

SPELTHORNE COMMITTEE ACCESS Now (SCAN)



January 2022

info@spelthorneaccess.org.uk

www.spelthorneaccess.org.uk

SPONSORED BY



In This Issue

- 2** Adult Social Care Briefing
- 2** *Changes to Government advice about COVID-19*
- 3** *Surrey Carers' Flu Jab Voucher*
- 3** *GP Practices And Pharmacies Are Here To Help*
- 4** *Pioneering Home Sensors Help People Live Independently*
- 4** *Help Shape The Future Of Dementia Care And Support*
- 5** *'Because We All Care' Campaign Launches In January*
- 5** *Healthwatch Surrey's Latest Insight Bulletin*
- 6** *Updates From Age UK Surrey*
- 6** *Staines Shopmobility*
- 7** *Winter advice*
- 7** *Hand Cycling Has Given Me My Freedom Back*
- 9** *Ballet Dancer Joe Powell-Main Seen As 'Wrong Type'*
- 10** *Strictly Come Dancing Inspires Deaf Signing Course For Teens*
- 11** *Disability Rights UK (DRUK)*
- 12** *RNIB E-Scooter Petition*
- 12** *Power, Water And Scope Utilities Partnership*
- 13** *Care Home Residents Allowed Three Visitors Over Christmas*
- 13** *DR UK/CII Vaccine Survey*
- 14** *Bus User "Ridiculed And Belittled" By Drivers*
- 14** *Disabled Rail Passenger Left "Scared And Vulnerable"*
- 14** *Help Shape The Future Of Step-Free Access On The Tube*
- 15** *Disability Empowerment Network – North Surrey & Surrey Wide*
- 16** *SCAN and SPSCD Forum*



An Independent Voluntary Organisation Formed in 1992 to improve Access & Facilities for People with Disabilities in the Borough of Spelthorne



Adult Social Care Monthly Briefing

Changes to Government advice about COVID-19

Get boosted now

In light of the Omicron emergency, the Prime Minister has launched the 'Omicron Emergency Boost', a national drive to have everyone aged eighteen and over in England given a COVID booster, before the end of the year.

For updates on the eligibility around vaccines or for more information on COVID-19 Vaccination Centres in Surrey, visit the Surrey Heartlands CCG website.

<https://www.surreyheartlandsccg.nhs.uk/covid-19/covid-19-vaccination-programme/booster-vaccinations>

To book or manage a COVID-19 vaccination or booster, visit the NHS website. <https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination/>

Plan B - measures and guidance

The Prime Minister has confirmed that England has moved to Plan B following the rapid spread of the Omicron variant in the UK. These new measures include:

Face masks: it is now a legal requirement to wear a face covering in most indoor settings such as in shops, on public transport, theatres, cinemas, banks, post offices and hairdressers, unless exempt.

Work from home: office workers who can work from home should do so.

NHS COVID Pass: Those aged eighteen or over will need to show their NHS COVID Pass at nightclubs, some venues and large events to show they are fully vaccinated, have had a negative test result in the last 48 hours, or have an exemption.

<https://www.gov.uk/guidance/nhs-covid-pass>

Additional guidance about Plan B is available from GOV.UK.

<https://www.gov.uk/coronavirus>

Rapid lateral flow coronavirus (COVID-19) tests

You can get rapid lateral flow tests if you do not have symptoms of coronavirus (COVID-19). Picking up tests from a pharmacy is the quickest way to get a rapid test for most people.

If you give the pharmacy a 'collect code' when you pick up the tests, it helps the NHS match your details to the tests. Find out about collect codes and how to get a collect code on GOV.UK.

<https://test-for-coronavirus.service.gov.uk/collect-lateral-flow-kits>



An Independent Voluntary Organisation Formed in
1992 to improve Access & Facilities for People with
Disabilities in the Borough of Spelthorne



Only order online if you cannot get a test through other methods. This frees up home delivery for those who need it most.

Surrey Carers' Flu Jab Voucher

Flu and COVID-19 viruses can be life threatening and have the potential to increase pressures faced by the NHS this winter, particularly if infection waves from both viruses coincide.

