



## Developing services for people with physical and sensory impairments

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### Register of comments from deliberative consultation on the draft strategy June / August 2009

#### Theme 1 – Information and advice

##### 1.1 More information about services and better signposting

“Publicising what is in existence and who and where it can be accessed.” (Public consultation meeting)

“The services are there but people are not familiar with the contacts, some at least are isolated.” (Public consultation meeting)

“Access to information – not enough professionals to signpost clients, ie hospital staff, social workers.” (Public consultation meeting)

“Information on disability, for example within the NHS – it is very difficult to navigate the system.” (Public consultation meeting)

“Difficult getting information on services/support to website that integrates all services, easy to navigate, broken down by theme.” (Public consultation meeting)

“Its hard to find out what’s going on – services, outings, and what’s on. I have to rely on word of mouth through organisations like Age Concern, etc.” (Public consultation meeting)

“Communication needs to be regular and ongoing – not just one off.” (Public consultation meeting)

##### 1.2 Information about leisure services and what is going on in the borough

People also say that there needs to be more information about leisure services, and better publicity about what is available for people with physical and sensory impairments.

Service users at Lambeth Resource Centre say that the best ways to provide information are through printed leaflets through peoples' door but also publicising various services through the centre.

“People should have more access to information, and information should be posted to them”. (Lambeth Resource Centre)

Survey respondents also wanted more printed information through their door:

“More door to door leaflets, to be open about subjects as the DLA, and where to get advice when you are looking for help with housing, health matters etc.” (Resident – survey response)

### **1.3 Using Plain English**

Service users also say think that it is important to use Plain English and avoid using acronyms:

“There are so many acronyms that no one really understands like the SMAT team – what's this?” (Lambeth Resource Centre)

### **1.4 Getting advice/ advocacy**

“The council needs to provide listings of recommended advisors to help with legal issues – particularly for people from other countries.” (Latin American Disabled Peoples Project)

“It is so hard to get into Citizens Advice Bureau, so now I don't know who to turn to.” (Public consultation meeting)

“Advocacy is needed – there is not enough at the moment. More advocacy.” (Public consultation meeting)

“Have received no support after having a Stroke as a result getting more problems, and advocacy services could help.” (Public consultation meeting)

Spanish and Portuguese speakers in the Latin American Disabled People's Project found it extremely difficult to get the advice around what help they were entitled to.

“I can't speak English and don't know what I am entitled to get social care support. No-one has come round to assess my needs. There was an English person but no interpreter..”

## **1.5 Other formats and languages**

“There is very little information available in Spanish or Portuguese – most of the information we get is through word of mouth. There needs to be more printed information available in other languages about what services are available (Latin American Disabled Peoples Project)

“The Translation services are now quite good.” (Public consultation meeting)

“People need support to communicate – think about the format for talking to people.” (Public consultation meeting)

### **1.5.1 People with visual impairments**

One person mentioned that her benefits went down do not know why, not sure who she could contact to find out. “I need information in Braille.” (Public consultation meeting)

“There are no other blind people to communicate with. Is there a restaurant for visually impaired people?” (Public consultation meeting)

“I ask somebody to read letters but at the same time I do not like to reveal personal information to the person who reads for me.” (Person with visual impairment – Lambeth Resource Centre)

“... how people will know about services, visually impaired people don't know about this – priority in relevant formats.” (Public consultation meeting)

“Publicise the register for blind people – not enough people know it exists.” (Public consultation meeting)

### **1.5.2 Communication issues for Deaf people and people with hearing impairments**

“There is an issue of power for Deaf people – peer support is important. You need the support of hearing people together with other professionals in getting access to information and advice.” (Lambeth Resource Centre)

“The Relay Signer supports us well as they understand.” (Lambeth Resource Centre)

“It can be very difficult if you are Deaf engaging with others – you can feel isolated as a Deaf person.” (Lambeth Resource Centre)

## **1.6 Linking and sharing information**

“Linking to all the services to come together, be it information about other resources and information available .” (Public consultation meeting)

“Greater sharing of information on services, ie Libraries, Doctors, “more open”, specific language. Need more information/talks.” (Public consultation meeting)

## **1.7 More information on particular issues**

“Now-a-days it is not so hard like it used to be (finding out about benefits). It is better than when I used to go to the Office in Streatham and wait.” (Public consultation meeting)

“There needs to be more information on health issues.”

## **1.8 Dealing service centres and council offices**

“I use Gracefield Gardens and Olive Morris House – never see same staff twice.” (Public consultation meeting)

“They don’t have skills to deal with housing benefit problems.” (Public consultation meeting)

## **1.9 Other comments**

“More events are needed for disabled people. Information is needed on all events especially for disabled people. Free literature extremely good, but some people find it very difficult to read or to communicate verbally.” (Public consultation meeting)

“Disabled people say they feel invisible and not valued if this communication is not improved.” (Public consultation meeting)

## **Theme 2: Being healthy and independent**

### **2.1 GPs – Access to ..**

“Help for access to GPs for people who are in wheelchairs – may be issued with steps (wheelchair pushers).” (Public consultation meeting)

“Set up a health promotion unit, drop in facilities.” (Resident – survey response)

#### **2.1.1 Waiting times**

“GP waiting times to get an appointment too long.” (Public consultation meeting)

“Priority to see GP – waiting time too long.” (Public consultation meeting)

#### **2.1.1 Better outreach from health services**

“Can GPs and nurses go to people in their own homes to assess their needs?” (Public consultation meeting)

“Home visits by health services (GPs) not happening” (Public consultation meeting)

“District nurse to make home visit regularly, also the chiropodist and dieticians to be involved...” (Resident – survey response)

### **2.2 More help from social workers**

“Social workers need to be more informed. Visually impaired people need a specialist support.” (Public consultation meeting)

“Social workers are meant to look after you. I thought that they were meant to help with benefits and benefits forms – but I was told that its no longer in their remit.” (Lambeth Resource Centre)

“Social workers are no help at all”. (Lambeth Resource Centre)

### **2.3 Specialist health care and support**

Access to physiotherapy was a particular concern with a number of contributors to the survey:

“There is always a dispute between social care and the NHS as to who pays for physiotherapy. This has led to problems in getting it.” (Resident – survey response)

“If my daughter does not receive regular physio she will regress and lose her ability to walk... it would be cost effective for Lambeth to buy in physio.” (Resident – survey response)

There was also some concern with the turnover of staff:

“... the constant changing of staff make disabled people feel more vulnerable.” (Resident – survey response)

Other comments included:

“I don’t balance well so I get physio treatment at the Pulross Centre (for elderly, etc.) Some people don’t know that there are other services there.” (Public consultation meeting)

## **2.4 Specialist health care - rehabilitation for users with acquired brain injury**

“When not in organised sessions there is nothing to do and no equipment is readily available to assist in rehabilitation unsupervised.” (Southwark and Lambeth Headway Group)

“The general nursing staff are “a bit mechanical,” and had “no awareness of the needs of people with head injuries.” (Southwark and Lambeth Headway Group)

### **2.4.1 After Hospital – brain injury**

On discharge many found themselves isolated at home. Many people found that they did not get any advice or support in claiming benefits.

