



Fermanagh & Omagh  
District Council  
Comhairle Ceantair  
Fhear Manach agus na hÓmaí

### Disability Advisory Group

Thursday 30 January 2020, 2:00 pm

Bawnacre Centre, Irvinestown

#### Present:

Gerry Maguire	Jayne Hughes
Andrew Wilson	Eileen Drumm
Councillor Emmet McAleer	Gerry Knight
Councillor Tommy Maguire	Councillor Victor Warrington
Councillor Stephen Donnelly	Councillor Errol Thompson
<b>In attendance:</b> Margaret McMahon, Matthew Nevin and Melissa Little.	

No	Item	Action By:
1.	<b>Welcome and Introductions</b>  Councillor Warrington welcomed everyone to the meeting.	

No	Item	Action By:
2.	<p><b>Apologies Received:</b></p> <ul style="list-style-type: none"> <li>• Bob Lingwood</li> <li>• Joanne Mc Donald</li> <li>• Dermot Devlin</li> <li>• Finbar Maguire</li> </ul>	
3.	<p><b>Updates on Action Notes from Disability Advisory Group– Thursday 28 November 2019.</b> Margaret outlined the outstanding actions and updates from the last Disability Advisory Group on Thursday 28 November 2019:</p> <p><b>Buttermarket Toilets, Enniskillen</b> Eileen advised that she would will test the alarm at the Buttermarket Toilets over the next few weeks to check if it is adequate.</p> <p><b>Action 1:</b> Eileen to test the alarm at the Buttermarket Toilets and report findings to the Group at the next meeting.</p> <p><b>Riverside Walk, Omagh</b> Gerry Knight highlighted at the last Disability Advisory Group meeting that members of the Omagh Access Advisory Groups had taken part in a Ramble along the Riverside Walk in Omagh and shared their feedback in that overall, they were delighted with the pathway. Gerry added that the only improvement would be a shelter near the middle of the walk so that people don't get soaked during wet weather. Eileen added that she would highlight this at the next Environmental themed Community Planning meeting.</p> <p><b>Action 2:</b> Eileen to highlight this at next the next Environmental Community Planning meeting in March.</p>	<p><b>Eileen Drumm</b></p> <p><b>Eileen Drumm</b></p>

No	Item	Action By:
	<p><b>On-Street/Off-Street Car Parking</b>  Following discussions at the last Disability Advisory Group meeting around On-Street Car Parking, Margaret shared the following contact details that Nicola McCann, Fermanagh and Omagh District Council's Off-Street Car Parking Officer provided:</p> <p><b>Contact details for DFI include:</b> Dfi Roads (Western Division) – 0300 200 7899  Parking Enforcement Processing Unit – 0300 200 7895  Accessible Parking Bays – 0300 200 7894</p> <p><b>Action 3:</b> Nicola McCann to attend the next Access Advisory Group Meetings in February to discuss Off-Street Car Parking.</p> <p><b>Conference for International Day for Persons with Disabilities</b>  Margaret gave the following update on behalf of Finbar on The Conference for International Day for Persons with Disabilities:</p> <ul style="list-style-type: none"> <li>• Approximately 45 people attended the event which took place in Fermanagh House, Enniskillen on 06 December 2019.</li> <li>• Members of the Disability Advisory Group and Access Advisory Groups attended.</li> <li>• A number of organisations set up stands at the side of the room</li> <li>• This was the first Council Event to have a 'Mobiloo'. Although no individual used the facility attendees were invited to have a look at the Mobiloo vehicle which was parked outside Fermanagh House. Feedback from some attendees was received and is detailed below: <ul style="list-style-type: none"> <li>○ 'Very good facility, quite spacious and clean inside.'</li> <li>○ 'The driver was very helpful and courteous.'</li> <li>○ 'This would be very useful at events such as St. Patrick's Day.'</li> <li>○ This is an excellent facility for an event which is held outside, however, I would not use this facility today as there is accessible toilets within the venue.'</li> </ul> </li> </ul>	<p><b>Matthew Nevin</b></p>