Therefore all unpaid carers in Surrey are being encouraged to take up the offer of a free flu vaccination as a priority, not only to protect themselves and the people they care for, but to help reduce hospitalisations during a time that is especially busy for the NHS and social care.

Surrey Carers' Flu Jab Vouchers are available through:

Surrey County Council Adult Social Care

Action for Carers Surrey

Crossroads Care Surrey

Surrey Independent Living Council

Any unpaid carer looking after someone who is elderly or disabled, can ask for a flu jab at their GP practice or they can take a Surrey Carers' Flu Jab Voucher to their nearest participating community pharmacy.

The Action for Carers Surrey website contains further information about the Surrey Carers' Flu Jab Voucher.

<https://www.actionforcarers.org.uk/how-we-help/wellbeing/free-flu-jabs-for-carers/>

GP Practices And Pharmacies Are Here To Help

GP practices are doing their best to cope with the highest demand on record for Primary Care services, so please encourage residents to be patient.

Additionally, pharmacies can give treatment advice about a range of common conditions and minor illnesses. Many pharmacies are open until late and at weekends. Find out who is open, and their opening hours over the festive period by visiting the Community Pharmacy website.

<https://surreysussex.communitypharmacy.org.uk/our-news/christmas-new-year-bank-holiday-opening-hours-2020-21/>

A complete guide to conditions, symptoms and treatments, including what to do and when to get help is available on the NHS website. <https://www.nhs.uk/>



An Independent Voluntary Organisation Formed in
1992 to improve Access & Facilities for People with
Disabilities in the Borough of Spelthorne



Pioneering Home Sensors Help People Live Independently For Longer

Hi-tech sensors fitted in everyday objects around the home are enabling older people to live independently for longer as part of a pioneering scheme in Surrey.

The county council teamed up with Mole Valley District Council to trial the use of a revolutionary home monitoring system which can help identify early warning signs of declining health or mobility and help prevent falls.

The trial scheme involving fifty-three residents in Mole Valley proved so successful at enabling greater independence and providing reassurance to families that the pilot has been extended to two further Surrey areas, Tandridge and Reigate and Banstead.

The findings from the expanded pilot will then help to roll out the technology to other parts of the county and also enable people who fund their own social care to gain access to the system. Self-funders would be able to purchase the devices and a subscription to monitoring services.

To find out more, watch a video about the pilot partnership.

<https://www.youtube.com/watch?v=3Tsghqy3-WA>

Help Shape The Future Of Dementia Care And Support

The joint health and social care dementia strategy sets out how services will work together to improve the lives of people with dementia, their families and carers. At the heart of the plan is an ambition to create dementia-friendly communities across the county.

Surrey County Council worked with NHS partners to draw up the draft plan, alongside Healthwatch Surrey which surveyed people with dementia and carers about their experiences.

Now a consultation has opened so people living with dementia, their families and staff who work with them, and anyone else who wishes to contribute, can have their say on the priorities outlined in the plan.

Please visit the Surrey Says website to complete the consultation on the draft strategy which closes on 21 January 2022.

<https://www.surreysays.co.uk/adult-social-care-and-public-health/dementia-strategy-survey/>

Accessible versions of the survey including Easy Read are also available on Surrey Says.



An Independent Voluntary Organisation Formed in
1992 to improve Access & Facilities for People with
Disabilities in the Borough of Spelthorne



'Because We All Care' Campaign Launches In January

January will see the return of the Quality Care Commission's 'Because we all care' campaign.

The campaign aims to support and encourage more people to feedback on health or social care services that they or a loved one have experienced.

Feedback is essential to the NHS and social care but it's even more important than ever now, as services and systems deal with the impacts of the pandemic. People's experiences of care are fundamental to understanding and improving services.

More information about the Because we all care campaign is available on the CQC website. <https://www.cqc.org.uk/get-involved/share-your-experience/because-we-all-care> If you would like to get involved, please email: Jay.Harman@cqc.org.uk

Healthwatch Surrey's Latest Insight Bulletin Published

One of the statutory duties of Healthwatch Surrey is to share the experiences of local people with organisations who make decisions about health and social care services. Healthwatch Surrey's Insight Bulletins shines a light on some of the themes they have heard about over the past few months.