People’s families were not briefed on what to expect and what to do. Many found Lambeth social services very unsupportive and completely lacking in awareness of the needs of people with head injuries. Other than Headway there seemed to be no support in the transition to independent living.(Southwark and Lambeth Headway Group)

“There was little attempt made to help re-learn basic skill to regain my independence.” (Southwark and Lambeth Headway Group)

It was felt that people with “serious but not severe” head injuries (i.e. not referred to a specialist rehabilitation ward such as Frank Cooksey) seemed to fall through the gaps

and regularly do not receive any rehab support at all. (Southwark and Lambeth Headway Group)

#### **2.4.2 Suggestions after discharge from hospital (following brain injury)**

“Lesson needed to be drawn from the modernisation initiative for Stroke patients. Namely that the capacity for recovery should not be underestimated and that there needs to be co-ordinated and early intervention. Peer support was considered to play a positive role in helping people to recover.” (Southwark and Lambeth Headway Group)

Recommendations included:

“More institutional awareness of head injuries and consistency of where it fits in with other services.” (Southwark and Lambeth Headway Group)

“Cognitive” should be added to “Physical and Sensory Impairments.” (Southwark and Lambeth Headway Group)

“Specialist social workers trained in the needs and experiences of people with head injuries.” (Southwark and Lambeth Headway Group)

“Better links and awareness of services available.” (Southwark and Lambeth Headway Group)

“More structured support to help in the transition to independent living for all levels of brain injury.” (Southwark and Lambeth Headway Group)

“Awareness training of head injuries for general medical, social service, council, voluntary sector and benefit staff.” (Southwark and Lambeth Headway Group)

“Outreach service to support people in their home.” (Southwark and Lambeth Headway Group)

“Ongoing support advice to family and unpaid carers to what to expect and what to do.” (Southwark and Lambeth Headway Group)

“More peer support service – groups and perhaps befriending.” (Southwark and Lambeth Headway Group)

“A joint Neurological Rehabilitation Team that links health and social services – Bromley has a good model.” (Southwark and Lambeth Headway Group)

## **2.5 Support for people with visual impairments**

### **2.5.1 Mobility training**

“I have a mobility teacher but communication is not very good, very sporadic, do not always hear back.” (Public consultation meeting)

“I would like mobility training. I need advice on how to get around safely. (Lambeth Resource Centre – user with visual impairment)

“That’s a complete barrier for visually impaired. You need mobility training that is specialist for organisation, employers and services.” (Public consultation meeting)

“Because of lack of mobility teachers, people get stuck indoors.” (Public consultation meeting)

### **2.5.2 Generic support for people with visual impairments**

“The criteria for Direct Payments services do not work well for people with visually impairments. Workers do understand more the needs of visually impaired people on Direct Payments.” (Public consultation meeting)

“Workers to offer more holistic support and inform people of what benefits they are entitled to.” (Public consultation meeting)

“Clients with conditions that are not taken into account when a generic assessment of people is done. They should do more specific assessment for the needs of the visually impaired.” (Public consultation meeting)

“Clients do not always communicate their needs properly. Advocates to help out with specialist knowledge.” (Public consultation meeting)

“How people take medication? It is in Braille for people to be able to realise it.” (Public consultation meeting)

“People should be given tips to help the visually impaired with independent living skills to get assisted with OT services. Do this in the community controlling care package.” (Public consultation meeting)

“People with visual impairments can find it difficult to read letters – not everyone has facility and friends.” (Public consultation meeting)

“Council to give a format to be accessible to the visually impaired. Give befriending services.” (Public consultation meeting)

## **2.6 Preventing ill health**

### **2.6.1 More opportunities for exercise**

Please also see comments under Enjoy and Achieve around using leisure facilities 3.1.

People said that they wanted “more inclusive activities;” with recreational facilities made more friendly and accessible:

“Make the buildings physically accessible and train staff in sports centres so that they can understand the access issues which effect a wide range of disabled people and not just those disabled people who use wheelchairs.”

“There should be more opportunities for healthy exercise (eg aqua aerobics, exercise classes in community groups). There should be local classes – eg Lambeth College moved a lot of classes from Adare Centre to Clapham.” (Public consultation meeting)

“I go swimming in Streatham Leisure Centre. I have not been t o the sauna for a while, but it was not clean. The facilities for shower are not nice.” (Public consultation meeting)

“There should be special times at the swimming pools for disabled people. The pools are perpetually full with able-bodied people which means that swimming times for people with physical disability are less and quite often felt pushed out. A special day should be set aside at swimming pools for older people/people with physical disability.” (Public consultation meeting)

“Disabled people need to keep fit. Good to exercise in water. Lido is very expensive. A reduction is offered at Brockwell.” (Public consultation meeting)

### **2.6.2 Targeted activities for people with physical and sensory impairments**

Others felt that there was a need for groups or sessions specifically for disabled people :

“Special exercises and activities for people of visual impairment. People are interested to attend.” (Public consultation meeting)

“I participate in all of these activities and it is good for me. Lambeth Mental Health Group has a swimming scheme.” (Public consultation meeting)

“Have disabled only days in leisure centres or provide a hall for daily exercise for disabled people.”

A hydrotherapy pool should be “incorporated in the new Streatham leisurecentre.”  
(Resident – survey response)

### **2.6.3 Inductions at gyms**

“I am trying to use the gym. I was asked to bring someone with me as a guide. It was not provided and Leisure Centres should provide equal access to people of all disabilities.” (Public consultation meeting)

“Other boroughs can offer good induction to people with disabilities so they know what they can use and how, what is available.” (Public consultation meeting)

### **2.6.4 More outdoor activities**

People also wanted more outdoor activities and Wheels for Wellbeing was cited as a positive example:

“To have more outdoor activities available such as faster water activities, including boat trips and also cycling.” (Lambeth Resource Centre)

“A good example includes “Wheels for Wellbeing”, which uses bicycles that cater for people with disabilities.” (Lambeth Resource Centre)

“My daughter enjoys her weekly sessions at Wheels for Wellbeing at Brockwell Park each Friday. This also builds up her thigh muscles to enable her to stand.” (Resident – survey response)

### **2.6.5 Discounted activities**

“Access to discounted Gym members in the Borough. The [Brixton] Rec Centre does offer “Off Peak” discounts, but this doesn’t allow for disabled people in work or who study full time, or do voluntary work.” (Resident – survey response)

“Some activities should be free, such as swimming.” (Public consultation meeting)

“No support is provided at centres, but it is too expensive if paying for the admission of an assistant – you shouldn't have to pay for the admission of two people if not other support is provided by the centre – some provision should be made for this.” (Lambeth Resource Centre)

### **2.6.6 Other comments preventing ill health**

“These days we are always advised by the health organisation to eat healthily, but regrettably the health foods are very expensive...” (Resident – survey response)

Others suggested, “discount vouchers for fresh vegetables, fruit and water.” Or “a delivery service, to deliver good quality fruit and vegetables at a reasonable price.” (Resident – survey response)

“These days we are always advised by the health organisation to eat healthily,” wrote one contributor, “but regrettably the health foods are very expensive...” Others suggested, “discount vouchers for fresh vegetables, fruit and water.” Or “a delivery service, to deliver good quality fruit and vegetables at a reasonable price.”(Survey responses)

One person suggested that Lambeth should “monitor and improve air quality” to improve disabled people’s health.(Resident – survey response)

## **Theme 3: Enjoy and Achieve**

### **3.1 Using leisure facilities**

“Poor access (no ramps, lifts) to leisure and sports facilities such as local pools and leisure centres. Some people said that they can not go swimming because of this. A number local swimming pools have also been closed.” (Lambeth Resource Centre)

“Not enough awareness amongst staff around disability and disabled people’s needs. For example, first time users often find it difficult to use local leisure centres because they feel anxious or intimidated.” (Lambeth Resource Centre)

“There is not enough general support or information about what leisure services are available for people with people with physical and sensory impairments.” (Lambeth Resource Centre)

### **3.2 Suggestions made about improving access to leisure facilities**

“There needs to be better access to leisure facilities, including improvements to toilet facilities, making sure that appropriate equipment is available for people with people with physical and sensory impairments.” (Lambeth Resource Centre)

“Raise awareness and train more staff in leisure services so that they can support people with disabilities better. Lambeth also needs to promote the needs of people with disabilities.” (Lambeth Resource Centre)

“Have open and promotional days to encourage people to go along to centres. There should also be more targeted campaigns so people know about these.” (Lambeth Resource Centre)