No	Item	Action By:
	<ul style="list-style-type: none"> <li>○ I won't be using the facility as I would rather use the accessible toilets inside.'</li> <li>○ There is very little privacy, when you would have to go outside and into a car park, where everyone can see you going into a toilet.</li> </ul> <p>Eileen added that the Inclusive Mobility and Transport Advisory Committee (IMTAC) have indicated at recent meetings that they would be interested in obtaining contact details for providers of the Mobiloo service and Matthew advised that he could provide these.</p> <p><b>Action 4:</b> Matthew to send Eileen the contact details for the provider of the Mobiloo service that the Council used at the recent Conference for International Day for People with Disabilities.</p> <p><b>Shopmobility, Enniskillen</b> Councillor Warrington raised the issues experienced by Shopmobility at the Council Meeting on 03 December 2019, and the Council agreed that a letter would be issued to Erneside Shopping Centre, highlighting the importance of Shopmobility within the shopping centre in terms of providing a fully inclusive shopping environment.</p> <p><b>Action 5:</b> Councillor Warrington to check if there has been a response to the Council's letter to Erneside at the next Council meeting on 04 February.</p> <p><b>Action 6:</b> Eileen to check for an update with Shopmobility at their next meeting which is due to take place in early February.</p>	<p><b>Councillor Warrington</b></p> <p><b>Eileen Drumm</b></p>
	<p><b>Insert Update:</b></p> <p><b>Action 1 (Eileen):</b> Eileen to provide an update at the meeting.</p> <p><b>Action 2 (Eileen):</b> The Environmental Community Planning meeting was postponed due to COVID-19.</p>	

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	<p><b>Action 3 (Matthew):</b> Due to Covid-19, there hasn't been an opportunity to organise an Access Advisory Group Meeting. Nicola has committed to attend a future meeting to provide an update.</p> <p><b>Action 4 (Matthew):</b> Matthew emailed Eileen contact details for Mobiloo (Now Accessoloo).</p> <p><b>Action 5 (Councillor Warrington):</b> To provide a verbal update at the meeting.</p> <p><b>Action 6 (Eileen):</b> Eileen to provide an update at the meeting.</p>	
4.	<p><b>Update on the Action Plan for the Disability Advisory Group</b></p> <p>Margaret gave the following update on actions from the Disability Advisory Group Action Plan:</p> <p><b>Action Point 1.2 – Promoting the Disability Advisory Group.</b></p> <p><b>Update:</b></p> <ul style="list-style-type: none"> <li>• <b>Residents Newsletter Article</b> The first article on the Group will be forwarded for inclusion following the Chair's reception this afternoon. This will include examples of previous good work, photos of the Members and a link to the website where Member contact details can be found.</li> <li>• <b>Press Release / Website Articles</b> Following the Chair's reception this afternoon a press release will be drafted and sent to all local newspapers. Information and images will also be placed on the Council website and social media accounts.</li> </ul> <p><b>Action 7:</b> Finbar to prepare an article on the work of the Disability Advisory Group for inclusion in the next Residents Newsletter, Press releases and Website Articles.</p> <p><b>Action Point 1.3 – Working towards ensuring that the Council website is compliant with WCAG 2.1 (AA) guidelines.</b></p>	<p><b>Finbar Maguire</b></p>

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	<p><b>Update:</b> Work has commenced on ensuring compliance with the new Website Accessibility Guidelines for public sector websites. This should assist everyone, particularly those with visual impairments, to access information online. This piece of work will be completed by September 2020, although it will be ongoing to ensure compliance after this date.</p> <p><b>Action Point 1.4 – Being present at the start of relevant staff training sessions to give an overview of the difficulties they experience because of their disability.</b></p> <p><b>Update:</b> The following staff awareness training has been organised to take place between now and the end of March 2020. All training will be undertaken by an individual with that particular type of impairment or disability:</p> <ul style="list-style-type: none"> <li>• Visual Awareness Training</li> <li>• Basic Sign Language Classes</li> <li>• Deaf Awareness Training</li> <li>• Mental Health Awareness Training</li> </ul> <p><b>Action Point 1.5 – Providing advice at the design, planning and fit-out stages of new developments. Providing advice at the planning and implementation stages of new projects/policies. Assisting Council Officers in making Council venues and services more accessible through providing advice/guidance as well as feedback from individuals with disabilities who have used these services/venues.</b></p> <p><b>Update:</b> As above, Members advice, guidance and feedback will continue to be welcomed in the Planning and Implementation stages of new Council policies and projects etc.</p> <p><b>Action Point 1.6 – Representation of people with disabilities, at relevant events and workshops, such as International Day for People with Disabilities.</b></p> <p><b>Update:</b> Members of the Disability Advisory Group attended the Conference for International Day for People with Disabilities on 06 December 2019 in Fermanagh House, Enniskillen.</p>	

