

Suffolk Coastal Disability Forum

**Minutes of the Meeting held at Trinity Methodist Church, Hamilton Road,
Felixstowe, on Tuesday, 8th January, 2019, at 2pm.**

**SCDC: Suffolk Coastal District Council, WDC: Waveney District Council
SCC: Suffolk County Council**

Present:

Linda Hoggarth	Disability Forum for Suffolk (Chair)
Dan Bristow	Disability Advice Service East Suffolk
Gill Cook	East Suffolk Association for the Blind (Felixstowe)
Simon Daws	Resident
Pat Durham	East Suffolk Association for the Blind
Cllr Steve Gallant	Suffolk Coastal District Council
Steve Hodgkiss	East Suffolk Association for the Blind
Paul Kelly	Resident
Geoff Manning	Resident
Margaret Morris	Resident (Secretary)
PCSO Ben Sagi	Felixstowe PCSO
Yvonne Smart	Chair, Trimley St Martin Parish Council
Sheila Taylor	Hope Trust, Felixstowe
Graham Walker	Kirton Parish Council
Chloe Winlow	Communities Officer, Suffolk Coastal and Waveney District Councils
Amy Wragg	Officer, East Suffolk Lines Community Rail Partnership

Guests:

Mick Lowe	Fire Prevention Officer, Suffolk Fire and Rescue Service
Tom Mc Garry	EDF Energy – Sizewell C
Alan Rose	Chair, Howard House Surgery Patients Group.

Apologies:

Stuart Ellis	Resident
John Fitzpatrick	Resident
Michael Friend	Carer and Hollesley Parish Council
Sylvia Izzard	Resident
Linda Layton	Resident and Carer
Phil Magill	Operations Manager, Passenger Transport, Suffolk County Council

Gill Manning	Resident
Liz Mark	Resident and Bawdsey Parish Council
Maureen Mee	Resident
Kerry Overton	Community Development Officer, Healthwatch Suffolk

1. Welcome & Introductions

Linda welcomed everyone to the meeting and introductions were made. Chloe Winlow, Communities Officer, Suffolk Coastal & Waveney District Councils was welcomed as the replacement for Gillian Benjamin.

2. Apologies

The above apologies were received and noted.

3. Health Service Developments in Felixstowe

3.1 Linda welcomed Alan Rose, Chair of the Howard House Surgery Patient Group and invited him to explain the health service developments planned for Felixstowe.

3.2 Alan explained that he chaired the Howard House Surgery Patient Group and that he was also a Non-Executive Director of the West Suffolk Hospital NHS Foundation Trust and a Governor of the Anglia Ruskin University. He noted that the Anglia Ruskin University has a new medical school and hopes to progress the training of 100 GPs each year.

3.3 He is part of the Project Team working on the reconfiguration of the services at the Felixstowe Community Hospital. He said that services at the hospital are fragmented, the building is shabby and the signage is poor.

3.4 In terms of the Minor Injuries Unit, the current service does not meet the 27 criteria laid down by NHS England in the guidance for Urgent Treatment Centres, aimed at standardising these services across the NHS.

3.5 Therefore some changes are planned to the current service, which will take effect from the 1st April, 2019. Instead of simply being able to walk in, people requiring treatment will have to contact NHS 111 or their GP Surgery to be given an appointment to attend the Minor Injuries Unit. It will be open from 8am to 8pm as it appears that there have been few users outside those hours. It will still be possible to access the service without a referral in cases of emergency.

3.6 In response to the growing numbers of frail elderly people in Felixstowe, a Frailty Service will be developed and be based at the Community Hospital (in line with the Frailty Service at the Ipswich Hospital). This will focus on supporting older people with the aim of prevention and avoiding admission to hospital. The service will start in April, 2019.

3.7 The service will be run by a multi-disciplinary team involving health, social care and the voluntary sector and thus be more 'joined up'. It will focus on prevention and will seek to predict and overcome potential problems, for example, working in a person's home to prevent a fall which might have caused a fractured hip resulting in hospital admission.

