

Disabilities Assembly
12 June 2017
Middlesex Suite, Civic Centre.

Welcome!



Marion Finney from the Customer Engagement Team welcomed everyone to the assembly and introduced and thanked the stall holders.

She explained the agenda for the meeting and advised the minutes are available on the Council's website.



"Please offer me a seat" - John Hersov, Independent freelance consultant and facilitator.

John is an advocate for people with disabilities, especially learning disabilities. He is part of the Valuing People - Big Day Out network that gives people with learning difficulties the chance to discuss travel and transport issues.



"Please offer me a seat" is a new scheme from Transport for London (TfL). If you struggle to stand while using public transport, there is a free badge and card available to help you let other people know that you need a seat. The badge and card can be used on all TfL services: London Underground, London Overground, TfL Rail, Buses, Docklands Light Railway (DLR),



Trams and River Services.

You can request a badge and card online, or get more information, from the Transport for London website:

www.tfl.gov.uk/campaign/please-offer-me-a-seat

You can also request by phone from TfL Customer Services on 0343 222 1234.

You do not need to prove your need, or give any medical information.

Questions and answers

Q1. Not everyone has internet access. How do we get the information?

A1. If you would like the Customer Engagement Team to order a badge for you, please see a member of staff at the end of the assembly. John will send the link with the information to the Customer Engagement Team and they would assist you in applying for a badge and card.



Q2. What happens if nobody gives up a seat?

A2. TfL can't insist customers give up their seat for you but if you are struggling to get the attention of your fellow passengers, politely approach someone and make it clear that you require a seat. You do not need to explain your reason but don't forget the person in the seat may also require it. The badge is optional. Not everyone who needs a seat will have one.



TfL did a trial of the badge and 85 - 90% of people had a positive experience of using it.

Q3. Will staff help me get a seat?

A3. Staff are not expected to intervene in helping you get a seat. However, if you face any discrimination, hate crime or abuse, call a member of staff or report it to the police.

Q4. What is the age limit?

A4. There isn't an age limit.



Q5. Why can't drivers be more considerate and put the ramp down? They sometimes don't ask for pushchairs to be folded up so a wheelchair user can get on.

A5. There are over 20,000 bus drivers and 12 different companies and many offer good service. Drivers are going through a training programme on customer experience. Part of the training looks at requesting people to move buggies.



There are signs in buses to say wheelchairs have priority and also a recorded message is available to ask people to fold up buggies.



TfL have written to all the drivers asking them to make every effort to get wheelchair space freed up, but they cannot force people to move their buggy. If they can't make space, they should talk to the wheelchair user and tell them

they will call the control room and let them know a wheelchair user is waiting.

John encouraged people to complain to TfL about bad experiences (although you may have to report this online). The complaint will be logged and passed on to the bus company and garage so they can take action. It is also useful to give them positive feedback about good experiences too.

Q6. How is TfL going to raise awareness of the scheme?

A6. To date, 20,000 orders have been made. TfL are monitoring how the whole process and experience is working, including how the general public are becoming more aware of people wearing the Badge.

Q7. Are wheelchair users allowed to travel in the aisle?

A7. No they are not - for safety reasons. Wheelchair users must be seated in the correct position in the wheelchair space.

Q5. What is the connection between the Disability Assembly and the Access and Mobility Forum?

A5. The forum deals with issues of travel accessibility and is not attended by everyone. The assembly is open to all and we discuss a



wider range of topics.

Changes to Direct Payment Support Services

Sasha Jefferies, Connect to Support Project Officer and Jan Major, Service Manager for adult resources

Jan oversees the Direct Payments Team.

There are changes to support services from 1 July for anyone receiving direct payments.

A survey was carried out, asking what support people needed. This is what we learnt:

- People wanted someone to manage their direct payments for them
- We need a group of people who can be employed to support service users. They are normally called Personal Assistants.
- Some service users need more support to manage their direct payments.
- There is less paperwork than before, but having a direct payment can still be off putting.

New plans

Instead of just having Disablement Association Hillingdon (DASH) to provide services, we will have a list of approved providers who can help. You can choose which





provider you like and who suits you and your situation. All service users have been notified with a list of all approved providers and their costs.

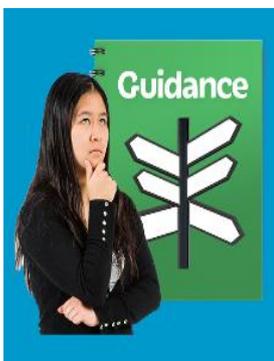
Some of the providers are attending the assembly today and there will be other events throughout the year so you will get opportunities to meet other suppliers.

Each provider will have a page on the Connect to Support website. From 1 July, the service agreement will be between the direct payment user and their provider directly.

Details of providers

Information will be available from:

- www.connecttosupporthillington.org
- Your social worker
- Hillingdon Council
- The Direct Payments Team
- The Direct Payments Pack



Services available

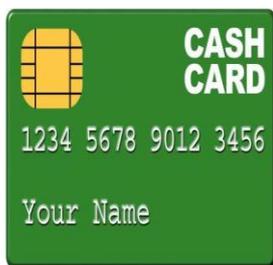
These are the areas that services will be available in:

- Employing a named personal assistant
- Advertising and recruiting a personal assistant
- Ongoing support with employing a personal assistant

- Payroll service
- Managed account

How do I pay for these services?

The council will make sure you have money on your prepaid card to buy the services you need. They will work with service users on other options like a bank account.



Questions and Answers

Q1. How would someone looking to do a personal assistant job go about it?

A1. The organisations involved will do their own recruitment campaigns.



Q2. I already use DASH. Can I stay with them?

A2. You can stay with DASH if you want to. The council will ensure money is on the card in line with what DASH charge.

Q3. Will DASH be providing PAs?

A3. DASH will continue to provide services, but there are other providers available.



Q4. Will the council provide support to pay for these providers?

A4. The council will pay for the services via the prepaid card.

Carers' Recognition Scheme

Cllr Becky Haggar - Carers' Champion



The carers' recognition scheme is an opportunity to thank unpaid carers in the borough for all the support they give and recognise the valuable contribution they make to the community. You can nominate a family member or friend that cares for you. Nomination forms are available at the assembly, or from the Customer Engagement Team or your local library. Nominations can also be made online. The closing date is 16 June.



There will be a celebration evening on 12 July where nominated carers will be presented with their certificates.

Disability Assembly Steering Group



The steering group helps to plan and deliver the assemblies. New members are welcome as it is always good to get fresh ideas. Contact the Community Engagement Team if you are interested.

Q1. Why is there no opportunity for us to raise issues?

A1. There is a steering group that decides on the plan for the assembly. We will take the point raised back to the group. We had previously asked the audience for suggestions of the top

ten topics of interest and the themes for the assemblies are based on those topics.
Raising personal issues is not encouraged at the assembly, but there are council staff available to talk to at the end.

Q2. Could we invite people to join the steering group?

A2. Please let us know if you would like to join. We have an enquiry form that you can fill in about this.



Marion thanked everyone for taking part in the assembly.

- **Date of the next Disability Assembly:
Monday 9 October 2017**