

**Disabilities Assembly**  
 15 February 2016  
 Middlesex Suite, Civic Centre.

	<p>Marion Finney from the Customer Engagement Team welcomed everyone to the assembly.</p>
	<p>The minutes from 26 October were agreed.</p>
	<p><b>Agenda 15 February - What happened at our meeting?</b></p>
  <p>GP Surgery</p>   <p>Stop</p>  <p>Hate Crime</p>  	<p><b>'Our Top Priorities' Consultation</b></p> <ul style="list-style-type: none"> <li>• Marion informed everyone about the results of the Top Priorities consultation. The top 5 priorities are:       <ol style="list-style-type: none"> <li>1. Health including mental health</li> <li>2. Social Care</li> <li>3. Housing</li> <li>4. Personal safety</li> <li>5. Transport</li> </ol> </li> <li>• We will use this information to plan future assemblies.</li> </ul>



## Group discussions

Everyone at the assembly took part in group discussions about 3 topics:



1. Hate Crime



2. Personal safety



3. Victim Support



Everyone discussed their understanding and experiences of the 3 topics.



## Key feedback and questions and answers

Key representatives gave feedback and answered questions.



### Personal safety - PC Celine Robinson

a) Make appointments and set up passwords with gas and electricity companies etc and use these to verify people's identities when they visit. This is because:

- When people come to your front door you cannot just rely on their honesty.
- Burglary artifice is very common. This is when people come to your door and pretend to be from an official organisation then use a distraction to steal things.

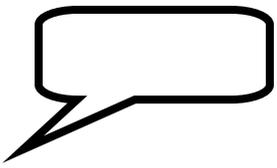




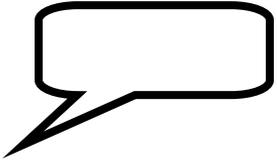
- b) Be mindful of cold callers. Always ask for identification.
- c) If you are going out tell people where you are going and when you will be back.
- d) Always carry a personal alarm.
- e) Be careful taking money out of cash machines. People can look over your shoulder for your PIN number.
- f) Activate your speed dial on your mobile phone to make it easier to contact people if you do need help.
- g) Get a 'Beware of the dog' sticker for your window. This is a cost effective way of putting off burglars.
- h) Think about cutting back any trees or shrubs that block your view of the road or that people can hide behind.
- i) We all need to be aware of the threat of terrorism so please tell us if you see people paying special attention to places where lots of people meet e.g. churches, shopping centres etc.
- j) Charities should always inform the police when they are collecting in an area.
- k) Each ward has a Ward Officer. They are the best people to put you in touch with Neighbourhood Watch Coordinators.

**Q1.** Who do you contact to set up passwords?

**A1.** Contact companies on the phone or online.



**Comment:** As well as passwords you can request Smart Meters so readings can be taken automatically.



**Comment:** All Police should go on Mental Health First Aid training. It is very practical and helps improve support skills.

**Response:** The more training the better so please suggest this to our Borough Commander Nick Downing.



### Hate Crime - Christine Roberts

- a) There is a need to raise awareness and for education, which should start in primary school.
- b) Some people don't feel confident reporting problems to the police. They feel that the police won't listen.

We take Hate Crime very seriously. We encourage people who feel they are being targeted to report this to the police.

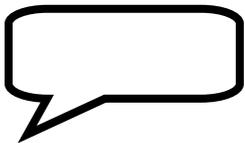


Sometimes what is happening might not be a crime but we will still record it because it can help us recognise patterns of antisocial behaviour. If we see patterns we can target our resources.



**Q1.** Why don't people with disabilities go into schools and do plays about Hate Crime to help educate young people?

**A1.** There is a working group within the police that looks at how to work with the Department of Education but we rely on other people to help us do this. There are excellent local drama groups so you could contact them to see what could be done.



### **Victim Support - Miriam Cole**

- We need to advertise more.
- People want personal alarms. There is a local scheme that can provide them.

**Q1.** What are the contact details for the personal alarms?

**A1.** Please contact Hillingdon Victim Support on 0207 244 4555.

**Comment:** I would like to thank Victim Support and the Police for their help when I suffered Hate Crime.



### **DisabledGo Hillingdon**

- DisabledGo is an organisation that works to improve information about accessible places.
- We have a free website: [www.disabledgo.com](http://www.disabledgo.com)
- The website provides detailed accessibility information about over 100,000 places to go.
- The information on the site is decided by disabled people.
- Every place on the website has been visited and assessed.



- We have tried to make the website accessible by using different colour and language options and speech browser software.
- DisabledGo works with over 300 partners including 26 of the London boroughs, Boots and Marks and Spencer.
- If you don't have internet access then we can take enquiries over the phone. The council will soon be able to do this too.
- We are about to start a project in Hillingdon.
- The Hillingdon guide will cover 1000 places.
- We are going to start venue assessments in March and these will run for 6 to 8 weeks.
- We want Hillingdon residents to make suggestions for venues to assess.
- We can look at parks, transport, restaurants among other places.
- We can also look at routes between venues.
- If anyone would like to take part in the assessments please let us know.
- We will publish the information on our website and put a link on local Hillingdon websites.

**Date of next steering group:** Friday 18 March 2016

**Dates of 2016 assemblies:**

- Monday 13 June 2016
- Monday 10 October 2016