3.8 The service will particularly work with the 14 Care Homes in Felixstowe.

3.9 Members expressed concerns regarding the delays often faced by people trying to get through to NHS 111 or to their GP surgeries, and the difficulties faced by people who have communication problems particularly when trying to use a telephone. Members were also keen to point out that all services should be accessible to all people.

3.10 Members were aware of the recent publication of the NHS Long Term Plan and were advised that the following summary may be helpful.

<https://www.longtermplan.nhs.uk/wp-content/uploads/2019/01/the-nhs-long-term-plan-summary.pdf>

3.11 Alan was thanked for attending the meeting and clarifying the plans for the Minor Injuries Unit at Felixstowe Community Hospital. He agreed he would take issues raised back to the Project Team.

Post Meeting Note 1: Alan had raised the issues as requested and the following response has been received from Ipswich & East Suffolk Clinical Commissioning Group:

'With regard to Care Navigators, this is a good point. NHS call handlers will have access to a Directory of Services but it is not clear at present what tools Care Navigators will have at their disposal within their GP Practices. This issue has been raised with the Project Team. In the meantime a mini workshop is being arranged with Care Navigators to

aid understanding of the new processes and systems that will come into effect in April.

The document that details how the Felixstowe Minor Injuries Unit scored against the criteria for an urgent care centre is now in the public domain and can be accessed via this link. <https://tinyurl.com/y9akh84t>

Regarding people with disabilities, there are no plans to change the way in which the Minor Injuries Unit or other local NHS providers are accessed. The Minor Injuries Unit is DDA compliant and as the frailty offer is developed, work will continue with providers to ensure that any future estate developments are also DDA compliant.'

Post Meeting Note 2: Additional enquiries have identified that there is only one parking space for blue badge holders for the Minor Injuries Unit and this will be addressed by the Project Team going forward.

4. Fire Safety in the Home

4.1 Linda welcomed Mick Lowe, Fire Prevention Officer, Suffolk Fire and Rescue Service. Whilst members were concerned about the safe evacuation of disabled people from public buildings, it was not possible for an appropriate officer from Suffolk Fire and Rescue Service to attend this meeting. Therefore, the Planning Group felt that it would be useful for members to be reminded about fire safety in their own homes as a first step.

4.2 Mick explained that said that Safer Home Visits are offered to people over 60 and vulnerable people including all those with a disability to check on fire safety. They have no jurisdiction over people's homes but can offer advice and fit smoke alarms where necessary.

4.3 He showed two films to illustrate the danger of fire and the speed of which it spreads in the home, noting the following points:

- He stressed the toxicity of smoke and that within 3 minutes of a fire starting everything in the room is hot. Smoke would kill before the fire does.
- About 258 people were killed in a year with over 8,000 injured.
- If the doors of rooms are closed, then the fire is limited.
- If appliances are not being used, then it is a good idea to switch them off – for example, the oven, dishwasher, etc.
- Old leads should be replaced.
- Electric blankets should be replaced every 5 years.

- An electricity check every 5 years is a good idea.
- It is important to plan ahead on how to get out of a house in the event of a fire.
- If there is a fire, then people should telephone the fire brigade first and then leave the house.
- Smoke alarms give the earliest warning. They can be set so if one goes off, they all go off.
- Close doors – doors can hold back a fire for 30 minutes. Doors of rooms should be shut at bedtime.

4.4 The service produces a leaflet ‘Fire Safety in your Home’ which is very helpful and provides reminders on all the points made during the presentation. Copies were available for members.

4.5 Members were reminded of the Safer Home Visits and could access further information on these via www.suffolk.gov.uk/suffolk-fire-and-rescue-service/fire-safety-in-the-home/

4.6 Linda thanked Mick for attending the meeting and for his very useful presentation and reminders on how to stay safe.

5. Stage 3 Consultation: Sizewell C

5.1 Linda welcomed Tom McGarry, Head of Communications, EDF Energy and invited him to update members on the Stage 3 Consultation for Sizewell C.

