

Spelthorne Committee Access Now



info@spelthorneaccess.org.uk
www.spelthorneaccess.org.uk



1992 – 2025



Included in This Issue

2	Challenging Ableist Beliefs
3	Things that People With Disabilities Wish You'd Stop Saying
4	UK train companies to pay more compensation
5	I was left in tears at London Bridge Station
6	I'm not asking for a gold-plated carriage. Disabled Adventurer Adam Pearson to play Elephant Man
7	N Surrey Sports Association For Disabled People
9	Spelthorne Boccia Club
10	Staines Shopmobility
11	Floating bus stops research project – Surrey Coalition
12	'I'm A Blind Pensioner :Floating Bus Stops
13	Current Scams – General
14	ACS Hubs
14	Disability Rights UK – News & Helplines
	Up to 885,000 People Deprived of Accessible Home Opportunity Due to Government Delay
17	Adults Wellbeing & Health Partnerships
	Home Based Healthcare
	Cost of Living support
	Planning for your future
	NHS 10 Year Plan
	Digital Switch over
20	SCAN and (SPSCDF)

September 2025

Challenging Ableist Beliefs: The Misconception That Disabled Individuals Can ‘Cure’ Themselves

<https://disabledentrepreneur.uk/challenging-ableist-beliefs-the-misconception-that-disabled-individuals-can-cure-themselves>

Living with a disability is challenging enough without facing ignorant assumptions from people who believe that with enough effort, exercise, or willpower, one can simply overcome their condition. This mindset not only undermines the lived experiences of disabled individuals but also perpetuates ableism and discrimination.

People with disabilities do not choose their conditions. Many would love nothing more than to live without the physical, cognitive, and emotional barriers that limit their daily lives. However, disabilities are not something that can be wished away, ‘pushed through,’ or magically fixed with exercise and lifestyle changes. Many conditions are chronic, progressive, and have no known cure.

Despite this, some individuals—often lacking medical knowledge or personal experience with disabilities—believe that with enough effort, disabled individuals could dramatically improve their health or even recover completely. While some lifestyle adjustments may help manage symptoms, they do not erase the underlying condition.

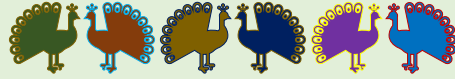
Ableism is the discrimination and social prejudice against people with disabilities, based on the belief that typical abilities are superior. It manifests in various ways, from workplace discrimination to dismissive comments about how disabled people should be ‘doing more’ to help themselves. This type of thinking is damaging and fosters an environment where disabled individuals feel misunderstood, isolated, and invalidated.

Discrimination occurs when these ableist attitudes translate into actions. Examples include denying reasonable accommodations, questioning the legitimacy of someone’s disability, or assuming incompetence based on physical limitations. By constantly implying that disabled individuals can ‘do more,’ society shifts the blame onto them rather than addressing the real barriers they face.

Individuals facing disabilities, grief, or personal struggles often encounter people who are dismissive, judgmental, and even condescending. These individuals project a sense of superiority, belittling others’ experiences while invalidating their emotions.

Disabled individuals should not have to justify their conditions or prove their limitations to those who refuse to understand. The assumption that disability can be ‘cured’ through sheer effort is not only ignorant but also harmful. Instead of placing the burden on disabled individuals to ‘fix’ themselves, society should focus on breaking down barriers, promoting accessibility, and ensuring that those with disabilities are supported, respected, and valued. If

people truly wish to help, they should start by listening, learning, and advocating for real change rather than offering simplistic solutions based on misconceptions.



Things People With Disabilities Wish You'd Stop Saying (Even If You Mean Well) <https://listickle.co/things-people-with-disabilities-wish-you-d-stop-saying-even-if-you-mean-well/>

Most people want to be kind, but when it comes to disability, good intentions can sometimes land in ways that feel patronising, invasive, or just plain exhausting.

Words meant to comfort or connect can come off as dismissive, performative, or based on tired stereotypes. People with disabilities are used to navigating the world while also absorbing comments that insult or undermine their dignity, even when those comments are wrapped in smiles. Here are some of the things they often hear that sound harmless on the surface, but that really need to stop.

“You’re so inspiring.”

This might sound like a compliment, but it often isn’t. Being called “inspiring” just for existing or living your life sends the message that disability itself is something to overcome, rather than a normal part of human experience. People with disabilities don’t want to be turned into motivational quotes. They want to be seen fully—for their talents, personalities, and choices—not their ability to keep going in a world that makes things harder than it should.

“I don’t even see your disability.”

Trying to erase someone’s disability to make them feel “included” actually does the opposite. It tells them that part of who they are is too awkward or uncomfortable for you to acknowledge. Disability isn’t a flaw to look past. It’s part of someone’s reality, and pretending not to see it doesn’t create respect—it just creates distance.

