report back on what they have done to date. A report will be going out after this feedback.
- ROC has been asked to support a Supporting People Event in October to increase involvement in the programme

8. Date and Time of Next Meeting

10th December 2007 12.15 – 3.00pm

Present

Lynne Baggley + Jack
Susan Brook
Kath Oyston
Terry Fahey
Louise Tierney
F Dix
Tony Morrell
Sharon Street
Pat Robson
Chris Pope
Paul Frank
John Simpson
D Kiff
S Lazenby
C Grainger
M Anderson
Elaine
Ann Wilson
Linda Dickinson
Stuart Saunders
Brian Withers
J Housam
R Willshee
Sarah Scott
Lesley Taylor
S Metcalfe
J Swinburne
Liz Cocks
C Smith
Jane Reast
Liz Barker
Maureen Gibson
L Hayden
C Cummins
Nick Porter
G Skidmore

Janet Mason
Malcolm Dexter
G Madge
Neville Gosney
M Moroney
D Witthames
Susan Cowley
Margaret Moore
Jane Smailes
G Dix
F Thomas
M McDonald
Colin Bowley
Jane Evans
S Kershaw
P Pendry
Adrian Moule
Alan Poulter
Ping Bingham
M Silver
P Stevenson
Jon O Sullivan
G Robson
A Weatherly
Jimmy Bryant
S Proudman
Kevin Coulton
Richard Owen
Tina Hart
Sue Brook
Lucy Muir
Betty Hygate
P Syson
John Hawkins
John Gregory
Barb Rankin
Peter Lowe
Stan Irwin

Anthony Basham
Julie Trueman
Mary Goodman
Nick Murray
L Batty
Fiona Ferguson
2 service users of
Head Lines
E Peerson
S Picknett
Kevin McCabe
Lesley Taylor
S Shutt