### **3.3 Social activities and clubs**

A number of contributors to the consultation felt there was a need for clubs and social activities:

“More daily social clubs - for example ‘Just Like Us’ is available on a Tuesday only.” (Resident – survey response)

“Clubs should be have more social based activities to support people who live alone or in isolation. They should be age and interest appropriate and be accessible to a wide range of disabled and non-disabled people.” (Resident – survey response)

### **3.4 Using libraries**

“West Norwood Library is really good. We have nice meetings there to meet and chat. We have a nice French group.” (Public consultation meeting)

“The mobile libraries are good.” (Public consultation meeting)

“Libraries – accessible technologies etc. There are some of these going on. More specifically about economic matters.” (Public consultation meeting)

### **3.5 Other comments**

“Streatham Common – there used to be a pool for children at the top, but they do not have it any more.” (Public consultation meeting)

“The Streatham festival was good and there were 3-4 thousand people there. Hopefully it will be in the papers.” (Public consultation meeting)

“Give people an incentive to use facilities.” (Public consultation meeting)

## **Theme 4: Transport**

“I feel the London transport system isn’t that accessible for disabled people to obtain. Neither through the DDA and Equality legislation, I don’t feel anything has improved regarding transport services for the disabled people generally.” (Resident – survey response)

### **4.1 Buses**

#### **Bus drivers**

“There are problems with drivers also.” (Lambeth’s Pan Disability Forum)

People felt that it would be important to raise awareness amongst drivers of the needs of people with physical and sensory impairments:

“People think that drivers have an aggressive attitude. Also leaving early, and arriving late.” (Lambeth’s Pan Disability Forum)

“I think it is a lot to do with awareness.” (Lambeth’s Pan Disability Forum)

“There are some rude bus drivers.” (Public consultation event)

#### **4.2 Raising awareness amongst bus drivers**

People thought that drivers should receive disability awareness training (Direct Payments User Group). During one forum, it emerged that training had been raised by a Pan-London transport group:

“Bus drivers not educated about disabilities. The bus operators need educating.” (Public consultation event)

“TfL say that they do train their drivers. Training does happen – this is something which we (Transport for All) have raised – TfL will tell you that they do train - but it is the way that drivers use that training.” (Lambeth’s Pan Disability Forum)

“I do think that a lot of disability training has filtered through but its always those several bad experiences which people have. People will always remember the bad experiences they have – I had one yesterday.” (Lambeth’s Pan Disability Forum)

“Disability awareness training needs to be more specialist.. People with visual impairments tend to stick in their own boroughs as they do not want to risk what they will find elsewhere..” (Person with visual impairment)

“There should also be disabled bus drivers.” (Lambeth’s Pan Disability Forum)

### **4.3 Access inside buses**

#### **4.3.1 Design of buses**

People found that they had problems finding space for and manoeuvring their wheelchair once on the bus:

“The yellow pole which is in the middle of the wheelchair/buggy space should not be there.” (Lambeth Resource Centre)

“... when you back up against the bolster in a wheelchair, you find that there is a pole in your way. Why can't they take this pole out?” (Lambeth's Pan Disability Forum)

“We've (Transport for All) also brought this particular issue up and TfL have told us that its a structural design feature of the bus.” (Lambeth's Pan Disability Forum)

“I know that it has other uses like for people to grab onto and it also houses the bell, and there is the cost... surely it can't be a structural feature?” (wheelchair user) (Lambeth's Pan Disability Forum)

#### **4.3.2 Other bus passengers**

Wheelchair users also found that they had problems getting on to buses because the space allocated for wheelchairs was being used by other passengers. Although people may have pushchairs or buggies, sometimes it was also due to a lack of consideration or the ignorance of other passengers:

“For wheelchair users on buses – there is a general attitude where people aren't very friendly to disabled people. There is the attitude of why has he got to come on? There is a rule for buses that only one chair can come on but this includes pushchairs. Sometimes people will fold up a pushchair – there is a policy that the wheelchair should take priority, but people don't know this – this needs to be publicised better. No-one will help you.” (Public)

“The wheelchair space on the bus on the bus is frequently taken up by pushchairs owners who will not move and drivers obviously are not allowed to leave their cabs.” (Resident – survey response)

“Two friends in wheelchairs cannot go out together as there is only one space on the bus and the other has to wait alone hoping that they can get on the next bus.” (Resident – survey response)

#### **4.3.3 Lack of space /consideration from other passengers**

“We wouldn't be regarded as a nuisance when we try to get on a bus; on the contrary everyone would help.”(Resident – survey response)

“I am a service user but want to feel what the other side is feeling. When a wheel chair use is coming on –fold up your buggy and let them on.” (Public)

“Buggies take up the wheelchair space. . there is not enough space for both. People have to wait until another bus arrives with space for a buggy/wheelchair.” (Lambeth Resource Centre)

“Other able bodied people sit in the seats that are allocated to disabled people or for people carrying children or heavy shopping. Quite often other passengers are not aware of people’s disabilities.” (Lambeth Resource Centre)

“On buses too many pushchairs are allowed on. I think bus drivers need training.” (Public)

#### **4.3.4 Particular problems with school children**

“Supervision of school children on buses ... there should be more school buses.” (Public consultation event)

“The problem with bases is that children up to 16 years old on travel free and so this is how the seats are taken, so we have to travel after 9:30.” (Public consultation event)

“Transportation – young people do not easily give up their seats for the older person or people with disability. The public should be educated in this regard. People are so selfish! If your disability is not obvious, people would not know and it is problematic.” (Public)

“It is hard to get priority seats on buses. There are always young or healthy people sitting there and they should give up these seats.” (Public consultation event)

“Discussion’ between parents of young children and disabled people.” (Direct Payments User Group)

“Awareness campaign.” (Direct Payments User Group)

#### **4.3.5 More support needed for wheel chair users**

“It’s too crowded and sometimes it’s not very accessible for wheel chair uses and Blind people.” (Person with visual impairment) (Lambeth Resource Centre)

“Enforcement of wheel chair spaces.” (Direct Payments User Group)

“Clarification of who is responsible for enforcing wheelchair spaces.” (Direct Payments User Group)

”Re-introduce conductors.” (Direct Payments User Group)

“With bendy buses – apparently they can seat more people than other buses.” (Lambeth’s Pan Disability Forum)

“Someone is needed on the buses to assist disabled people.” (Lambeth Resource Centre)

#### **4.4 Buses – difficulties boarding and getting off buses**

##### **4.4.1 Waiting for people to sit down**

“Bus drivers do not allow disabled people to sit before driving off.” (Lambeth Resource Centre)

“Bus drivers should wait for people to sit down before they move.” (Direct Payments User Group)

“Let people sit down before bus pulls away.” (Public consultation event)

##### **4.4.2 Using ramps and exit doors**

“Not all buses drivers will stop to enable wheelchairs onto the bus.” (Resident – Survey response)

“Not all bus drivers will lower the door to enable semi-ambulant people to get on.” (Resident – survey response)

“People who are not as mobile should be able to use the exit door on buses as well as wheelchair users.” (Public consultation event)

“The drivers do not bother to lower the buses to get on or off the bus with ease.” (Lambeth Resource Centre)

“There’s an example of a bus stop between Brixton and Norwood, where there is a gap and then there are railings next to the bus stops, a driver would be hard pressed to able to stop in between. And at Brixton the bus stop for buses going up Brixton Hill are in front the Ritz as the Bus Stops for Buses going up Tulse Hill. Therefore they have to able pull right across the road before the traffic light making life difficult for all buses to pull in straight. Wouldn’t it be easier if the bus stops were changed over ?” (Lambeth’s Pan Disability Forum)

“Buses do not stop near the kerb. Some times buses do not stop at the bus stop. Bus drivers need training.” (Public)