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	<p><b>Action Point 1.7 – Providing reasonable adjustments at events and workshops i.e. access areas, quiet spaces, interpreters, accessible toilets, accessible parking etc.</b></p> <p><b>Update:</b> Matthew will continue to provide reasonable adjustments where possible at main Council events e.g. St Patrick’s Day, Halloween Fireworks Display, Christmas Lights Switch-on.</p> <p><b>Action Point 2.1 – Arranging for Accessibility Audits (mystery shopper style). A member of the Group to visit a Council venue/facility to review the service and feedback to the Group.</b></p> <p><b>Update:</b> Matthew is taking part in Accessibility Audit training over the next few weeks.</p> <p>Members of the Access Advisory Group recently carried out an Accessibility Audit on the Marble Arch Caves Global Geopark (MACGG).</p> <p><b>Action 8:</b> Matthew to update the Group at the next meeting following the recent audit that Fresh Focus Carried out at MACGG.</p> <p><b>Action Point 2.3 – Seeking to improve communications.</b></p> <p><b>Update:</b> Consideration to the introduction of a route planner system to be make it easier to get the correct person responsible for query/issue to be included in the ongoing work to make the website more accessible.</p> <p>A 12-month pilot Video Relay Service and Video Relay Interpreting Service will be operational from March 2020. This service will assist people with hearing impairments (or those who are deaf) interact with the Council, both in person, and from home (via telephone). A procurement process is underway at present and a supplier should be chosen over the next two weeks.</p>	<p><b>Matthew Nevin</b></p>
	<p><b>Action 7 (Finbar):</b></p> <p><b>The date for the next edition of the resident’s magazine hasn’t been decided upon yet. Once these dates have been decided upon, an article on the Disability Advisory Group will be submitted for inclusion.</b></p>	

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	<p><b>A PR and Social Media campaign will be launched shortly, detailing information on the Group, its members and how to contact the Group.</b></p> <p><b>Update on Disability Awareness Training Programme 2020</b></p> <p>The training programme was completed in March 2020. The training sessions were delivered by individuals with a disability took place as follows:</p> <ul style="list-style-type: none"> <li>• <b>Deaf Awareness Training:</b> 15 employees in attendance (Tuesday, 4 February 2020).</li> <li>• <b>Basic Sign Language (Start to Sign) Course:</b> 21 employees in attendance [Wednesday, 26 February 2020].</li> <li>• <b>Learning Disability Awareness:</b> 18 employees in attendance [Monday, 2 March 2020].</li> <li>• <b>Visual Awareness Training:</b> Postponed until later in the year due to Coronavirus/Covid-19.</li> </ul> <p>Mental Health Awareness training was also delivered on Wednesday, 11 March 2020 by a representative from Action Mental Health. Participants included Elected Member Mental Health Champions, Elected Member DAG Members and employee Confidential Advisors.</p> <p><b>Sign Video Relay Service Update</b></p> <p>The procurement was completed in March and the service has been operational since then. The service provides instant access to an online Sign Language Interpreter for any individual who uses British Sign Language.</p> <p>More information on the service is available online here: <a href="http://www.fermanaghomagh.com/signvideo">www.fermanaghomagh.com/signvideo</a></p> <p><b>Action 8 (Matthew): Members of the Group attended a workshop at the Marble Arch Caves. The following feedback was received:</b></p> <ul style="list-style-type: none"> <li>• <b>Accessible Car Parking was close to front door and lots of it.</b></li> <li>• <b>Front door could do with automatic function.</b></li> <li>• <b>Hearing Loop could be easily seen on customer counter.</b></li> <li>• <b>Staff are very pleasant and helpful.</b></li> </ul>	



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	<ul style="list-style-type: none"> <li>• Accessible Toilets could be updated.</li> </ul>	
5.	<p><b>Disability Action Plan 2019-2022</b></p> <p><b>Margaret gave the following update on the Disability Action Plan 2019-2022:</b></p> <ul style="list-style-type: none"> <li>• Consultation responses to the Disability Action Plan were brought to Committee in December 2019. At this Committee meeting Members approved the Disability Action Plan 2019-2022. This was subsequently ratified at the January Council meeting.</li> <li>• Disability &amp; Equality awareness raising training for Elected Members was delivered by Finbar on 16 December 2019.</li> <li>• As previously discussed, (Agenda Item 4, Action Point 1.4), a series of staff awareness training sessions have been organised and are taking place between February and March 2020.</li> <li>• Mental Health Awareness Training for Elected Member Mental Health Champions as well as the Council's Confidential Advisors will take place on 11 March 2020 from 4.30 – 6.30pm in the Grange, Omagh. Any of the volunteer members who would like to attend this training to contact Finbar.</li> <li>• Matthew and Finbar have completed a number of Accessibility Guides for Council venues, these are available upon request and on the Council website.</li> <li>• Joanne McDonald (Mencap) has kindly agreed to take part in the first Vox Pop/Video Log type video that will be shared on the Council website, to raise awareness of the Groups, their work and how disability affects their daily lives. Margaret highlighted the importance of all members of the Group taking part in these types of videos i.e. those with physical and hidden disabilities.</li> <li>• Matthew advised that work to promote the Personal Assistance Support Scheme (PASS) will continue to be supported by Council venues such as The Ardhowen, Strule Arts Centre, Enniskillen Castle and Marble Arch caves to help provide free entry tickets into venues for the carer of a person with a disability.</li> </ul> <p><b>Action 9:</b> Margaret requested that if any volunteer members wish to attend the Mental Health Awareness Training session on 11 March at 4.30 – 6.30pm in The Grange, Omagh that they contact Finbar.</p>	<p><b>Volunteer Members</b></p>