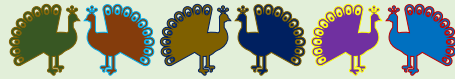
“I know exactly how you feel.”

Unless you’ve lived it, you don’t. Even if you’ve faced challenges, chronic illness, or injury, experiences of disability vary widely. Trying to connect by claiming sameness can unintentionally erase what makes someone’s situation unique. It’s okay not to fully understand. Listening with humility goes much further than offering rushed relatability that misses the mark.

“You’re lucky you don’t have to work.”

This comment is not only inaccurate, it’s loaded with assumptions. Many disabled people work in various ways, or want to work, but face discrimination and barriers that make it hard to access meaningful employment. Reducing someone’s experience to a perceived “perk” of disability shows a serious lack of

understanding. The reality is often more complex, and the challenges go far beyond what's visible from the outside.



UK train companies could have to pay disabled passengers more compensation

<https://www.theguardian.com/uk-news/2025/may/18/uk-train-companies-could-have-to-pay-disabled-passengers-more-compensation-after-rule-change>

Railway operators in the UK could soon have to pay out far greater sums in compensation to disabled passengers left unable to access trains despite booking assistance.

The rail regulator, the Office of Rail and Road (ORR), has warned companies running trains and stations that compensation claims for failures can no longer be limited to the cost of a ticket. The ORR is set to toughen up accessibility rules after a disabled passenger was awarded about 10 times as much by a court than by the rail ombudsman – £1,200 instead of £125 – after pre-booked assistance to board a train failed to materialise.

Passengers with disabilities can request help with luggage, navigating stations and getting on and off trains, including the provision of ramps if needed, through the Passenger Assist service. It is bookable up to two hours before travel, but people report having often been left stranded on trains and platforms.

Tanni Grey-Thompson, the former Paralympic athlete, last year became stranded at King's Cross station and dragged herself off the train before yelling for help.

Campaigners and lawyers have argued that railway policies and compensation do not reflect the breaches of equality law nor the levels of distress suffered.

The ORR has written to the industry to consult on changes after claims made by Doug Paulley, a disability rights campaigner, who was attempting to catch the Caledonian Sleeper night train service to Scotland from London Euston station in March 2023.

He started a claim against Network Rail through legal avenues and the Rail Ombudsman. The ombudsman awarded Paulley, from Wetherby, Yorkshire, £100 for the assistance failure and £25 for complaints handling. He refused, and was eventually awarded £1,325 in the courts for the same incident.

“Assistance failures are still so regular that it is clear the industry doesn't care sufficiently about them to make them ‘never incidents’. I feel such failures should be given the same status and priority as safety incidents.”

The ORR said that, while most passenger assistance was done well, there were too many failures. A 2023-24 passenger

satisfaction survey found that 5% of travellers using Passenger Assist were unable to complete their journey because assistance did not arrive. However, only 23% of those affected sought compensation.

A spokesperson for Rail Delivery Group, which represents station and train operators, said it wanted to “build a more accessible, inclusive railway”, adding: “We want every passenger to travel with confidence, and we are committed to improving the reliability of assistance across the network. While we acknowledge that challenges remain, we know how important it is to get this right every time.”



I'm Disabled And I Was Left In Tears At London Bridge Station

<https://www.dailymail.co.uk/femail/article-13916517/Im-disabled-left-tears-London-Bridge-Station-treated-terribly-TfL-staff.html>

A disabled woman claims she was reduced to tears after being 'treated terribly' by TfL staff when she was left stuck in a station on the London Underground.

Eliza Rain, from London, explained: 'I'm a wheelchair user and despite before my journey, a member of staff telling me that all the lifts were working, I got stuck at London Bridge, due to a lift not working.' 'The only way out was stairs, no lifts.

Eliza then explained to the staff member assisting her that this was 'not a reasonable alternative'. She said: 'I have an energy limiting disability, I've been out all day, I'm in loads of pain, I do not have the energy to get back up,' she told a member of staff while talking into a help point at the station.

In one segment of the clip, the activist tried to talk to the staff member in what sounded like a calm tone, but was quickly shut down and told not to 'shout'. 'I was continually told to calm down, despite not being annoyed,' Eliza claimed in a retrospective reflection on the incident. 'But also, I do have a right to be annoyed, your lift was down, that makes my life harder and I checked, that p****s me off.

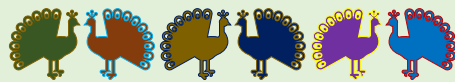
'I also can't explain the access that I need because I'm not being allowed to finish my sentences and that annoyed me more.' In one part of the video, Eliza can be heard sobbing as she tells a voice behind an intercom in the station: 'I'm trying to explain to you why I need access.'

