

Disability Advisory Group

Notes and Actions from Meeting held on 2 November 2017

Attendees:

MB – Choices and Rights Disability Coalition (Chair)
LS – Headway Hull & East Riding
CS – Disabled Voices East Riding
RS – MS Society
KG – Department for Work and Pensions
DW – Department for Work and Pensions
QD – ERY CCG
MD – Humber NHS Foundation Trust
PY – Humberside Police
SH – ERYC
LW – ERYC Corporate Strategy and Intelligence Team
NB – ERYC Corporate Strategy and Intelligence Team
JC – ERYC Asset Strategy
JB – ERYC Organisation Redesign
PD – ERYC Traffic & Parking
HM – ERYC Disability Resource Team
AS – ERYC (Observer)

Apologies:

EP – Carers Advisory Group
NL – ERY CCG
JR – Hull and East Yorkshire Hospitals NHS Trust
AL – National Deaf Children's Society
IH – Hull and East Riding Visually Impaired Forum
JA – ERYC Adult Social Care Reform Team

Notes of the meeting held on 2 November 2017

Notes	Actions
Minutes from the meeting held on 3 August and Matters Arising.	
<p>The notes from the meeting held 3 August 2017 were approved.</p> <p>Safe Place scheme update – NB confirmed that an article to promote the scheme was going to be featured in the December issue of the Your East Riding magazine.</p> <p>It was mentioned that Northern Rail should attend a meeting to discuss the future provision of rail travel. LW and NB confirmed that they had chased Northern Rail on numerous occasions and asked them to attend a meeting.</p> <p>The issue of NHS Mental Health representatives not attending previous DAG meetings was mentioned. MB and NB confirmed that they had followed this up and received an apology from PJ (Humber NHS Foundation Trust) and invited him to this meeting however, he was unable to attend.</p>	<p>MB/NB to invite PJ to a future meeting.</p>
Markets - Disabled Parking	
<p>PD provided an update on the disabled access to Saturday Market, Beverley, on a Saturday. After a recent meeting between the Market Manager, the Parking Manager and the representatives from the Corporate Strategy & Intelligence Team, it was agreed that a small area for disabled parking would be created on the market on a Saturday. This was to be accessed from Sow Hill Road and was situated opposite the Yorkshire Building Society. The trial commenced at the beginning of November and included putting up barriers for pedestrian safety. PD said that it had been agreed that wardens would spend extra time there to check the use of the spaces and also Blue Badges etc.</p>	

<p>Disabled Parking signs would be put up nearby and the spaces would be occupied on a first come, first served basis.</p> <p>The success of this trial would be monitored and PD said that there was a possibility for more spaces in the future.</p> <p>MB said he was really pleased with this and that it was a positive example of what the DAG group could achieve and also, he hoped that the spaces would be used.</p> <p>PD also offered to come back to any future meetings and discuss any other parking issues.</p>	<p>PD to update DAG on the success of the trial in the New Year.</p>
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Blue Badge Application Process