Healthwatch Surrey's November 2021 Insight Bulletin focuses on:
Praise and thanks across the system

Key findings and recommendations from the 'How people find support in the early years after dementia diagnosis' report

Wound Care – patients left to find their own solutions

Telephone consultations – maximising the potential.

<https://www.healthwatchsurrey.co.uk/wp-content/uploads/2021/12/Healthwatch-Surrey-Insight-Bulletin-November-21.pdf>

Updates From Age UK Surrey Social Impact Report Published

Despite the pandemic, Age UK Surrey's staff with the assistance of fourteen volunteers helped clients to claim £1,654,700 of additional benefits in 2020-2021. Also 1,796 clients were supported by 519 self-employed home helps in the same period.

These and other facts can be found in Age UK Surrey's Social Impact Report 2020-21. It is now available to download and reflects the work Age UK Surrey has done during this period. <https://www.ageuk.org.uk/surrey/about-us/news/articles/2021/social-impact-report/>



An Independent Voluntary Organisation Formed in
1992 to improve Access & Facilities for People with
Disabilities in the Borough of Spelthorne



Age UK Surrey And The Clockhouse Merge

Two local independent charities Age UK Surrey and The Clockhouse merged on 30 November 2021. The merger comes following talks with both charities' Boards of Trustees on how The Clockhouse can sustainably provide community-based services to Milford and neighbouring villages.

Both charities are dedicated to improving the lives of older people through person-centred services and activities. The merger provides the opportunity to expand community-based services at The Clockhouse.

The Clockhouse will retain its name and operate under Age UK Surrey. Waverley Borough Council will continue to support The Clockhouse through its existing funding contract.

For further information about the merger of Age UK Surrey and The Clockhouse, please visit Age UK Surrey.

<https://www.ageuk.org.uk/surrey/about-us/news/articles/2021/age-uk-surrey-and-the-clockhouse-merge/>



Staines Shopmobility

making staines accessible



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

Telephone 01784 459416

*We are open Monday through to Saturday from
9.30am until 4.15pm, with the last equipment
hire time of 3pm. All equipment is to be
returned no later than 4.15pm.*

stainesshopmo@btconnect.com

www.stainesshopmobility.com

www.facebook.com/stainesshopmobility

MEMBERSHIP CHARGES

*Membership is available on a daily or annual
basis. Please contact manager for details*



Freedom

Accessibility

Independence

Confidence

**Charitable
Incorporated
Organisation
(CIO) 57628**



Grants Of Up To £10,000 Available For Projects In Need Of Emergency And Crisis Funding This Winter



**An Independent Voluntary Organisation Formed in
1992 to improve Access & Facilities for People with
Disabilities in the Borough of Spelthorne**



The Community Foundation is working together with Surrey County Council to award grants to projects across Surrey in need of emergency and crisis funding this winter.

The purpose of the funding is to support an increased number of people facing poverty by strengthening community initiatives, including a focus on activity that helps address the root causes of food poverty.

Applications will be prioritised for projects dealing with urgent issues arising from what is anticipated to be a tough winter, in particular:

Support for organisations tackling the impact of rising costs and falling benefits including crisis provision e.g. measures which improve the sustainability of food banks or increase the ability of debt advisors to provide support.

Support for organisations that tackle the root causes of poverty.

Priority will also be given to initiatives that support those parts of the community that may have been disproportionately impacted by COVID-19.

Applicants can apply for a grant using the Expression of Interest Form. <https://www.cfsurrey.org.uk/applyforfunding/> Further information about the available grants is available on Community Foundation for Surrey.

<https://www.cfsurrey.org.uk/applyforfunding/> If you have any queries, please email: grants@cfsurrey.org.uk

Winter advice

For information about keeping safe and well this winter, please visit the Surrey County Council website.

<https://www.surreycc.gov.uk/people-and-community/emergency-planning-and-community-safety/winter-advice>



Hand Cycling Has Given Me My Freedom Back – *Edited from www.bbc.co.uk/news/uk-scotland-edinburgh-east-fife-59514294*

When Neil Russell discovered hand bikes, he felt like he had found a way of getting his "freedom and independence back". The 36-year-old was born with spina bifida and walked with a bad limp until he had his right leg removed below the knee at the age of eighteen.