Noticing Eliza struggling, other passengers gathered to try and help. She recalled: 'As soon as the passengers appeared and stood with me, the tone changed. Suddenly a staff member appeared, they said they organised me a taxi, despite not being there once we got the train back.'

'But, what's the lesson here? Listen to us, allow us to say what we need, allow us to explain. It took 34 extra minutes for me to get back on track for my journey when it could have just taken five minutes if I'd been allowed to explain what I needed.'

According to their website, TfL have step free access in a number of stations across the city including, 92 Tube stations, 60 London Overground stations and all 41 Elizabeth line stations. In instances where the lifts are not accessible, TfL claim they provide a taxi service for step free access.

Eliza captioned the video on TikTok: 'I feel a bit vulnerable posting this because I don't normally share how upsetting these situations can be... but this is the reality for so many Disabled people travelling around London every day. 'Disabled people should be allowed to explain what they need and when they need it! Train companies should be working to correctly train their staff to be better.'



I'm not asking for a gold-plated carriage.

<https://www.itv.com/news/2025-03-20/accessibility-feels-like-its-going-backwards-disability-campaigner-says>?

A report by the Transport Committee found "far too great a burden" is placed on individual disabled people to hold operators and authorities to account, ITV News' Cari Davies has the latest

"I'm not asking for a gold-plated carriage. You just want to be able to get on and off [a train], you don't want to beg to get on, without the worry of being left on, without having to crawl off, I just want to use it."

Paralympian Baroness Tanni Grey-Thompson has said no disabled person who uses public transport would be surprised by the findings in a damning report published by the Commons' Transport Select Committee in March.

It found "far too great a burden" is placed on individual disabled people to hold operators and authorities to account for not fulfilling their duties. "When anyone from a train company asks for what I want... what I say is that I just want the same experience of commuting as everyone else," Grey-Thompson said.

The report said the evidence shows there is still "a very substantial gap" between "the rights and obligations that exist in theory", and "the daily experience of people who rely on pavements, buses, taxis, trains and planes to get to work, to access services or for leisure".

That daily difficulty when it comes to transport is something with which disability rights campaigner Doug Paulley is all too familiar. "Accessibility feels like it's going backwards," he said, as he listed the modes of transport he's struggled with in the past.

"I've been refused **access in taxis** because they don't want to take my wheelchair or they've forgotten their ramp, I've had multiple occasions where I've not been able to catch buses because the wheelchair spaces have been occupied by non-disabled people and I haven't wanted to do anything about it... I've been left on planes because I've had to wait for a long time for them to come to get me off - these are all very familiar to me unfortunately," he said.

Mr Paulley said the system should not rely on "people's good judgement" or "goodwill". "It needs to happen always in the same way that health and safety and such like should happen always. What we need is guaranteed and enforceable and enforced access to transport. Sadly at the moment that's not what we've got."

He said that in a world where the number of human employees always seems to be shrinking, "accessibility is always the afterthought".

Ruth Cadbury, who chairs the Transport Committee, went as far as to describe the issue as a "source of national embarrassment". "Our country's transport services effectively treat disabled people as second-class citizens, denying them access to jobs, leisure, support networks and essential services – denying them their rights."

In response to the report, Local Transport Minister Simon Lightwood told ITV News it was "clear" that accessibility "has been an afterthought" in developing transport services, and that "there is more to do to ensure everyone can travel easily and with dignity". "That's why we have clear ambitions for a transport network that works for all and have already worked quickly to put accessibility at the heart of our bus and rail reforms, as well as continuing work to make hundreds of train stations step-free and launched an accessible aviation expert group," he said.

"We continue to work closely with a range of people, including disabled people, to help us develop our policies, and we will consider these recommendations carefully as respond as soon as possible."



Disabled Adventurer

The Wheelchair Alliance, an organisation which champions the needs of wheelchair users across England, has announced Nick Wilson, speaker, disabled adventurer and content creator, as a new patron.

Wheelchair adventurer Nick, who became the first person with disabilities to reach the highest accessible point of Yr Wyddfa (Snowdon) on a newly developed all-terrain powerchair, RockClimber, without any physical support or assistance aides,

has signed up for the honorary role to help the Alliance in its mission to make real change in wheelchair provision.

Having spent 14 years in the Army before he was forced to retire due to prolapsed discs in his spine, Nick has forged a new life raising awareness of the impact that accessibility, loneliness and suicide has on people with disabilities. He does this by sharing his own experiences through his various social media channels.

“As a disabled adventurer and creator of accessibility videos, I know first-hand how challenging it can be to navigate the world while living with a disability,” said Nick. “I see myself as an ambassador for the disabled community who is committed to breaking down barriers and advocating for greater accessibility in all aspects of life. By being a patron of the Wheelchair Alliance, I hope that I will be able to use my own experiences to improve awareness and help generate the vital income needed to cover its core costs.”