<p>JB gave a presentation/demonstration of the new Contact 360 system and how this would improve the current blue badge application process and the time taken for applications. The process is designed to cut down on the number of interactions.</p> <p>The new process/application system is email and internet based. Some members said this could cause difficulties for visually impaired or older people, however, JB said that people could still visit the Customer Service Centres and sit with an advisor to apply online.</p> <p>The new system allows people to book their own mobility appointment, for a suitable time, at a suitable Customer Service Centre. People would only be asked to come in for an appointment if a decision couldn't be made online.</p> <p>Questions were asked about fraud prevention and JB confirmed that there were numerous validation checks. Holding more information on applicants electronically would also help proactive enforcement.</p>	<p>JB to send a copy of the presentation which has been circulated to DAG members.</p>
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<p>JB confirmed that the criteria for applicants replicated national guidance and if anything were to change following consultation, then ERYC would also replicate those changes.</p> <p>JB said that she would continue to consult with DAG throughout the application process review, in order to ensure that the process was manageable, clear and took into consideration all abilities/disabilities.</p> <p>It was mentioned that it would be useful to have another contact option instead of email, such as by post.</p> <p>MB asked if the application could be saved part way through the process and JB confirmed that yes it could.</p> <p>CS suggested that the online process should be designed to ensure that a person with mild learning disabilities would be able to complete it on their own. JB said that a set of standards was being applied to all wording forms and the website including Contact 360, consisting of simple wording and no jargon.</p>	<p>JB to send any updates to DAG members, or consult with members where necessary.</p> <p>DAG members to pass any comments, feedback or thoughts onto NB.</p>
Universal Credit Presentation	
<p>DW and KG from DWP delivered a presentation on the introduction of Universal Credit, how this differs from current benefits and the new interactive UC account for customers.</p> <p>The process would be online, however ERYC would provide digital support for those who cannot use the online process. A list of places that would help people to do this was handed out. ERYC would also be able to visit people in their homes if necessary. DW said there was also a Universal Credit helpline to provide support over the phone.</p> <p>Members asked DWP some additional questions.</p>	<p>DWP circulated presentation to DAG members.</p> <p>DWP sent list of places to DAG members.</p>

- What if someone can't use a computer? DWP confirmed that you could call the helpline and you would be given an option to visit a list of outlets such as the Job Centre, where someone would talk you through it. Alternatively, people could visit one of ERYC outlets where support would also be provided.
- Is large print available? Yes and screen reading has been fully tested for the visually impaired. You can change the font sizes on screen, etc.

RS mentioned the issue of contact after visiting centres if a person needs an email address. LS highlighted the need for alternative contact methods.

It was also mentioned that an Easyread version of the process would be beneficial.

Concern was raised over how individual issues and problems would be taken into account. DWP confirmed that everyone would be dealt with as an individual and that different issues would be taken into account by the Job Centre employee who was assigned to the person applying for UC.

MB said that he would collate a list of questions for DWP about Universal Credit that the group did not have time to ask within the meeting.

MB said that he found the Universal Credit presentation useful and thanked DW and KG for attending the meeting.

MB collated a list of questions and these have been sent to DWP.

DAG Membership

It was recognised by all that membership (especially disability related organisations) was low. NB said that she

<p>had emailed all DAG members on the contact list and asked people if they wished to remain as members of the group. Some did not respond, some asked to be removed and some to remain. Currently, members attend as representatives of groups/organisations to discuss the bigger issues.</p> <p>QD addressed the issue of disabled individuals not attending meetings and the low representation of various groups. QD said that from a public sector point of view, representatives were at the meetings to represent a wide range of disabled individuals. Representatives are expected to go out to their groups/organisations/contacts with issues/meeting discussion topics and then feed back to the whole of the DAG. This was to ensure that the DAG did more widely represent people with disabilities.</p> <p>Membership will continue to be monitored and new representatives will be welcome to attend if they are found, come forward or, wish to do so.</p>	
AOB	
<p>MD (Humber NHS Foundation Trust) introduced herself to the group. MD explained that she is quite new in post and part of her role is the equality agenda and setting up 3 equality forums. One of which is a patient and carer experience forum in January. MD invited DAG members to attend and said that she would send the details to NB to circulate.</p> <p>NB will arrange future DAG dates and asked the group if they were happy with the current meeting times and members confirmed they were.</p>	<p>NB has circulated information to DAG members.</p>

Date of future meetings

- **Wednesday 7 February** – Room 2, County Hall 1pm – 4pm

- **Thursday 14 June** – Room 2, County Hall 1pm – 4pm
- **Wednesday 5 September** – Room 2, County Hall 1pm – 4pm
- **Thursday 13 December** – Room 2, County Hall 1pm – 4pm

Members are reminded to advise NB of any additional specific requirements and early notice is appreciated for specialist requirements.