Spina bifida is when a baby's spine and spinal cord does not develop properly in the womb, causing a gap in the spine. Most



An Independent Voluntary Organisation Formed in
1992 to improve Access & Facilities for People with
Disabilities in the Borough of Spelthorne



people with spina bifida are able to have surgery to close the opening in the spine. But the nervous system will usually already have been damaged, which can lead to problems such as:

- weakness or total paralysis of the legs
- bowel incontinence and urinary incontinence
- loss of skin sensation in the legs and around the bottom - the child is unable to feel hot or cold, which can lead to accidental injury

Neil, who was born in Fife but now lives in Stirling, had to undergo surgery on many occasions while he was growing up. One of his legs was shorter than the other, and the sores and infections from the operations caused him a lot of pain. "Most people don't have their leg amputated, but I wanted to so I spoke to my family to get their opinion. The Edinburgh University graduate had a kidney removed when he was twenty-one, and had a heart attack five years ago.

Neil first encountered handcycling when a friend asked him to take part in a paratriathlon. "You can't buy them here, you have to get them from America. I tried one and loved it, and thought where can it take me, what can I do with this? I felt emotional."

He bought a bike and started riding around Edinburgh, but found it was "scary" because he was so low to the ground in heavy traffic and lorries could not see him. Neil then discovered off-road handcycles and started practising on the trails near his house. He holds on to levers and powers them using his arms to turn the chain, which propels the bike forward.

He believes that his journey around Scotland will be the first of its kind. After handcycling across to the west of the country, he will visit Arran before cycling up the west coast to the Outer Hebrides. He will then travel along the top of Scotland and on to Orkney and Shetland, then back down the east coast to Edinburgh.

Neil will be supported by his girlfriend, Jess Paul, 34, who will follow him in a van - although in some sections he will be on his own.

Neil, who uses a wheelchair when he is not riding his bike, said mobility would be his biggest challenge. During the journey he will be pulling a trailer and will sometimes have to carry his wheelchair. He will also be carrying a prothesis so he can travel very short distances when he is not on his bike, although this causes him pain.



An Independent Voluntary Organisation Formed in
1992 to improve Access & Facilities for People with
Disabilities in the Borough of Spelthorne



He said: "I want to show that with a bit of time and planning and 'go for it' attitude you can do it. I want to inspire others to get out and do whatever adventure they dream of, even if it's not the same type of one as me. I was never that person who sat there feeling sorry for myself or depressed. I've always had the mindset where I think that looks fun how do I find a way to make it happen, I've problem-solved and adapted." And he added: "I've always wanted to go around Scotland but driving you miss a lot."



Ballet Dancer Joe Powell-Main Seen As 'Wrong Type' – Edited from <https://www.bbc.co.uk/news/uk-wales-59494259>

Despite being Wales' first professional ballet dancer with a disability, Joe Powell-Main has faced some judgements. The 23-year-old has returned to dance from injury and uses his wheelchair and crutches to perform. He said it should be easier for others like him to enter the profession in future.

Joe, who is from Newtown in Powys, has danced since he was a child. But while he was training at the Royal Ballet as a teenager he suffered a series of injuries, leaving him with long-term damage to his left leg. The injuries left him depressed as dancing had been his world since he was a child. After three years he wanted to start dancing again, but found it difficult to be accepted in the ballet world.

"I've had people making snap judgements and be like: 'You're in a wheelchair, you use crutches, so how are you going to be able to do dance?'," he said. "It can be quite difficult to navigate." He said his movements don't necessarily conform to the strict rules of what people should expect, but that does not mean it is not ballet. "Sometimes it doesn't look like conventional ballet - people in point shoes, legs up by their ears... but there needs to be a willingness to look beyond that and see that its different," he said.

"What I'm still doing is ballet, I'm just sitting down or I'm using my chair or I'm using my crutches to assist me to be able to do things, just in a different way. I think if people can look beyond that and see that there's something there that you know, that can be taken forward and hopefully there will be more dancers like me."