Of his appointment, chair and chief operating officer of the Wheelchair Alliance, Nick Goldup, said: “Our job at the Wheelchair Alliance is to lobby for wheelchair users and become their voice.

“Within a very short period of time, our brilliant team of volunteers has driven our growth to represent the voice of 150k wheelchair users, launched a new website and membership model, evidenced the need for change via two independent reports – with the third out shortly, which will focus on how we make the change needed.

“We’ve also created an Innovation group, launched our manifesto for change with the new government, raised awareness through the press and media and come together as one voice of the sector.

“Having Nick as our new patron will be invaluable in helping shape our next steps and ensuring that the voices of wheelchair users are heard.”



Adam Pearson To Play Elephant Man In Movie Remake

<https://uk.news.yahoo.com/different-man-breakout-adam-pearson-213023384.html>

? Adam Pearson, the actor who appeared in the Oscar-nominated dark comedy A Different Man, is set to star in a forthcoming adaptation of Bernard Pomerance’s Tony award-winning play, The Elephant Man.

The 40-year-old actor will play Joseph Merrick, the English artist who was born with physical deformities and became a freak show exhibit, in a film written by Pomerance’s son, Moby Pomerance.

Shooting is due to begin in 2026, with the playwright’s daughter, Eve Pomerance, serving as a producer for the adaptation.

Pearson, who has neurofibromatosis, is the first disabled actor to play the role of Merrick on screen. He said in a statement: “Joseph

Merrick is a man I have a long and complex relationship with. From having his name used as a term of derision to learning about him in documentaries I've presented, it's been a cathartic journey of growing to love and respect a man who as a child I avoided even thinking about. "Now as a disability advocate and actor, I can think of no greater honour (yet heavy responsibility) than to tell the true story of Joseph Carey Merrick."

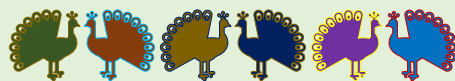
The role has been tackled by major names in the past, with David Bowie, Mark Hamill and Bradley Cooper previously taking on the part on stage. In 1980, John Hurt memorably played Merrick in David Lynch's 1980 film *The Elephant Man*, which was nominated for eight Oscars.

Eve Pomerance said Pearson's casting will give greater meaning to the story and allow viewers to "finally stand in Merrick's shoes". "My father never wanted prosthetics to be used on stage as he felt it took the audience out of the story," she said in a statement.

"He wanted them to empathise fully with Merrick, to see themselves in him. Lines like, 'I am not an animal, I am a man,' which have become synonymous with the play, will take on greater meaning with Adam telling this story. "My father would be beyond excited to see his dream becoming a reality."

Pomerance's play, which premiered in London in 1977, revolves around the diary entries of Merrick's physician, Dr Frederick Treves, during the two years they spent together at the London Hospital.

"I am beyond honoured to be playing this role and involved in this project," Pearson wrote on X/Twitter after his casting was announced. "Shout out to my reps and family for their unwavering support and huge shout out to those who follow and support my work. I love you all."



North Surrey Sports Association for Disabled People

(NSSADP) - has been established by local volunteers to provide funding for sports clubs to provide activities for disabled people. If anyone is involved with a sports club which has capacity to provide sport for disabled people please contact NSSADP via text on 07809 586153

Spelthorne Boccia Club -Team Spelthorne Boccia Club is supported by the association and meets at the Eclipse Leisure Centre, Knowle Green. Training sessions are every Thursday evening between 6.30 and 7.30 using two marked Boccia courts in the main sports hall. The cost is £3.

There are 4 Boccia courts marked out in the sports hall and these are theoretically available to book on the same basis as badminton

courts although the company running the Eclipse Leisure Centre, Places Leisure, fails to publicise this despite being requested to do so.

This may be because the Centre is not designed to provide safe and convenient access and facilities for disabled people. However, if anyone does want to book a Boccia court or establish how to gain access to the Centre, it is recommended that the Centre is contacted by phone. (01784 493493).

Although the days of 'phoning ahead should have been quashed by the Equality Act 2010, sadly that is not the case for the Eclipse Leisure Centre .

SCAN has been actively seeking improvements for disabled people since the Centre opening in October 2024 although neither Places Leisure nor Spelthorne Council, which owns the building, are prepared to co-operate. The matter has recently been taken up with the Local Government Ombudsman and SCAN is hopeful of action.