“The ramp should be checked before leaving the garage – and fixed if not working.” (Direct Payments User Group)

##### **4.4.4 Talking buses and bus stops**

Talking buses were considered to be a real improvement, but talking bus stops were also suggested:

“Talking buses are very positive. Can know if you are on the right bus/stopping at the right stop.”(Public consultation meeting)

“Talking bus stops to know when the next is coming.” (Public consultation meeting)

#### **4.4.5 Other comments - buses**

“Re-introduce ‘Bendy buses’.” (Direct Payments User Group)

“Turn off the heating in the summer.” (Direct Payments User Group)

### **4.5 Access to Stations**

“Improvements in access (the lift and ramp) at Herne Hill welcomed.” (Direct Payments User Group)

“Need a bigger lift at Brixton Tube station.” (Direct Payments User Group)

“Enforcement of DDA – council to support class action against Network Rail (?) and Transport for London (particularly for abandoning improvements proposed for Vauxhall tube station).” (Direct Payments User Group)

“When planning roadwork’s the needs of disabled people should be taken in account i.e. footpath diversions need to be accessible.” (Direct Payments User Group)

“Lack of consistency – kerbs should not be ‘sunk’ on one side but not the other side of the road.” (Direct Payments User Group)

### **4.6 Community transport options**

#### **4.6.1 Taxi card and Dial-a-Ride**

People thought taxi cards and Dial-a-Ride were particularly good. However, Dial-a-Ride was considered to be inflexible in that it did not include trips outside the borough or for social visits. Users also reported long waiting times.

#### **4.6.2 People liked Taxi cards over Dial a Ride**

This is an excellent scheme. Lambeth are one of the best boroughs as one can swipe the card twice on each trip. They also belong to Capital Call.” (Resident – survey response)

“Black taxis also quite good with the taxi card. Only some times the journeys are limited.” (Public consultation event)

“Dial a ride won’t let you use it for social (eg visiting my brothers in Streatham) – has to be for shopping etc.” (Public consultation event)

“Dial a Ride – it takes a long time to get through. But a good service if they agree to the trip (won't if its social).” (Public consultation event)

“The problem with dial-a-ride and services like that only let you go in your borough, so if you want to go out of Lambeth, they won't take you.” (Public consultation event)

“As Dial-a-Ride has to pick up people from various locations, and it takes a long time to pick up and drop off passengers.” (Lambeth Resource Centre)

“Employ more drivers (to reduce waiting)– open it up to other cab and minicab companies.” (Direct Payments User Group)

“Dial a Ride is no good especially on timing. People have to use mini cabs which are costly.” (Public)

“Merge Taxicards and hospital transport.” (Direct Payments User Group)

#### **4.6.3 More trips per month needed in Taxi card**

“More trips per month (“Twelve trips sound a lot but it isn't really, its only really six – a trip to were your going and the one back home.” (Direct Payments User Group)

“If I use the taxi card to go shopping every week, then the 12 swipes are not enough”. (Lambeth Resource Centre user)

“Have more trips on the taxi card every month.” (Lambeth Resource Centre user)

“£13.00 on taxi-card allowance not enough – fares are expensive.” (Public consultation event)

#### **4.6.4 Other issues about taxis included:**

##### **Reliability of taxi services**

There was however some concerns about the reliability of the service, and people also could not always get a taxi when they needed one:

“At present it is a nightmare to book any of these cabs and people get fed-up waiting.”(Resident – survey response)

“Hard to use taxi card at weekends or busy times.” (Public consultation event)

##### **Taxis reluctant to go to some areas**

“I tried using Taxi-card and computer cabs, but they did not seem to like coming south of the river or to Brixton.” (Resident – survey response)

“Taxi card not great because Black cabs are reluctant to go to Brixton or Bromley but will go to West End.” (Resident – survey response)

“Taxi drivers take you around the houses.” (Public consultation event)

One solution that was suggested was to allow Taxicard users to pre-book regular trip in advance. This would form a list of regular trips, which could be made available to the cab drivers. If the drivers lived near the beginning or end of any of the trips “they could then decide if they wanted to do the job making it their first or last call of the day.” (Resident – survey response)

“Ensure that they have satnav.” (Direct Payments User Group)

One older woman felt “it would be nice to see more female taxi drivers for the vulnerable young and elderly women of Lambeth borough.” (Resident – survey response)

#### **4.6.6 Applying for Taxi-cards and Freedom Passes**

“Freedom Pass for those on DLA lower rate mobility ... also... for those with mental health needs.”(Resident – survey response)

People reported delays in the application process:

“Had to go to Hopton. Another user waiting two months.” (Public consultation event)

“I have had problems in getting a Freedom pass – its been 20 months since my accident and I feel that I should be entitled to one.” (Latin American Disabled Peoples Project)

People who had had a brain injury reported particular difficulties in applying for Taxi cards and Freedom Passes due to the fluctuating nature of their condition, which did not neatly fit into the criteria for determining eligibility for these transport options.

Even when temporarily denied their driving licence for six months – people found that they were unable to get a Freedom Pass. (Southwark and Lambeth Headway Group)

The following suggestions were made:

“More information and publicity to promote Freedom Passes and Taxi-card schemes.”

“Accessible Transport Unit to clarify the position with discretionary applications and explain what people need to demonstrate.” (Southwark and Lambeth Headway Group)

“If you don’t have a social worker it is very difficult to get accessible transport.” (Public)

It was also felt there should be more information about how to apply for a Freedom Pass:

“I heard that disabled people get a free travel bus and tube pass (a Freedom Pass) nobody told me how to get it or where from. Thanks to DASL, I found help to complete my DLA form.”(Resident – survey response)

#### **4.6.7 Blue Badges**

“Widen eligibility for people with mental health and fluctuating conditions such as sickle cell.” (Direct Payments User Group)

“More communication/ awareness about the Lambeth Badge.” (Direct Payments User Group)

### **4.7 Parking**

#### **4.7.1 Not enough space for parking**

“Where I live people don’t want to work for me because there is not enough parking. The people that live in the road use up the spaces, so there is no where for workers to park.” (Public)

“More disabled parking places, especially by Doctors, clinics and places of entertainment.” (Resident – survey response)

#### **4.7.2 Parking enforcement**

“Parking enforcement officers book you if you are slightly over the line.” (Public)

“Disabled people are being victimised by councils and Blue Badge holders are paying the price!” (Resident – survey response)

“More consistence of parking policy across London – in Westminster parking is a nightmare.” (Direct Payments User Group)

“Quite often cars without a Blue Badge sticker park in the disabled parking space which means that blue badge holders have to park in an ordinary parking space and pay” (Lambeth Resource Centre)

### **4.8 Better hospital transport**

“I missed the clinic last time - its frustrating when you cannot get out and get to appointments in time. There are people who have to book through their doctors to arrange transportation from hospital to home.” (Lambeth Resource Centre)

#### **4.9 Providing transport needed to go to groups etc**

“Streatham Baptist Church has various groups, but only one mini-bus. So it is hard for people to get there. Because I am not too far from the bus stop, I try to walk then.” (Public)

“Importance of transport in helping people take part and get involved.” (Public)

In Lambeth, there is a taxi car scheme called Transport For all, based at 336 Brixton Road. They have mobility minibuses. You can get information from them. (Public)

“Lambeth and Southwark Community Transport (LASCOT). It was good and easy to use and they also picked up wheelchair users and the blind.” (Public)

#### **4.10 Other comments**

“I can get there on powered scooter but what about those who can’t visit customer care centres? Phone services are hard to use.” (Public)

“Establishment of an Integrated Transport Unit that would bring together transport functions and services of the Health Trusts, PCT, and Council.” (Resident – survey response)

#### **4.11 Physical access in public buildings and facilities**

Access to various public places for disabled people is much better now.