The 23-year-old refers to himself as "differently abled" rather than disabled because he said it "adds a stigma that people think: 'Oh, well you can only do this'". Joe believes he is the first such dancer to have a professional contract with a ballet company. But he said



An Independent Voluntary Organisation Formed in
1992 to improve Access & Facilities for People with
Disabilities in the Borough of Spelthorne



it has been a difficult journey and he wants opportunities widened for others. "For me to be able to get the balletic movement again, even though it was in my wheelchair, spurred me on - I was like right there's no one else like me so I need to crack this for other people as well. Even now it can be quite difficult to navigate, but I think unfortunately that comes with the territory and if change is to happen, that is something I need to go through, for me and everyone coming after me as well."

He's twice been UK para-dance champion performing with his sister, and also performed with the Royal Ballet at the homecoming event for the Paralympics in September. Joe has also just completed a UK tour of Giselle with Ballet Cymru, a Newport based company which wants to change perceptions of ballet.

Its artistic director, Darius James, said the ballet world needs to change and see it as a "beautiful diverse ballet" as the dance was 80 years ago. "I would ask [people] to come and see Joe on stage and our entire company on stage and look at the diversity and see that it actually is ballet that if you take it back to the roots of ballet," he said.

Ballet Cymru also has a programme to encourage young people from more diverse backgrounds into ballet. Amy Doughty, who organises the project, said it is so those with different levels of physical ability, less affluent backgrounds and different body shapes all feel ballet is for them. "It's about talent and we know that talent is everywhere and we only see such a small proportion of that talent because historically it's only been accessed by a small group of people," she said.



Strictly Come Dancing Inspires Deaf Signing Course For Teens – Edited from <https://www.bbc.co.uk/news/uk-england-northamptonshire-59374332>

A charity that supports deaf people is to run a sign language course for teenagers after this year's Strictly Come Dancing series sparked lots of interest.

EastEnders actor Rose Ayling-Ellis is the first deaf contestant in the BBC programme's history. Deafconnect in Northampton said interest in how the actor communicates had led to lots of inquiries. It said it had given them the impetus to put on a course for young people.



An Independent Voluntary Organisation Formed in
1992 to improve Access & Facilities for People with
Disabilities in the Borough of Spelthorne



Chief executive officer, Jenny Dawkins, said the casting of deaf actor Lauren Ridloff as superhero Makkari in Marvel Studios' Eternals film had also raised awareness. "We have wanted to do [this course] for a long time but this has kind of pushed us," she said. "Now is the time because it's what everyone is talking about."

Ayling-Ellis and her professional dance partner Giovanni Pernice have been praised throughout the series but last week, they paid particular tribute to the deaf community, while dancing to music by Clean Bandit and Zara Larsson. Halfway through, the music cut out as the pair danced on, in order to show people what a deaf person's world was like.

The charity said Ayling-Ellis had given people an "amazing insight into life as a deaf person". Ms Dawkins said it was "fantastic proof that a deaf person can do anything they want to do. Not all deaf people can now dance, but our aim is to give all deaf people a chance to be fully included if they want to do something," she said.

She said they had wanted to run a course for teenagers for a while, as affiliated British Sign Language (BSL) courses are not really aimed at young people. Plus, deaf children were now encouraged to go to mainstream schools and the pupils want to communicate with each other.

The charity's six-week after school course for 11 to 18-year-olds covers a lot of the basics and, while it was not a qualification, it acted as a taster for the affiliated sessions. Ms Dawkins said there was a lot of interest in the class, which starts in January, and there they would have to start a waiting list or put on another class.



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

Call On Government To Tackle Employment Discrimination

A Disability Employment Charter has been launched, supported by disability organisations, trade unions and academics. The Charter sets out areas for Government action to tackle the shocking disability employment gap. There is almost a 30% gap between the



An Independent Voluntary Organisation Formed in
1992 to improve Access & Facilities for People with
Disabilities in the Borough of Spelthorne



employment rate of Disabled and non-disabled people. There is also a 19.6% disability pay gap. The pandemic has seen Disabled workers disproportionately negatively impacted.

Disabled people face a range of barriers in finding work, progressing in work and remaining in work when a disability is acquired. The Charter asks Government to build on the limited measures included in the National Disability Strategy by increasing disability focused employment programmes; improving Access to Work; putting time limits on making decisions on meeting reasonable adjustments; strengthening the Disability Confident scheme; and introducing mandatory disability work force monitoring.