Staines Shopmobility

making staines accessible



**Two Rivers (West Car park),
Mustard Mill Road,
STAINES, TW18 4BL.
Telephone 01784 459416**

The service will be available Tuesday to Saturday from 9.30am until 4.15pm, with the last equipment hire time of 3pm. All equipment is to be returned by 4.15pm. Please ring ahead on the day of your visit to confirm we are open.

stainesshopmo@gmail.com

www.stainesshopmobility.com

www.facebook.com/stainesshopmobility

Membership Charges

*Membership is available on a daily or annual basis. Please contact manager for details
A Cash Deposit Of £100 Is Required.*



Freedom

Accessibility

Independence

Confidence

**Charitable
Incorporated
Organisation
(CIO) 57628**



Spelthorne Parasports Club is to undertake a break over the summer, having had only 5 sessions in the summer term. The club was brought to the attention of the local MP, Lincoln Jopp MC and

he spent the last session at the club speaking to members and their carers. As a result of discussions between Places Leisure and Spelthorne Council, the Parasports Club has recently been transferred over to the management of Places Leisure and from next term will run by them.



Floating bus stops research project – Surrey Coalition

In March 2024, Coalition members Jonathan and Jean took part in a research project at UCL PEARL in Dagenham East. They were assisted by Yasmin and Alex.

The research project is in partnership with Guide Dogs, and studies the impact of design trends that are on the increase within the built environment on people with a range of disabilities. It aims to look at the impact of each design feature on Disabled people and to come up with possible solutions to mitigate against any barriers that are identified.

Jonathan and Jean took part in a controlled experiment, with a bus stop (and a bus); shared pedestrian and cycle lanes; and a continuous pavement. They were audio recorded, video-recorded (to record their movements) and fitted with an ElectroDermal Activity (EDA) sensor to measure stress.

Jonathan writes:

I was asked to demonstrate my mobility skills on various stretches of tactile paving before exploring the actual bus stop area. In the large test hall, there was a mock-up of a section of kerb replicating an urban bus stop. I was informed that a bus would arrive shortly.

I was told to move carefully towards where I thought the bus had stopped. I encountered a very deep kerb much greater than my usual urban pavement experience. I wobbled a bit but did not fall over!

Moving cautiously, I found the bus. Navigating from the usual sound of a front entrance London bus I moved to my left, found the entrance, turned towards the usual driver and boarded the bus. There was only the rubber seal of the door to grab on my right-hand side, the low handrail below the windscreen was only fixed at one end it started to swivel out! The bus was stationary, and I felt safe.

I was then asked to turn around as if I was arriving at my expected bus stop. I was told to listen for an approaching bicycle. The ambient sound of the idling bus engine and road railway traffic outside smothered the possibility of hearing a bicycle.

The process was repeated twice more. I was asked if I would feel confident boarding or alighting from the bus. I said “No way, this situation is lethal!” The testing concluded a few minutes later.

Reflecting on the experiments later, the things that stuck in my mind. The guidance and explanations from the testing team were very clear, their guiding skills were excellent. I felt safe throughout save for the first time when I had to step down from the high kerb at the bus stop. How anyone with poor mobility, and painful limbs could enter or leave the bus let alone hear an approaching cycle or cycles defeats my imagination.

A VIP (visually impaired person) would have limited vision of approaching danger without leaning out beyond the doorway. The user of a Mobility Scooter will always be at serious risk of accidental collisions!

Overall comments of my assessment; is that I completely agree that this system be removed from use and no further installation of similar arrangements be pursued. I hope that I will never have to use a "Floating Bus Stop" anywhere either in a city or other location without sighted escort. Implementation of these discriminates against freedom to have equal access to public transport!

Special thanks to the UCL PEARL researchers!



'I'm A Blind Pensioner And I'm Scared New Floating Bus Stops Mean I Won't Be Able To Travel Alone' -

<https://www.mylondon.news/news/south-london-news/blind-pensioner-floating-bus-stop-31980965>

Transport for London is due to begin work this summer to build new cycle lanes on the 800m stretch towards Brixton Hill. Bosses say this will help improve the A23's safety record following numerous fatal and serious accidents involving cyclists in recent years. However, campaigners believe the changes will simply pass the safety burden on to disabled people who will be forced to cross the cycle lane in order to reach floating bus stops.

A recent video taken in Farringdon Street, Central London shows pedestrians being forced to dodge dozens of cyclists who ignored a zebra crossing across a bike lane. During the two-minute clip, two elderly women were forced to wait to access the bus stop, while one cyclist who correctly stopped at the crossing was hit from behind by someone on an e-scooter.

Blind people are particularly vulnerable to floating stops as they're unable to dodge incoming traffic, while reaching the pavement from the bus can also be a challenge in itself.

Tesfai Berhane, 70, is currently able to travel by bus independently every day in South London, but fears Streatham Hill will practically become off limits to him once the work is completed in 2027. "The prospect of it is fearful," he told MyLondon. "I can't

hear a bike when it's approaching, which makes the crossing so dangerous.

"I've been to St Thomas's Hospital in London where there's a floating bus stop and the cyclists ignore it. It was so scary, and that was even with someone there to help me. A normal bus stop is much easier as I'm able to judge where the kerb is."