“Make services accessible.” (Public consultation meeting)

“Some places are like pre-war with poor disability access.” (Public consultation meeting)

“Smiths book shop in Streatham (access problems). You have to walk upstairs to the pensions department. They have a lift but it is not always working.” (Public consultation meeting)

“No public toilets any where.” (Public consultation meeting)

##### **4.11.2 Physical access - Access audits**

“These could be carried out by people with a range of disabilities – to be trained up to carry out the audits.” (Lambeth’s Pan Disability Forum)

“People could be paid to carry these out.” (Lambeth’s Pan Disability Forum)

“I call this work.. people would need to be paid to carry out something like this. There would also be the problem of getting round the whole benefits issue.” (Lambeth’s Pan Disability Forum)

## **4.12 Physical environment**

### **4.12.1 Street paving/road surfaces**

Improving the quality of pavements was widely raised:

“Pavements are always in need of repair. On more occasions than I can remember when pushing the manual chair we have tripped over broken pavements”. (Resident – survey response)

“Wheelchairs could easily tip over where road humps are used.” (Lambeth Resource Centre)

“We need to look at the pavements in Lambeth. The pavements are cracked and some times the lighting is bad.” (Public consultation meeting)

“Pavements some time broken and uneven.” Lambeth do pretty good. (Public consultation meeting)

“This is even worse during the winter months with the snow and ice. Disabled people tend to stay indoors.” (Lambeth Resource Centre)

“Pavements are broken and uneven – cause problems with disabled people. Lambeth is doing a good job.” (Public consultation meeting)

“People not clear who to report repairs to.” (Public consultation meeting)

### **4.12.2 Obstructions on pavements and pathways**

“Some times fallen trees cause problems for blind people and people with disabilities. Blacked out lights, dropping leaves, flies, all cause problems, but Lambeth responds well.” (Public consultation meeting)

“Lambeth you pay lots of Council tax but they leave rubbish around. I fall down a lot and think this is dangerous.” (Public consultation meeting)

“At the moment they are repairing 250 miles of water mains, but they start it and then leave it for 12 weeks or so, rather than getting it done and over with.” (Public consultation meeting)

“Clear pavement of all obstacles... [such as] shop wares and advertising boards.”(Resident – survey response)

“Put double yellow lines around corners of roads with dropped kerbs to prevent cars from parking over the drop kerb.”

“To prevent the problem of illegal parking on pavements “perhaps it would be more sensible and cost effective to have bollards along all kerbs.”

#### **4.12.3 Different needs according to disability or impairment**

In one forum, there was some discussion around how good/bad different surfaces were in relation to a range of physical and sensory impairments. It was felt that there needed to be more thought around what would work best with consideration to people's different needs:

“Drop corners are a major problem for people with visual impairment – you could end up walking straight out into the road. There needs to be a lip between the pavement and the road.” (Lambeth’s Pan Disability Forum)

“There is also the paving with the little bumps on it ... But this is still difficult because what would suit a wheelchair?” (Lambeth’s Pan Disability Forum)

“There needs to be a comparison between the groups - that is people with different psi.” (Lambeth’s Pan Disability Forum)

“On ‘shared use streets’ there is a particular problem with Blind/partially sighted people and guide dogs. “Even the street architect who came up with the idea accepts it is a bad idea – yet it seems to have a life of its own.” (Lambeth’s Pan Disability Forum)

“Often they don’t lower pavement on both (opposite sides of street).” (Public consultation meeting)

#### **4.12.4 Comments from people with visual impairments about pavements/road surfaces**

“To find out where you are, I need to use bumps on the pavement. With the slight widening of the pavement in Brixton – it means that I am in a desert. At least with bumps which I can recognise, I know where I am. “ (person with visual impairment)

“And with street furniture aswell – I know where I am. This isn’t just the council its also TfL. “(person with visual impairment) (Lambeth’s Pan Disability Forum)

## **Theme 5: Making a positive contribution**

### **5.1 Getting involved in shaping services**

“Collective voices for the Disability Board. Have one for normal impairment and one for hearing.” (Public consultation meeting)

“Get people involved in the borough programmes.” (Resident – survey response)

“Main message: Getting people together – social groups.” (Public consultation meeting)

### **5.2 Vounteer work**

“G and I do lots of volunteering with LVAC, Lambeth First, OCT, Roots and Shoots (gardening).” (Public consultation meeting)

“I volunteered last year with RSVP, because I am doing physio at the moment I have not been able to get involved recently.” (Public consultation meeting)

“Priorities - Needs to be used led. Advertise for volunteers, make it easier for disabled people to do voluntary work. Have a volunteer Centre; Training accreditation for volunteers – incentive; Use the skills people have; Be flexible (employer/organisations).” (Public consultation meeting)

“Community – time back schemes.” (Public consultation meeting)

## Theme 6: Economic Wellbeing

### 6.1 Employment issues

#### 6.1.1 Welfare Reform Bill/ Access to Work

“You aren’t going to get a job, and your benefits are going to get cut.” (Lambeth’s Pan Disability Forum)

“I used to work with people but this is basically concerned with putting people into an already flooded labour market with 7 million. What is the point in hassling 7 million who are classified as being economically inactive” (Lambeth’s Pan Disability Forum)

“A one size fits all approach means that some people will slip through the safety net, which has big holes in. There are so many ambiguities in it. It would force people back to work who have a medical or physical condition, including people who have chronic pain. People will be forced to take higher doses of medications, and have more operations.” (Lambeth’s Pan Disability Forum)

“With the Welfare Reform Bill, now they can stop benefits after a back to work assessment. If you do go back to work some would be forced to take higher and higher doses of pain killers like Baclofen, Hydrocodene ...” (Lambeth’s Pan Disability Forum)

“The Welfare Reform Bill is to say in the very least draconian. The fact is that there will be thousands of disabled people who won’t be given any choice. The Government haven’t felt the need to revisit this in the current economic climate.” (Lambeth’s Pan Disability Forum)

“Targets for 55% of disabled people to get back into jobs. If there are at least 6% of the population in work and if they aren’t in work then they offload the responsibility on to us. Supported employment seems to have gone out of the window.” (Lambeth’s Pan Disability Forum)

“It doesn’t get people to do what they should be doing which is to take on the challenge of the DDA. It is shoving people into jobs of the lowest common denominator.” (Lambeth’s Pan Disability Forum)

The 1948 act and quotas was never enforced and wouldn’t have worked either, that “DDA should mean that we shouldn’t be discriminated against – we need authorities like Lambeth to enforce it.” (Lambeth’s Pan Disability Forum)

“It’s never anyone else’s problem – the doctor now says that you are fit to work ... there seems to be a sticking point.” (Lambeth’s Pan Disability Forum)

“People are scared because they don’t know how it actually works and with the change in the economic climate...” (Lambeth’s Pan Disability Forum)

“Access to Work money is not available for “voluntary work or short courses.” (Resident – survey response)

## **6.2 Issues with getting work for people with physical and sensory impairments**

### **6.2.1 Barriers to finding employment – attitudes of employers**

“The main barrier preventing disabled people finding work is the employer’s attitudes.” (Resident – survey response)

“Employers are wary because of any possible accidents.” (Resident – survey response)

For some the media also had a role “it’s the way the media and others see us and they look at our disability and not our ability.” (Resident – survey response)

### **6.2.2 Rigid working arrangements and practises**

“I have a good two hours span in the morning - but every day, I don’t feel well. Jobs aren’t set like that are they? So I am quite scared – I don’t know how I would go back to work.” (Lambeth’s Pan Disability Forum)

“I couldn’t read until I went to college ...I may not be able to do things in the way that you do it, I just do it in a different way.” (Lambeth’s Pan Disability Forum)

### **6.2.3 Inaccessible workplaces**

“Most work places are not accessible.” (Resident – survey response)

### **6.2.4 General comments about barriers to work**

“There are real issues getting into work but then its only once you re in work that the real battles start.” (Lambeth’s Pan Disability Forum)