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	<p>Members of the group raised concerns regarding the accessibility of the Townhall, Enniskillen, in particular, the height of the Reception desk is an issue. Margaret advised that the new Connect Centre in Enniskillen that is due to open over the coming months should help to ensure that public facing services are easily accessible to all its service users. Matthew recently viewed the new Connect Centre to assess its accessibility and was pleased with how the refurbishment works were progressing. Gerry Knight queried if there was a loop system installed. Matthew confirmed that there is a loop system at reception and also a mobile loop system that can be e.g. taken to meeting rooms.</p>	
	<p><b>Action 8 (Volunteer Members):</b></p>	
<p>6.</p>	<p><b>Discussion on ICAN Fest 2020</b>  Matthew gave an overview of the ICAN Fest 2020, an Inclusive Celebration to promote Ability and Independence funded by the Public Health Agency:</p> <ul style="list-style-type: none"> <li>• The festival will take place between 02 – 14 March 2020.</li> <li>• A number of activities will take place each day, as well as a launch on Monday 02 March, a Carer's day on Friday 06 March and an Information Event on Thursday 12 March.</li> <li>• A festival programme will be produced, which will include the partners' logos and activities.</li> <li>• <b>Target Audience:</b>  The festival will aim to provide activities for all disabilities, including: <ul style="list-style-type: none"> <li>- Physical Disability</li> <li>- Learning Disability</li> <li>- Autism</li> <li>- Visual Impairment</li> <li>- Hard of Hearing/Deaf</li> <li>- Hidden Disabilities</li> </ul> </li> </ul> <p>Matthew advised members of the Disability Advisory Group on possible ways they could promote the Festival by e.g. reaching out to other support/advocacy organisations in the District to take part, advertising the Groups during the Festival and helping to advertise the Festival activities.</p> <p>Members agreed to promote and attend the Festival where possible.</p>	

No	Item	Action By:
7.	<p><b>Any Other Relevant Business</b></p> <p><b>Dropped Kerbs</b> Eileen highlighted the need for dropped kerbs in the Floraville area of Enniskillen and queried if this fell under, Northern Ireland Housing Executive or the Department for Infrastructure responsibility.</p> <p>Councillor Warrington advised Eileen that this would fall under the remit of the Department for Infrastructure.</p> <p><b>Blue Badge Unit, Castle Barracks, Enniskillen</b> Eileen shared details of her recent visit to the Blue Badge Unit in Enniskillen with the Group. Upon arrival at the entrance Eileen pressed the push button, the door automatically opened, Eileen proceeded to enter the building and into a reception area. The reception area is not staffed; therefore, service users are required to collect their booklet (given that is reason they came) and leave, there is no opportunity for service users to e.g. ask a question.</p> <p><b>Action 11:</b> Matthew advised that DfI are working with the Museum to make improvements to this service and he will provide an update on this at the next meeting.</p>	<p><b>Matthew Nevin</b></p>
	<p><b>Action 11 (Matthew): As the Blue-Badge Office has been closed over COVID-19 and remains closed at present no further development has taken place.</b></p>	
8.	<p><b>Date of next meetings</b> Members agreed the dates of the next meetings as follows:</p> <p><b>31 March 2020</b> at 2.00pm in the Bawnacre Centre (Irvinestown).  <b>27 May 2020</b> at 2.00pm in the Bawnacre Centre (Irvinestown).  <b>22 September 2020</b> at 2.00pm in the Bawnacre Centre (Irvinestown).  <b>24 November 2020</b> at 2.00pm in the Bawnacre Centre (Irvinestown).</p>	