



One Voice Disability Forum

Monday 18rd May 2009, 10.30am -12.00 noon

At the Cornerstone

MINUTES

Present:

Marilyn Tarney	Forum Chair
Lesley Sayer	Support for Marilyn
Amy Stone	Publicity / Forum Chair
John Speak	Director of One Voice & Forum Manager
Joy Grayson	Forum Administrator
Michelle Senior	One Voice
Mike Ashworth	One Voice
Mark Simpson	NHS Lancashire Care
Noel Armstrong	Lancs. County Council, Social Services, PDSI Team Manager
Ian Favell	One Voice
Grace Chelimo	Local resident
Aisha Al-Ali	One Voice
Jacob Littlewood	One Voice
Nicola Relihan	Local resident
Karen Hall	Police
Carol Gardner	MS Society

1. Welcome, Introductions and Apologies

Amy welcomed everyone and explained that she would be chairing the meeting. Everyone introduced themselves. Apologies were received from:

Dieter Lokotsch	Local resident
Marian Dashfield	Leonard Cheshire Disability
Jill Brown	Help Direct
Mary Kinane	Local resident
Lionel Rice	Making Space

2. Minutes of the last meeting and matters arising not on the agenda

Amy explained that the Forum is now having monthly meetings (alternating between daytime and evening meetings) rather than having two meetings a month.

The minutes of the meeting on 23 March 2009 were accepted as a true record by those who were present. Amy quickly ran through the action points agreed at the meeting:

- **Amy to invite Rob Bracewell and Tony Finn to the next Forum meeting.** They were unable to attend this meeting so will be invited to a later one
- **John will write an article about the Forum and put in the next One Voice newsletter. Looking for new volunteers who have spare time - focus is on local issues.** This has been done and will be going out within a week.
- **Amy and Joy will research other disability forums and see what they are doing e.g. Warrington.** Amy reported that there are many disability forum websites, but very little information on what they are doing. The Thanet in Kent forum are writing to supermarkets about disabled car parking spaces. Another project involves taking County Councilors out for a day in a wheelchair with a disabled person.
- **Amy will investigate CVS training for Chair, Secretary, manager etc.** This has been done – Amy will liaise with those who are interested in participating

3. New Terms of Reference and Steering Group Structure – John Speak

John gave an update on the new structure of the Forum. He highlighted that the forum now has its own logo (see above). The Forum has now been meeting for some time with a working group and has now moved on to become a user led group. The new Steering Group structure reflects this. John explained that he is the Director of the Forum and Chair of the Steering Group. He introduced Amy and Marilyn, the two Forum Chairs and Joy, the Forum's Secretary. A One Voice Information Officer also sits on the Steering Group and enables a two way flow of information. If there are common themes that come up through enquiries to the One Voice information service, these can be built into future Forum programme. Also, specific problems that individuals raise at the Forum can be referred on to the Information Officers. The Forum is currently looking at transport as this came out as a very big issue in a survey carried out. The Forum will still remain open for other issues to be brought forward.

Aisha distributed the new Terms of Reference (TOR). It was noted that there has been a subsequent update to the TOR following the last Steering Group meeting. Under the section on Membership, the statement 'Membership will be defined via a membership form and an expectation that signed up members will attend a minimum of 5 meetings per year' has been replaced with 'Membership will be defined via a membership form and signed up members are expected to play an active role in the Forum e.g. by attending a minimum of 5 meetings per year and/or participating in the On-line Forum or other Forum activities.' A copy of the updated Terms of Reference is attached.

4. On-line Forum – Aisha Al Ali

Aisha introduced everyone to the On-line Forum by providing a live link on the screen. Information on the transport survey has been put on already. The idea is that it is a tool for the Forum members to communicate with each other between meetings and is particularly useful to those members that cannot attend meetings. There can be small 'chat rooms' for individual topics where members can feed in their views. It is also useful for promoting upcoming events. The dates, agendas and minutes of Forum meetings will also be included.

Aisha asked everyone for feedback on the look of the site and whether it is something people would use. She also asked if anyone had any concerns and mentioned that she will be providing training on how to use the On-line Forum. Marilyn has agreed to monitor the On-line Forum every day.

The On-line Forum will be promoted via cards and 'Round Robins' to e-mail groups. Other ideas included promoting it via CVS and the Hub. Mark offered to promote it to Lancashire Links.

Tony Finn wants 'Access' as a topic group on the On-line Forum and the local Access Guide to be included. Amy has requested 'employment' as a topic group. The on-line Forum Administrators can add new topic groups as requested.

Information raised on-line will inform issues to pursue at Forum meetings.

Aisha asked everyone to e-mail their ideas regarding the On-line Forum through to the Forum's email address forum.onevoice@btconnect.com.

5. Transport plan - Aisha Al Ali

Aisha distributed the document 'Outline for Transport Research'. This document has been attached.

Aisha summarised the 2007 One Voice survey 'What disabled people want and need'. She explained that the new transport survey would build on this work would include collecting qualitative data from small 'focus groups' and quantitative data from surveys. The focus groups would discuss any issue that those participating felt relevant e.g. public transport, dial-a-bus, Blue Badge scheme. The survey's geographical area will be informed by particular bus routes but will focus on the urban areas of Lancaster, Morecambe and Carnforth and will not cover rural transport issues.

Lancaster University and the Powerful Voices Network are already interested in the research. Rob Bracewell's work with taxi drivers will also be fed into the process.

The main task now is to initiate the focus groups which will take place in June. Aisha would welcome ideas on how to reach disabled people to take part.

6. AOB

The Chair added this item into the agenda at this stage.

- Matt brought to peoples attention then Sainsbury's 'Nominate your favourite charity' promotion and encouraged people to complete the forms.

- Grace mentioned an 'Access' training event on 29th May 10.30 am to 12.00 noon, to learn how to determine whether a location is accessible and inclusive to people with disabilities. Contact Grace for further information at forum.onevoice@btconnect.com.
- Joy circulated the Disability Forum's membership forms for people to complete. A copy of the membership form is attached for those who were unable to attend the meeting. Please return completed electronic forms to Joy at forum.onevoice@btconnect.com.

7. Open Forum / discussion / buffet

The meeting was divided into three groups and each group was asked to discuss and agree the main areas that they are finding difficult. This process will inform what the Forum will focus on in the future. The main issues raised by the groups are as follows:

Group 1: Areas of concern

1. Taxis and buses are expensive for people on benefits – *a solution could be to give discounted taxi fares and free bus passes to disabled people*
2. Inconsiderate drivers parking on dropped kerbs – *requires driver education.*
3. Lack of low liner / wheelchair accessible buses on some routes – *education and training of bus drivers on disability issues*
4. Individual budgets and direct payment implementation

Group 2: Areas of concern

1. Communication of different mediums
2. Adult social care for people of working age
3. Access to banks and shops - steps
4. Service providers – *better awareness training*

Group 3: Areas of concern

1. Dropped kerbs – not enough of them and badly aligned, too steep for wheelchair users, cars parking on them
2. Individual budgets / Direct payments – big changes – delivering care, implementation over the coming year - *keep a watching brief*
3. Phoning big companies – need to use Plain English, difficulties using automated services – *solution could be to have a special number to call for people with disabilities*

8. Date, time and Agenda of next meeting

Thursday 25th June, 6pm at the Cornerstone, Sulyard Street, Lancaster