“For various reasons, disabled people are less productive – often because of their disability. But what about people who become disabled during the course of their employment? If you are on incapacity benefit, you are more likely to die then get back into employment.” (Lambeth’s Pan Disability Forum)

“There are no apprenticeships – it’s getting a job that you want to do ... although this is an issue across the country and not just people with psi.” (Lambeth’s Pan Disability Forum)

“There are institutional barriers – your own self esteem goes down.” (Lambeth’s Pan Disability Forum)

### **6.3 Suggestions for helping people into employment**

#### **What can the council and other organisations do to make jobs more available?**

##### **6.3.1 Flexibility around working hours**

“Why aren’t there more jobs where you work 2 hours per day? There’s absolutely no reason for this. Why can’t I work 10 hours a week, for example?” (Lambeth’s Pan Disability Forum)

“There should be more flexibility around hours – let me come in when they can come in.” (Lambeth’s Pan Disability Forum)

“It is very rigid – the way that employment is set up. There is very little room for anything outside the current set up.” (Lambeth’s Pan Disability Forum)

“There should be greater flexibility around working hours.” (Lambeth’s Pan Disability Forum)

##### **6.3.2 Raising awareness and educating about disability issues**

“Also raising awareness of disability in the borough. There is no way that people can ... there are individuals out there and there is good will .. but it is a systemic failure.”(Lambeth’s Pan Disability Forum)

##### **6.3.3 Educate employers**

“The only way forward I think to overcome these barriers is by agencies such as DASL, RNIB, Action for Blind People to give presentations / talks on Disability awareness training.”

“Educate employers/system – they label people. System needs to help people back into work not label them. This makes it hard to engage.” (Public consultation event)

“Do employers have the facilities to support people with SEN into work?” (Public consultation meeting)

“People are often labelled when they are in a wheelchair – it comes down to discrimination. It seems that there are only ever 2 or 3 people taken on in a wheelchair. What do they do? They put them in a heap and leave them there.” (Public consultation meeting)

“Often, disabled people get discriminated against. Employers do not want to give a chance to people who have issues. Tomorrow’s people offer employers with awareness

training and support to receive disabled people, offer work trials that lead to paid work.” (Public consultation meeting)

“Organisations may be small and limited by resources, and people with disabilities may not want to express their needs... employers need to encourage people to identify any disabilities they have.” (Public consultation meeting)

#### **6.3.4 Open days**

“There should be something with DWP within the context of some sort of jobs fair where you can find employers. The council should use their authority to bring people in and twist a few arms.” (Lambeth’s Pan Disability Forum)

“Days dedicated to specific activities that could help groups for painting and decorating linked to probation/job centres.” (Public consultation meeting)

“In Lambeth why can’t we have a disability jobs fair?” (Public consultation meeting)

#### **6.3.5 Specialist employment agencies**

People suggested that there was a need for more specialist advice and help with finding employment from agencies:

“Provide [an] employment agent specially for disabled people... The Department or Work and Pension’s Disabled Employment Advisors are a complete waste of Government money as they cannot provide you with employment searches or understand disabled persons needs.” (Resident – survey response)

#### **6.3.6. Training, support and counselling**

A number of contributors felt there was a need for training to help disabled people gain or up date their skills:

“It’s the lack of training with people of any disability. They need lots of rehabilitation, support and no discrimination.”(Resident – survey response)

#### **6.3.7 Emotional support**

“More emotional support and counselling for people to work their own barriers.” (Public consultation meeting)

“How emotional support is provided – 1:1 counselling, social group, advocacy support.” (Public consultation meeting)

### **6.3.8 More accessible workplaces and workplaces for people with physical and sensory impairments**

“Work places need to be more accessible and employers need to be prepared to make some provisions for people with disabilities.” (Public consultation event)

“There should be special workplaces for disabled people.”

“Have our own disabled factory and shops where only disabled people work and run by disabled people.”

### **6.3.9 Monitoring**

“Is there enough monitoring to understand the needs in details – to help understand what works, what needs to be focused on in future.” (Public consultation meeting)

“Put in quotas for employers – maybe someone doesn’t want to be employed but what about volunteering?” (Public consultation meeting)

### **6.3.10 Appeals and legal processes**

“Statutory organisations do have policies which individuals can make appeals against. We need to make sure that employers do not get away with this.” (Public consultation meeting)

“There need to be people who help others to voice their concerns. Is it a weeding out process and a bringing in process.” (Public consultation meeting)

### **6.3.11 Engender more trust**

“Even then there is a lack of trust with the council. If there is a perception that you are fit enough to work, then what are your care needs? And these are care packages that have been very hard fought for.” (Lambeth’s Pan Disability Forum)

## **6.4 Finding employment - comments from people following brain injury**

The group was comparatively young with the vast majority of them being of working age. Most had been working up until their injury, and were keen to get back to employment. Universally they felt that:

“Systems are structured to thwart that ambition (of getting back into employment). Jobcentres staff don’t have a clue and were unable to give any advice or support in finding work.” (Southwark and Lambeth Headway Group)

“Other organisations such as Work directions, which work with people with mental health conditions, were not suitable for the needs of people with head injuries - “the model is just all wrong.” (Southwark and Lambeth Headway Group)

“The attitude of employers was also of concern.” (Southwark and Lambeth Headway Group)

One person had return to their former employer on a part time basis but felt that she was “set up to fail” E.g. being given tasks that she had never done before.” (Public consultation meeting)

The principle problem is that people face that these agencies fail to address is that they are no longer sure of the skills that they have:

“I have a CV but I don’t know how accurate it is – I am not sure that I could do the things I have done in the past.” (Southwark and Lambeth Headway Group)

#### **6.4.2 Helping people back into employment following a brain injury**

“There needs to be a methodical approach to assisting people back to work which includes.”

“Volunteering to help assess skills and build confidence.” (Southwark and Lambeth Headway Group)

“Supported education and training.” (Southwark and Lambeth Headway Group)

“A more flexible benefit system that made returning part time work worthwhile.”

### **6.5 Education/ courses and going to college**

#### **6.5.1 Early Education**

“It needs to start with children. I am horrified with the level of education for disabled children. Also choices for people before retirement.” (Lambeth’s Pan Disability Forum)

“... frustration starts in secondary school – there are certain things that are expected by a certain age. There is too much assessment going on for children.” (Lambeth’s Pan Disability Forum)

“Only 3% of text books are available in large print.” (Lambeth’s Pan Disability Forum)

“25% of British born adults can not well enough to read the Daily Mirror.” (Lambeth’s Pan Disability Forum)

### **6.5.2 Going to college and further education**

“Needs better understanding from Lambeth College on issues around Special Educational Need (SEN) so people are not put down. Consider a specific College for SEN.” (Public consultation meeting)

“Can young people with SEN be given a bursary to do what they want? In order to do that may not fit within what’s available from College/Job Centre.” (Public consultation meeting)

### **6.5.3 Difficulty in accessing colleges**

“Education is difficult for the disabled as everyday is different. There are badly trained staff and not much knowledge by staff/management of the needs of disabled people. There is also not a big enough collective voice saying what people want. People are too presumptuous. Its hard to get there and back to volunteer.” (Public consultation meeting)

“Assessment in colleges eg people with learning disabilities who never make it into college. What happens to these people? How many applications are they and how many get in? Does there need to be an audit? Does there need to be a special college?” (Public consultation meeting)

## **6.6 Issues around benefits and grants and working hours**

“Independent Living Fund tends to support people who are already in work. How would you support yourself if you are working 2 hours per week? 16 hours is the threshold for claiming income support .. so it would be if you are working 17 hours .. but 17 hours isn’t going to put food on the table. Even if you get tax credits.” (Lambeth’s Pan Disability Forum)

### **6.6.1 Benefits**

From comments and feedback we heard, there appeared to be confusion about what welfare benefits people could claim, and there was also uncertainty around benefits and doing paid work. However, there were a number of positive comments around the help available to maximise income from benefits from the council.