Tesfai lost his eyesight 45 years ago, and he's been able to live and work independently throughout his time in London, but Tesfai says the cycle lane will severely impact his freedom. In addition to this, the 70-year-old has raised issues with the consultation being carried out five years ago during the COVID pandemic, which he believes was not sufficient to get the opinions of those most affected.

Tesfai added: "They should make it accessible for everyone. Me and other blind people in the area have been given no training or guidance about it. This needs to be done by the council, but I've been told there aren't enough officers to do this. "A lot of blind people don't go out of the house much as it is. This will only make it worse."



Current Scams

<https://www.friendsagainstscams.org.uk/>

Assorted Scams to Look Out For

Postal Scams are letters sent aiming to get our money using deception or fraud. Like Fake Lotteries, Prize Draws, Fake

Psychics, Bogus Health Cures and Investment Scams.

We may think that we are wise enough not to be caught up in these scams, but many do. Those who live on their own, have infrequent contact with the outside world and are not well, are at risk.

Scammers also live off anyone going through a period of vulnerability, e.g. moving house, in debt or divorce. And of course with no regrets will fleece their victim till they are penniless. If it's not us at risk then perhaps it could be a friend or relative. As often happens the victim does not disclose details of their diminishing savings losses with either friends or family.

Clairvoyant Or Psychic Scams often include promises of happiness, hope, and money, to sell a dream to us. We may see a picture of the claimed clairvoyant to make the sender seem more personal. The scammer will use our first name throughout, request cash to get more information about the future, and may also send charms to bring good luck.

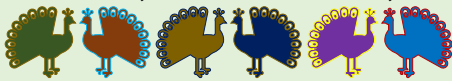
Advance Fee Scams are where we're asked to send cash for admin to release what we've won in something. This is a sure sign of a

scam, for if we've won we've won. There's then no need to pay anything.

National Scams Team estimate that only 5% of the above scam types are reported. Due to a number of reasons, including shame or embarrassment, or even that victims don't know who to report scams to. We should not at all feel ashamed, for these criminals are experts at what they do.

If we or anyone we know receive Scam or Nuisance Mail, the National Trading Standards team's investigators want to see it. They already use such mail forwarded to them to great effect through their disruption techniques, and welcome more to put a stop to these mailings landing on our door steps.

Simply we send the offending mail (no need for a stamp) to NTSST, FREEPOST, MAIL MARSHALS.



North West Surrey Drop-In Hubs

Addlestone – 2nd and 4th Wednesday of each Month

KnapHill – Every Monday

Shepperton – 1st and 3rd Wednesday of each Month

Surrey Downs Hubs

Epsom - 1st and 3rd Tuesday of each Month

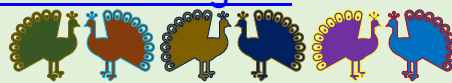
Hersham - 2nd and 4th Monday of each Month

Leatherhead – Every Friday

To contact Action for Carers Surrey, Telephone 0303 040 1234

Email CSAdmin@actionforcarers.org.uk Text 07723 486730

Web site www.actionforcarers.org.uk



Disability Rights UK (DRUK) –



We work with our members to influence national policy on independent living, benefits, education, employment, transport, human rights and other issues – shaping policy through direct experience and expertise.

We also work with our local individual and organisation members to empower and to influence local policy and services.

To contact Disability Rights UK (DR UK) see

www.disabilityrightsuk.org/contact-us

News Issued By DRUK

Head over to our News page to read more of our policy updates and stories.

<https://www.disabilityrightsuk.org/civicrm/mailling/url?u=66611&qid=12166094>

Up to 885,000 People Deprived of Accessible Home Opportunity Due to Government Delay

<https://www.disabilityrightsuk.org/news/885000-people-deprived-accessible-home-opportunity-due-government-delay>

Tuesday 29 July 2025 marked three years since the previous government committed to raising accessibility standards on all new homes in the country, yet have failed to do so. New analysis reveals how many more people could be living in accessible homes, had the government raised the standards as it had promised to.

The analysis was done by the Housing Made for Everyone (HoME) coalition, a group that Disability Rights UK is part of, co-chaired by the Centre for Ageing Better and Habinteg.

As many as 885,000 more people could now be living in accessible and adaptable properties if legislation requiring higher minimum standards in new build homes had been delivered as promised, new analysis from the Centre for Ageing Better and Habinteg reveals.

The government's decision came after a large-scale consultation and reflects the need for the country's homes to be accessible and adaptable to support population ageing and growing numbers of older and Disabled people to live safely and independently at home. A second round of consultation that was planned to finalise the transition to the new regulations has never materialised.

In the three years since the announcement, Habinteg and Ageing Better analysis indicates that we have just 112,000* new accessible and adaptable homes - based on an industry average that only one in four new build homes have been built to this standard.