DR UK CEO Kamran Mallick said: “Disabled people face a range of hurdles in finding and progressing in work, which just shouldn’t be there. The Charter simply and powerfully sets out the concerted actions that Government needs to take to move the dial forward. It’s not enough to tinker round the edges, we need a bold plan to bring down the barriers.”

<https://www.disabilityemploymentcharter.org/>

RNIB E-Scooter Petition

Next year the UK government will decide whether to legalise e-scooters, following the results of the trials that are taking place in England.

We know that illegal e-scooter use can have a dramatic and serious impact on people with disabilities, especially those with sight loss and we need decision makers to know that getting the law right is important for all of us. The RNIB has launched a new petition asking the Prime Minister to make sure that safety is at the heart of any new law that is decided. We also want clear information for the public on the illegal use of e-scooters, given that recent research shows that nearly two thirds of people don’t understand the You can sign the RNIB petition

here. <https://www.disabilityrightsuk.org/sites/all/modules/civicrm/external/url.php?u=62038&qid=10283471>

Power, Water And Scope Utilities Partnership

Gas distribution company SGN, UK Power Networks and Anglian Water have come together in a cross-utility partnership with Scope to help Disabled customers manage their utility bills. Over this autumn and winter, Disabled customers of each of the companies will be provided with details of disability equality charity Scope’s



An Independent Voluntary Organisation Formed in
1992 to improve Access & Facilities for People with
Disabilities in the Borough of Spelthorne



free advice helpline offering support to those living with disabilities who need help managing their energy and water requirements.

The partnership is focusing on helping those who are worried about energy or water bills and need advice. It's also aimed at Disabled customers who are struggling to top up their pre-payment meter or are experiencing barriers in accessing grants or other support already available to them. The helpline, which is known as 'Disability Energy Support (DES) with Water Advice' is open to any Disabled person or household in England and Wales where one or more Disabled people live. Find out more about the DES here.

<https://www.disabilityrightsuk.org/sites/all/modules/civicrm/extern/url.php?u=62031&qid=10283471>

Care Home Residents Allowed Three Visitors Over Christmas

The Department of Health has introduced new safety measures for care home residents which only allow three visitors and a designated carer "to balance the current Covid-19 risk and the need to keep people safe".

Staff will have to take three lateral flow tests a week as well as a weekly PCR test under the new guidance.

The Health Secretary Sajid Javid said more booster jabs and fewer care home visitors "will help keep the most vulnerable people in our society safe from the virus this winter". It is unclear whether visitors will have to visit separately or be allowed to visit together. Care homes will be expected to close to visitors if a case of the Omicron COVID variant is detected. Fully vaccinated residents visiting family and friends outside of care homes will need to take a lateral flow test on alternate days for two weeks after each visit. Unvaccinated residents will have to isolate following an outside visit.

<https://www.disabilityrightsuk.org/sites/all/modules/civicrm/extern/url.php?u=62067&qid=10303745>

DR UK/CII Vaccine Survey

DR UK and Chronic Illness Inclusion would like to know about your experience of COVID vaccines. Are you unable to receive a vaccine for medical reasons? Has an adverse reaction to a COVID vaccine meant that you cannot receive your full allocation of COVID vaccines? Take our survey here. It should take around one minute to complete.

<https://www.disabilityrightsuk.org/sites/all/modules/civicrm/extern/url.php?u=62030&qid=10283471>



An Independent Voluntary Organisation Formed in
1992 to improve Access & Facilities for People with
Disabilities in the Borough of Spelthorne



Bus User "Ridiculed And Belittled" By Drivers Who Refuse Help Boarding

A woman says she was left feeling "ridiculed and belittled" by a bus driver who refused to let her young Disabled daughter board. Tameika Pieterella often travels by bus in Abbey Wood, London, with her two year-old daughter D'Naiyah, who has brain damage.

Disability Rights UK transport champion Stephen Brookes says: "It is unacceptable that any driver makes a judgement on who should or should not be given assistance to board a bus. In this case, the child who has a severe disability is not being viewed with the same level of concern that Disabled passengers should receive.