“People are always talking about benefits but you never know what you can get. There are problems with knowing what you are entitled to. Also tell people they can appeal against benefit decisions.” (Public consultation meeting)

“Some people who are younger and work a certain number of hours get their benefits stopped.” (Public consultation meeting)

“I became disabled four years ago – now they want to get me back to work although I have worked most of my life.” (Public consultation meeting)

“What is good/works: lots of help to maximise your benefit income.” (Public consultation meeting)

“High Council tax makes you ill. Huge document to complete for Council Tax benefit.” (Public consultation meeting)

### **6.6.2 Benefits issue for people following a brain injury**

The feeling of the people who had had a brain injury was that benefits, especially Disability Living Allowance (DLA) tended to be “modelled on the needs and experiences of people with physical disabilities”, and not to their own particular needs (Southwark and Lambeth Headway Group)

People with brain injury were often turned down for benefits “due to the ignorance of benefit staff:

“The Department of Work and Pensions almost went out of its way to trip you up rather than give support needed.” (Southwark and Lambeth Headway Group)

People also said that they had difficulties in getting Disability Living Allowance (DLA) because of the fluctuating nature of their condition, and the quite rigid criteria for claiming disability benefits.(Southwark and Lambeth Headway Group)

### **6.6.3 Suggestions for benefits – people following brain injury**

Given that reforming the benefit system is beyond the power of the council and other local authorities, there were only a couple of suggestions:

“More advocacy and support for benefit applicants.” (Southwark and Lambeth Headway Group)

“Promotion of ‘Every Pound Counts’ about benefits available.” (Southwark and Lambeth Headway Group)

## **6.7 Household bills and money issues**

“Household bills are expensive and there is no continuity with charges.”

“People feel exploited by utility companies, and intimidated by companies demanding money, threatening Court action, including Lambeth Council for tax and charges.”

“It is a priority to provide help to understand bills, charges, getting value for money.” (Public consultation meeting)

“Be more generous with rent and council tax rebates on all social housing. Endless financial worries can be life threatening.” (Resident – survey response)

## **Theme 7: Quality of Care Provided**

### **7.1 Social workers**

“I had a Social Worker who came to my house and I do not know why she came. Before that lady there was a good Social Worker that came and made sure I got the help that I needed.” (Public consultation meeting)

“You find in Lambeth that you get a good service or worker that helps but then they leave and you get someone different.” (Public consultation meeting)

“My problem is with the Social Worker. It’s all rubbish, it takes too long.” (Public consultation meeting)

“The Social worker should know their long-term patients. They should get to know them and what they need.” (Public consultation meeting)

### **7.2 Good services at home - Home care**

One person had good experience of hospital including good consultant. Did not need homecare when came out but felt very important there be good services when people come home as otherwise puts a lot of pressure on others. (Public consultation meeting)

Don’t have personal experience of home care but have spoken to people who have problems with quality of care, meals on wheels (professional care worker in group – also a family carer – confirmed pressures of doing half a hour visits and moving to next client without doing a decent job). (Public consultation meeting)

“Depends on who the carer is.” (Public consultation meeting)

“Carers not turning up on time, not staying for long enough. Replacement carers from agencies not good.” (Public consultation meeting)

“There is no choice in who cares for you.” (Public consultation meeting)

“I have ‘Care at Home’, some of them are alright, but some are not. It is run by an agency and you don’t know who you will get. I got a nice one on Saturday, but last week one did not turn up. She puts an hour in the book but only stays for 10 minutes.” (Public consultation meeting)

“I don’t like to speak to anyone in authority unless I have someone with me. The Manger asks me about my service but I get mixed up with who is coming, too many changes too many of them. When Lambeth ran it, it was better, Lambeth used to be more caring.” (Public consultation meeting)

“Care agencies not good – don’t stay long enough – refuse to do things.” (Public consultation meeting)

### **7.3 General comments**

“No point in going to anyone in Lambeth Council. If you have a problem – you need to go to a voluntary sector organisation. Need a network between community groups so that they can link together.” (Public consultation meeting)

“Make it easier to refer people to services.” (Public consultation meeting)

“Lambeth Resource Centre is needed – don’t want it closed. It is the only time I go out. It is the only service the Council provides for me (eg physio). Lambeth is trying to cut back on services by making us more independent – I only spend two hours a day out of my house. There is a risk of isolation.” (Public consultation meeting)

“It is the only chance that I get to socialise – twice a week at Lambeth Resource Centre.” (Public consultation meeting)

### **7.4 Too many assessments**

“Multiple assessments always being done to me (experience of two Lambeth Resource Centre users).”

### **7.5 Personalisation**

“Care users know about the standards we have. Personalisation, we have open days and forums and give information. There has to be a level of care. Some carers take advantage. If people complain they then don’t feel safe in their homes.” (Public consultation meeting)

### **7.6 NHS**

“Problem with NHS – they have no funding.” (Public consultation meeting)

“NHS and agency care not too bad.” (Public consultation meeting)

“Good Lambeth PCT Refugee Worker provided to one BME VCS organisation in the borough.” (Public consultation meeting)

### **7.7 Voluntary and Community Organisations**

“Community support networks being built.” (Public consultation meeting)

“May not have expertise, could council/larger organisations have a role in building capacity.” (Public consultation meeting)

## **7.8 Equipment/ Adaptations**

### **7.8.1 Delays in delivery and installation**

"I don't know why it [the OT service] doesn't work and why they keep on cancelling. But it doesn't help with the image of the organisation because it takes so long." (Lambeth Resource Centre)

"I am still waiting for my shower to be installed – it's been seven years. The new social worker told me that I wouldn't get it because it would cost too much money." (Lambeth Resource Centre)

"It took 6 months to get a ramp to my front door. My wife or I had to phone daily." (Lambeth Resource Centre)

"I have moved to a house with one toilet. I have little cell, need to drink water and I need a toilet downstairs. The OT has not recognised my need for a ground floor toilet even though my consultant has written to her. My friend has the same problem, but she had the work done. Lambeth is slow and not approving my work. It took me 13 years to move." (Public consultation meeting)

Other service users say that they have received different pieces of equipment and adaptations, which they got relatively quickly.

"We've had a shower and a wet room put in, handles on the bed, all kinds of brushes, knives and forks with special handles..." (Lambeth Resource Centre)

### **7.8.2 Greater choice of equipment to be available**

However, people also tell us that they had found "a whole range of other bits of equipment that wasn't on offer" from the Community Occupational Therapy service.

Equipment provided could sometimes not be used to its full advantage. One service user at Lambeth Resource Centre had has Careline installed, but did not feel that they would necessarily be able to summon help in an emergency.

"If I am alone, I wouldn't be able to use the pendant to get help." (Lambeth Resource Centre)

According to another participant, "there's a pendant which when you fall over, it automatically sets off the alarm." (Lambeth Resource Centre)

### **7.8.3 Services working together**

"I have a stair lift but they can't include a ramp because there isn't enough room." (Lambeth Resource Centre)

I can't have a shower because although OT have agreed to install it the housing association won't allow it." (Lambeth Resource Centre )

"More information should be in centres for people with people with physical and sensory impairments."(Lambeth Resource Centre)

"Why is there no information about this piece of equipment that could have helped?" (Lambeth Resource Centre)

"When I went to St Thomas' and saw the physio, I was given a booklet. Now he it is okay but before now there was no help or information about what to do." (Lambeth Resource Centre)

#### **7.8.4 Other comments**

"My Doctor recommended things so I can do things like a normal person. My Doctor's letter was evidence but Lambeth OT has ignored this." (Public consultation meeting)

"My toilet is upstairs and I fall down a lot. I have lots of falls." (Public consultation meeting)

"I have a chair in the bath but I find it really hard to clean underneath it because of back problems that I have. I now need someone to take it away, but this has been a real problem. Because I can't speak English I can not complain. (Latin American Disabled Peoples' Project)

## Theme 8: Staying safe

### 8.1 Safety in the home

Please see comments around Equipment and adaptations in the home – under Quality of Care.