This means that the vast majority of homes built in this time, totalling more than 375,000, are not built to meet the needs of Disabled people or the changing needs of people throughout their lifetime.

Our new polling indicates high levels of public concern around how people would cope living in their own home if they developed a serious health issue or injury.

Two in three people (66%) think they would have problems moving around their current home and carrying out everyday tasks without major adaptations to their property if they developed a health issue or serious injury.

The previous government commented in their consultation

response on the positive impact that raising the accessibility standards of new homes would have on housing health and welfare. They noted that it would 'future proof' new homes for successive generations, saving costs associated with moving or adapting homes.

More than three in four people (77%) think all new homes should be built to a standard that allows people to live independently as they age or if they become disabled.

As a member of the Housing Made for Everyone (HoME) coalition, Disability Rights UK calls on the government to use the opportunity provided by the Planning and Infrastructure Bill to raise the default standard to the M4(2) standard of accessibility and adaptation.

Visiting 'Welcome Points' for Disabled Passengers

<https://www.disabilityrightsuk.org/news/visiting-welcome-points-disabled-passengers>

Disability Rights UK Transport Policy Adviser Stephen Brookes attended the demonstration of the new Rail Delivery Group project 'Welcome Points' at Blackpool North Rail station.

Stephen said 'I was pleased on behalf of DR UK to have been asked by Kevin Parker of RDG to be part of a team of potential users to assist in the design and configuration of Welcome Points and to see our thoughts put into a full operational system is a real win for collaboration.'

Attended by representatives from Blackpool Transport who operate bus and tram services available at the station it was demonstrated that The Welcome Points system offer a fully accessible touch screen with audio support which gives detailed information about your journey and also has the potential for local bus and light rail tram services to be included in the information offered.

Stephen continued by saying 'As well as seeing the interlink for local transport services to rail journeys we also have been assured by RDG throughout that rather than leading to closures, the process will be that this system will actually enhance the use of ticket offices by giving clear information in what your journey involves, and will make it easier for Disabled and older people to ask for the right ticket. Also, its use at stations where there is no ticket office will enable users to ask train managers to supply the right ticket.'

The trail is now ending and the results of any tweaks and observations will be looked at before a national roll out of the system.

Parliament Sets up Cross Party Group on Disability

<https://www.disabilityrightsuk.org/news/parliament-sets-cross-party-group-disability>

On 14th May, Marsha De Cordova was elected chair of the All Party Parliamentary Group on Disability. The meeting was attended by a number of MPs and Lords. The purpose of the group is to create links between parliament and the disability community, to ensure that debates and decisions are informed by the lived experience and expertise of Disabled people. The secretariat for the group will be provided by Disability Rights UK.

Marsha spoke of the need for a group on disability, given the many issues affecting our lives. She particularly highlighted the immediate issues that the group needed to address, highlighting the proposed benefit cuts and plans to improve employment support.

Marsha said: "I am delighted to be elected the Chair for the APPG for Disability at such a critical moment for defending and improving the rights of Disabled people.

"Disabled people are being hit hard by the cost of living crisis, challenges to employment and incomes, making it difficult for many to live secure, happy lives and having a wider impact on our economy and society as a result.

"I came into politics to give a voice to the voiceless. It's now crucial that we bring the voices and needs of disabled people to the centre of Westminster. I look forward to working with colleagues to further this important work."

The officers of the group are Marsha de Cordova MP, Julian Lewis MP, Steve Darling MP and Baroness Brown.

Disability Rights UK Helplines

Our helplines are operating as normal:

Personal Budgets Helpline

Opening hours: 9.30am-1.30pm on Tuesdays and Thursdays

Telephone: 0330 995 0404 personalbudgets@disabilityrightsuk.org

Disabled Students Helpline

Opening hours: 11am-1pm on Tuesdays and Thursdays

Telephone: 0330 995 0414 students@disabilityrightsuk.org

Welfare Rights Helpline for Member Organisations

Opening hours: 10.30am-12.30pm Tuesdays and Thursdays

Telephone: 0203 687 0779 ken.butler@disabilityrightsuk.org



Adults Wellbeing & Health Partnerships Briefing Vaccination hesitancy research briefing

During the last year [Luminus](#) has completed 3 research studies about why older people, people, from ethnically minoritised communities, and care workers are reluctant to take-up a COVID-19 and flu vaccination or booster.

This is an invitation to hear the main findings and recommendations via a free online session talking about the main

barriers to taking up COVID-19 and flu vaccines and sharing tips on how to increase the number of people who have a vaccination.

To book a place, please email becki.meaking@luminus-cic.uk and include any access requirements. An MS Teams invitation will be sent.