5.2 Tom explained that the consultation about Sizewell C was not about the issues of nuclear power and government policy but about how it is done concentrating on the details surrounding the construction of the new power station.

5.3 Sizewell C will take 10 to 12 years to build and there will be considerable impact on roads and rail services. Deliveries will also be made by sea. There will be 5,600 people on site and accommodation will be required for them on a campus site. New roads will be built to bypass certain villages in the area.

5.4 Tom had brought draft copies of the easy-read consultation leaflet in large print, but this was not yet ready for distribution. He aims for the website to be fully accessible and A3 consultation leaflets in large print to be available.

5.5 People can respond to the consultation by telephone, by requesting a home visit or by requesting transport to attend a consultation event. Accessible venues are being used where possible.

5.6 14 public consultations were planned. Communication had also taken place with the Suffolk Coalition of Disabled People, Age UK, Ipswich and Suffolk Council for Racial Equality and with local schools.

5.7 It was noted that disabled people had felt excluded from the last consultation. Tom explained some of the issues that people had concerns about and invited members to be contact him or to comment direct.

5.8 Linda thanked Tom for attending the meeting and encouraged members to make their individual comments on Sizewell C by the 1st February, 2019.

5.9 Further information can be obtained by emailing info@sizewellc.co.uk or telephoning 0800 197 6102.

6. Minutes of the Meeting held on Tuesday, 2nd October, 2018

The Minutes were agreed as a correct record.

7. Matters Arising

7.1 Item 7.1 Location of Accessible Toilets in Suffolk Coastal: It was not known whether Gillian had been able to complete this work and enquiries would be made.

Action: Planning Group

Other Matters Arising were covered in the agenda items.

8. Update on Specific Issues

8.1 Access Surveys – Felixstowe and Woodbridge

8.1.1 Linda and Margaret had their annual meeting with Felixstowe's Ash Tadjrishi, Town Clerk, and Helen Greengrass, Change Director, Felixstowe Forward. This is always a very helpful and positive meeting and the following points were included:

- The new ramp at the Town Hall is much safer than the old one.

- Felixstowe may become a Business Improvement District: this proposal has a lot of support from traders.
- A Shopmobility Scheme for Felixstowe should be considered.
- Parking restrictions in Hamilton Road needed to be enforced.
- Pedestrians are often anxious when using courtesy crossings.

8.1.2 They were advised that the Town Council had funded a PCSO for Felixstowe and subsequently contact had been made. PCSO Ben Sagi was welcomed to this meeting and he explained that he is employed by Suffolk Constabulary but financed by Felixstowe Town Council. He is not involved in car park issues which are the responsibility of SCDC. He issued tickets to 9 lorries and 14 cars in the Shared Space during his first month. Additionally he has leafletted some as a warning, including Blue Badge holders who were parking where they should not.

8.1.3 In response to a question from a member, Ben said that it would be difficult to enforce the speed limit because of the layout of the Shared Space. Cllr Gallant added that in order to reduce the speed limit there would need to be evidence of accidents caused by speeding traffic. During the Forum's latest survey in Felixstowe, members were concerned at the speed of traffic using the Shared Space in Hamilton Road.

8.1.4 Cameras are placed along a considerable part of Hamilton Road.

8.1.5 A member commented on cyclists cycling the wrong way in the Shared Space, which is unnerving.

8.1.6 Following the last meeting, a letter to businesses had been sent to both Felixstowe and Woodbridge Town Councils which could be forwarded to businesses to explain the problems caused by the thoughtless placing of A Boards and Street Banners. Felixstowe Town Council is to circulate this shortly. The letter is designed to be encouraging as opposed to critical.

8.1.7 A traffic-free day for Hamilton Road was still thought to be a good suggestion but it would be better if this comes from local businesses so that they could own it. It may progress if Felixstowe becomes a Business Improvement District. It was noted that most businesses in Hamilton Road do not have rear access and have to rely on their wholesalers dropping off goods during the day.