### 8.2 Security devices

“Once a disabled person is assessed [their] property should be inspected and made secure by alarms, adequate fencing, external lighting, etc.” (Resident – survey response)

“I have got some good locks on my doors.” (Public consultation meeting)

“I spoke to the Police about security at the Streatham Festival and that works really good.” (Public consultation meeting)

“Keyhole is good but unsure if this is provided free of charge. This can make us feel safe. An alarm is also good. The Police gave a talk to the Lambeth Chinese Community Association. The Police fixed the spy holes, provided alarms which are attached to bags. etc. They were advised on how to keep keys separate from the bag. They gave out small waist bags to keep keys.” (Public consultation meeting)

“I had problems with my **insurance** because if you are away for more than 30 days it can affect your ability to claim {affects people who are in hospital/respite for long periods.” (Public consultation meeting)

### 8.3 Community safety

“More police on the streets as you never see one unless somebody important comes to a neighbourhood. When you can see 20 CCTV cameras does not give anyone confidence as it does not prevent the crime.” (Resident – survey response)

“People felt very unsafe especially at night. Although the Council has a Hate Crime Campaign, disabled people are still being picked on. Personal safety is a real issue in Lambeth. People do not go out at night.” (Public consultation meeting)

One survey respondent suggested “a confidential phone number link with the police for disabled people.”

Another suggested that “the police should be more aware of disabled people’s needs and try to enforce their rights”. (Resident – survey response)

“More people should be employed by the police.” (Resident – survey response)

“Lambeth needs Increased CCTV.” (Public consultation meeting)

### **8.3.1 Other comments**

“The lighting specifically around Stockwell Road is not good. Landor Road and New Park Road are very. Residents said that the yellow lights are not bright enough. The white lights are much brighter.” (Public consultation meeting)

In order to prevent hate crime, one person suggested that there needs to be more about disabled people in the media: “so everyone can know more about disabled people.” (Resident – survey response)

### **8.4 Personal alarms**

A number of people suggested that disabled people should be issued with personal alarms: “so they can carry them with them at all times and have instant response from police, ambulance and fire in cases of emergency.” (Resident – survey response)

Personal alarm systems work well.” (Public consultation meeting)

### **8.5 Key Holding Service**

One person suggested that there needs to be a key holding service, where the keys to the person's property were held in a secure environment and could be retrieved by the householder: “in case of theft or lost keys.” (Resident – survey response)

## **Theme 9: Housing**

### **9.1 Process for applying for suitable housing**

People say that the process for applying for suitable housing needs to be improved.

“.. I had 7 choices for accommodation, but refused 5 because there was no wheelchair access”. (Lambeth Resource Centre)

Service users also say that more accurate information needs to be available for bidding for properties, that meet people’s needs.

“I had to be lifted in my wheelchair by my mother and brother to look at property due to location of property”. (Lambeth Resource Centre)

People also say that more thought could also sometimes be given to local support networks of service users, such as family and friends in providing a property. Where people did not have family and friends, service users should get more support.

“People need to be placed near their support networks”. (Lambeth Resource Centre)

“There needs to be more support for people with no family or friends”.(Lambeth Resource Centre)

“I had no support with housing so moved to my parents’ house”.(Lambeth Resource Centre)

### **9.2 More specialist housing for people with physical and sensory impairments**

The need for more accessible and adapted social housing for disabled people was a common suggestion. There was a range of suggestions of how numbers of accessible properties could be maximised including:

#### **9.3 Ring fencing accessible housing**

“Ring fence accessible property (social housing).” (Resident – survey response)

#### **9.4 More schemes for people with physical and sensory impairments**

“Cheviot gardens is nice and they re re-building this. There are a lot of people who are disabled living there... There should be schemes for people just who are disabled.” (Public consultation meeting)

“When you build new schemes they should have a number of flats which are for disabled people. Although some people don’t want this as they want to be independent.” (Public consultation meeting)

“Build new properties” and “install lifts in blocks of flats.”

”General housing for people with sensory impairments – they should be prioritised. Some Housing Associations are brilliant and others are not.” (Public consultation meeting)

### **9.5 Quicker installation of equipment and adaptations**

“Occupational therapists have a six month waiting list and then don’t give you what you actually need as they want to maintain a budget.” (Resident – survey response) – Please also see Equipment and adaptations under Quality of Care.

### **9.6 Sheltered housing**

“There are too many staff cut backs with Sheltered accommodation, eg. Metropolitan Housing. Some people work 12 hours a day.” (Public consultation meeting)

“Sheltered Housing – different people there on different days. We need someone there every day.” (Public consultation meeting)

“On the weekend (Metropolitan Housing) they only have one member of staff for eight hours.” (Public consultation meeting)

“It is the length of time to meet your needs which is the problem. They make you feel that you are a problem to the Council.” (Public consultation meeting)

“A lady – her condition changed. She was okay and lived in a house with 15 steps but she got attacked and she is still in this accommodation and now there is also a problem with transport – Lambeth is too slow.” (Public consultation meeting)

“Sheltered Housing may be good for some people but not for everyone.” (Public consultation meeting)

“Young people do not feel comfortable living in schemes for people who are older.” (Public consultation meeting)

In the survey, three people raised Sheltered and residential care, all were supportive:

“sheltered accommodation – I live in one under Lambeth. Extremely beneficial.” (Resident – survey response)

### **9.7 Problems with maintenance and repairs – social housing**

“Process of getting repairs from Council long winded, unnecessary, time consuming. Jobs repeatedly done and never properly fixed.” (Public consultation meeting)

“Lots of problems with repairs.” (Public consultation meeting)

“The Council should use its influence over the Housing Association premises/services for delivery of services. The Council should check on what repairs have been and if done according to set standard. No one bothers to check if works have been carried correctly.” (Public consultation meeting)

“Homes should be double-glazed. Tenants should complete questionnaire after works have been completed.” (Public consultation meeting)

“Prioritise repairs for disabled residents, helpline for housing repairs and do the job right the first time around.” (Public consultation meeting)

“There are lots of cowboys contractors.” (Public consultation meeting)

Concerns were also voiced about the awareness of social housing providers and the Homeless Person Unit of the needs of disabled people and their rights: “I’ve been homeless for a period and refused by Lambeth housing. Only after I went to a lawyer and help from others, like the Gaia Centre, the housing reviewed my case and I was found in priority need!” (Resident – survey response)

Another survey contributor wrote: “Housing Associations should have a greater understanding of the diverse needs of their disabled tenants, especially concerning health and safety issues in the home.” (Resident – survey response)

## **9.8 Choice based lettings**

The length of time to get a transfer and the problems with Choice Based Letting were raised: “cut the waiting list; priority for the disabled.” (Resident – survey response)

“We got the property through choice based lettings and 10 people had rejected it as it was too run-down and nothing was done to it. Five people came to the viewing on the day. I saw it but it was one of my relatives who helped me to do it up.” (Public consultation meeting)

## **9.9 Downsizing homes**

People thought that there needed to be more choices for people wanting to move to a smaller property:

“Two bedroom flat not available, only one bedroom instead. Difficulty going upstairs. Problems getting two bedrooms in sheltered accommodation. If you have only one bedroom, obviously it is very difficult to have relatives/visitors to stay with you.” (Public consultation meeting)

“People who occupy a 3 bedroom property with no children who want to downsize can only downsize to 1 bed, rather than to a 2 bedroom property”. (Lambeth Resource Centre)