- **When: Wednesday 17 September 2025**
- **Time: 12.30pm to 1.30pm**
- **Cost: free**

Healthwatch Surrey's home-based healthcare project

[Healthwatch Surrey](#) has launched a project to hear from people who are housebound and receive NHS care at home.

The [survey](#) aims to understand what it's like for people who can't leave their homes to access healthcare. It welcomes feedback from anyone who wants to share their experience.

The survey looks at:

- what it's like to register as housebound with a GP
- how people who are housebound receive the care they need
- what challenges or barriers they face in getting that care

Cost of living support from Surrey Coalition

As part of a new project funded by Surrey County Council (SCC), [Surrey Coalition](#) is able to allocate £49 fuel vouchers (one voucher per household) to their members who need extra support with high fuel bills.

As part of their [cost-of-living support](#), energy efficient appliances such as microwaves or air fryers can be offered to those without a means of cooking. The appliances will be delivered by a third-party company, with permission needed to share a delivery address.

Fuel vouchers and energy efficient appliances can be requested from the Involvement Team via email involvement@surreycoalition.org.uk.

Planning for your Future campaign 'highly commended' at national MJ Awards

Surrey County Council Adults Wellbeing and Health Partnership's pioneering campaign supporting residents to plan for the later life they want has been recognised as 'highly commended' at the prestigious Municipal Journal (MJ) Awards 2025. The [Planning for Your Future](#) campaign was honoured in the Innovation in Children's and Adults' Services category and the only adult services finalist.

With over 3,000 local residents joining the [free event programme](#) so far, the campaign, run in partnership with Age UK Surrey, aims to equip people to make informed decisions at a time when they

may need extra support. The sessions, held in person and online, help people learn about care and support options, costs of social care and how to stay independent for longer as they get older. There is also a dedicated phone number and an online hub full of useful information, including a handy checklist.

Professionals, please encourage people you support to join a session. Feedback to date has been incredibly positive and other local authorities in the Southeast region are keen to learn from us and build upon the campaign.

Dedicated contact details for Age UK Surrey to book an event or have a conversation are:

- **Telephone:** 01483 446627 **Text (SMS):** 07593 139560
- **Email:** planningforyourfuture@ageuksurrey.org.uk
- **Website:** www.ageuk.org.uk/surrey/planningforyourfuture

NHS 10-year health plan for England: Fit for the future

England's 10-Year Health Plan is designed to improve the NHS by offering more care in local communities, using more digital tools, and making healthcare fairer for everyone. With £29 billion in funding, it will set up new local health centres, improve the NHS App, and give local councils more say in how health services are run. Areas like Surrey will need to create their own plans to meet local needs and provide joined-up care.

Further information about the [10-year health plan for England](#) is available online.

Digital phone switchover: telecare campaign toolkit

The UK's old analogue landline phone system will be switched off in January 2026, with all services moving to digital connections. This change may especially affect older residents who rely on traditional landlines and may not have broadband.

Local councils are working with phone companies to prepare those who use telecare devices, such as fall alarms. However, some people may still be unaware - particularly if their devices aren't council-provided. Most equipment should still work after the switch, but a backup is needed in case of power cuts. Scammers often try to take advantage of vulnerable people during technology changes like this.

BT and Virgin Media have launched a government-backed campaign urging telecare users to contact their phone provider. The Local Government Association has also created a [toolkit](#) to help raise awareness.

More information about the [national campaign to switch to digital landlines](#) is available online.





We're registered with **EASYFUNDRAISING**, which means you can help us for FREE.

Please remember to use easyfundraising every time you shop online. This means you can raise FREE donations for us no matter what you're buying. If you haven't signed up to support us yet, it's easy and completely FREE. These donations really help us, so it would be great if you could take a moment to get started! You can find our easyfundraising page here:

<https://www.easyfundraising.org.uk/causes/spelthorneaccessnow/>?



SCAN and Spelthorne Physical, Sensory & Cognitive Disabilities Forum (SPSCDF)



The meetings bring together service providers and users to influence the solutions to any problems or access issues

encountered by people with physical, sensory and cognitive disabilities. We receive reports from a number of local groups and service providers. Send your news or reports to info@spelthorneaccess.org.uk or fill in the 'Contact SCAN' form on our website pages at www.spelthorneaccess.org.uk/

Further details for Spelthorne's Physical, Sensory and Cognitive Disability forum are on SCAN's web site at www.spelthorneaccess.org.uk/news/scan-news/spscd-forum/



While every care has been taken in the compilation of information included in this newsletter, no responsibility is accepted for any loss, damage or inconvenience caused because of any inaccuracy or error in an article that has not been independently substantiated. The inclusion of information does not imply any endorsement or any association with a contributor's services or products.

If you no longer wish to receive this newsletter or any other correspondence from S C A N, please send your request to 'Unsubscribe' to the email address on the front page of this newsletter or send to the return address on the reverse of the envelope.