8.1.8 Linda thanked Ben for attending this meeting and for his very helpful contributions.

8.1.9 Linda commented on the usefulness of the meeting with Ash and Helen with respect to Felixstowe. It has been much more difficult to engage with Woodbridge Town Council about issues arising from the Access Survey of Woodbridge. However, members reported that the black bollards in the Thoroughfare have been highlighted in red or yellow.

8.1.9 Other outstanding issues are being taken forward by the Planning Group.

8.2 Disability Focus 2018: The report of Disability Focus is now available and will be circulated to Forum members.

Action: Planning Group

8.3 Report back from the Planning Group

8.3.1 Andrea MacMillan, Principal Planner (Policy & Delivery) SCDC & WDC, had attended the last meeting to discuss the Equality Impact Assessment for the Suffolk Coastal Local Plan. The Forum had previously commented that a large number of policy areas were regarded as not applicable to people with disabilities. In addition, the data on the incidence of disabled people in Suffolk Coastal was taken from the 2011 Census which the Forum regarded as inaccurate in determining the number of disabled people in an area. The Planning Group had stated that the Local Plan should be inclusive. There will be a further consultation early in 2019 when it is hoped that SCDC will adjust the wording relating to disabled people.

8.3.2 Ben Woolnough, the Major Projects Designer of the Brightwell Homes/Adastral Park Development, also attended the meeting to discuss the detailed plans for recreational areas including some inclusive play equipment. The Planning Group had discussed the plans and explained the need for a range of inclusive play equipment – the plans shown only indicated a swing capable of taking a wheelchair. Ben agreed to attend a further meeting to show the Planning Group the final plans. Chloe would check progress with Ben.

Action: Chloe Winlow

8.3.3 With regard to the impact on the Waveney and Suffolk Coastal Disability Forums following the formation of the East Suffolk Council, it was not thought necessary to have a joint meeting of the Forums at this stage. Neither Forum is in favour of forming one East Suffolk Disability Forum given the travel implications for members. It may be necessary

to adjust the names of the Forums but the Waveney Disability Forum has indicated that it does not wish to change its name. A possibility is the East Suffolk Disability Forum (North) and the East Suffolk Disability Forum (South).

8.3.4 The Planning Group continues to seek appropriate venues for meetings. It is anticipated that the April meeting will be in Saxmundham and the July meeting will be at the Deben Leisure Centre, Woodbridge. The Planning Group will continue to meet at East Suffolk House, Melton. Linda explained that the Forum is not able to hold meetings at East Suffolk House because the meeting room is on the first floor and it would not be possible to guarantee the safe evacuation of members unable to use stairs in an emergency.

8.3.5 Suffolk Fire and Rescue would be asked if they could send an officer to discuss the problem of evacuation from upper floors of public buildings.

Action: Planning Group

9. Views on Health and Social Care with Healthwatch Suffolk.

In the absence of Kerry Overton, she had sent through a report which was circulated to members. It covered the following:

- Changes to the contract for Home Care and Support;
- The availability of a guide from the National Institute for Health and Care Excellence to highlight what is available for people and families after a diagnosis of dementia;
- The Norfolk and Suffolk Foundation Trust remains in special measures;
- A draft strategy for future provision of mental health services has been prepared;
- The importance of people completing a form at their GP surgery to share their health record.

10. Information Round / Any Other Business

10.1 Woodbridge Railway Station: A member commented that there are significant accessibility issues at the station; with the stairs being poor and that there is no tactile edging to the platform. The Planning Group will follow this up and will seek a representative from Greater Anglia to attend the next meeting.

Action: Planning Group

10.2 Felixstowe Cinema: A member commented that it is impossible for people with disabilities to access the screens. The Planning Group will consider how to put pressure on the Cinema to make changes.

Action: Planning Group

11. Dates of Forum Meetings in 2019

Meetings will take place as follows:

Tuesday, 9th April, from 2pm to 4pm, probably in Saxmundham

Tuesday, 9th July, from 2pm to 4pm, Deben Leisure Centre, Woodbridge

Tuesday, 1st October, from 2pm to 4pm, venue to be agreed

Venues will be confirmed.

Action: Planning Group