Arriva needs to think about its access training and ensure that all disabilities including those with hidden disabilities get fair and equitable treatment on all of its services."

<https://www.disabilityrightsuk.org/sites/all/modules/civicrm/extern/url.php?u=62070&qid=10303745>

Disabled Rail Passenger Left "Scared And Vulnerable"

A Disabled rail passenger from Leicester has been left feeling "scared and vulnerable" after recent journeys for which she had booked passenger assisted travel fell apart. DR UK's Rail Policy Advisor Stephen Brookes said: "It is essential that rail companies and Passenger Assist staff get their respective communication acts together and work more closely. All too often we hear of journeys which fail Disabled people because while we book the heavily promoted passenger assistance system and try to do our best to travel safely, the differing parts of the rail industry seem unable to work together when trains are busy and disruption occurs. With the various consultations and aims of the new public body, Great British Railways, to provide better passenger experiences, we call on all parts of the rail sector to work with us in creating a decent service and implementing a Plan B when things go wrong.

Disabled people are too frequently left high and dry at such times."

<https://www.disabilityrightsuk.org/sites/all/modules/civicrm/extern/url.php?u=62071&qid=10303745>



Help Shape The Future Of Step-Free Access On The Tube

<https://haveyoursay.tfl.gov.uk/tube-step-free-access>

Over the next few months, Transport for London -TfL will be carrying out a consultation with all of London's diverse communities, to help us shape our future approach for step-free



An Independent Voluntary Organisation Formed in
1992 to improve Access & Facilities for People with
Disabilities in the Borough of Spelthorne



Tube stations. Every Londoner should have equal access to easy, safe and reliable transport to get them home, to their job or place of education, connecting them with the people and things they enjoy, allowing them to travel confidently.

Step-free access across the transport network plays a critical role in providing these opportunities for many older and disabled Londoners, as well as parents and carers. While step-free access is especially important for these customers, step-free access can also make travelling easier for everyone, like those who might be carrying luggage or equipment for their job. The consultation will be delivered using our new 'Have your say' consultation platform, in addition to a range of community and stakeholder conversations.

The consultation will be open until **10 February 2022**. We will then analyse what people have told us and share our findings in the spring of 2022. To give us your views, please complete the online survey https://haveyoursay.tfl.gov.uk/tube-step-free-access/survey_tools/11330 or call us on **020 3054 6037**, you can also use our textphone service on **0800 112 3456**, or use audio reply. If you would like us to post you a copy of the survey, please let us know by calling us on **020 3054 6037** or email us at haveyoursay@tfl.gov.uk. We would be happy to post as many copies of the survey that you and your group may need.



Disability Empowerment Network – North Surrey & Surrey Wide

Administration and management of the North Surrey Disability Empowerment Network (DEN) is arranged by the Surrey

Coalition of Disabled People (SCDP) and covers the areas of Runnymede, Spelthorne, Woking & Surrey Heath.

SCDP also host the Surrey Wide DEN meetings which are usually one week later than the North Surrey DEN meetings but they are held in the evenings rather than lunch time.

Please Note All Empowerment Meetings continue to be held via Zoom

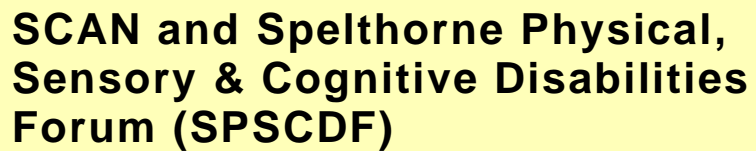
Please contact Yasmin Broome, Engagement Officer at Surrey Coalition email: Yasmin.Broome@surreycoalition.org.uk

Telephone or SMS text 0745 5267424 for details of how to participate in meetings remotely.



An Independent Voluntary Organisation Formed in
1992 to improve Access & Facilities for People with
Disabilities in the Borough of Spelthorne





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. Leave a message on our website or send an email to info@spelthorneaccess.org.uk

[Currys](#) [PCWorld](#) [ebay](#) [eMule](#) [Last.fm](#) [Booking.com](#)

[Uswitch](#) [BT](#) [Groupon](#) [ASOS](#)

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.

