



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

### Disability Advisory Group

Thursday 30 July 2020 at 10am

Online Meeting via Webex

#### Present:

Dermot Devlin	Robert Lingwood
Gerry Knight	Eileen Drumm
Councillor Errol Thompson	Councillor Victor Warrington
Councillor Tommy Maguire	Councillor Donal O’Cofaigh
Councillor Stephen Donnelly	
<b>In attendance:</b> Margaret McMahon, Finbar Maguire, 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>• Joanne McDonald</li> <li>• Councillor Garbhan McPhilips</li> <li>• Councillor Emmet McAleer</li> </ul>	
3.	<p><b>Action Notes from the last meeting on 30 January 2020</b> The Action Notes from the last meeting were agreed as an accurate record.</p>	
4.	<p><b>Matters Arising</b></p> <p><b>Buttermarket Toilets, Enniskillen</b> Eileen advised that due to COVID-19 she has been unable to test the alarm at the Buttermarket Toilets to check if that is adequate but that she will do this when possible.</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 previously highlighted 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 had hoped to highlight this at the next Environmental themed Community Planning meeting however these meetings had been postponed due to Covid-19.</p> <p><b>Action 2:</b> Eileen to highlight this at next the next Environmental Community Planning meeting.</p>	<p><b>Eileen</b></p> <p><b>Eileen</b></p>

No	Item	Action By:
	<p><b>On-Street/Off-Street Car Parking</b>  Councillor Warrington advised there are ongoing issues in relation to on-street/off-street car parking, however these issues remain in the hands of Dfl and Councillors will continue to lobby and make suggestions to Dfl to seek improvements.</p> <p>Matthew advised that due to Covid-19 there hasn't been an opportunity to organise Access Advisory Group Meetings, however Nicola McCann who is the Off-Street Car Parking Officer for the Council has committed to attending a future meeting.</p> <p><b>Action 3:</b> Nicola McCann to attend the next Access Advisory Group Meeting to discuss Off-Street Car Parking.</p> <p><b>Shopmobility, Enniskillen</b>  At the last meeting Councillor Warrington advised that he 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. Councillor Warrington advised that he is not aware of a reply from Erneside, however, a new manager was appointed in February and then the shopping centre was closed for a period of time due to Covid-19.</p> <p>Eileen noted that only the Shopmobility Office is open at present and that Erneside Shopmobility remains closed.</p> <p><b>Action 4:</b> Councillor Warrington to check if Erneside responded to the Council's letter at the next Council meeting.</p> <p><b>Enniskillen Public Realm Scheme and Omagh Town Centre</b>  Dermot stated that he was recently contacted by a member of the public who advised that they had parked close to the Supervalu in Omagh Town Centre but were unable to access the pavement from the disabled parking bay due to high kerbs. Eileen raised concerns regarding the Enniskillen Public Realm</p>	<p><b>Matthew</b></p> <p><b>Councillor Warrington</b></p>

No	Item	Action By:
	<p>Scheme and Dermot noted that he would be keen to share experiences with those involved in the Enniskillen Public Realm Scheme so that errors are not repeated.</p> <p>Councillor Tommy Maguire advised that DfI are aware of the issues in Omagh Town Centre and action is being taken to rectify these.</p> <p>Councillor Warrington noted that the Disability Advisory Group were consulted on the design of the Enniskillen Public Realm Scheme and that the design has now been signed off.</p> <p>Margaret suggested that whilst it may not be possible to make fundamental changes to the design of the Public Realm Scheme contact could be made with the liaison Officer for the Scheme to address any concerns.</p> <p>Councillor O’Cofaigh referred to a letter that the Council received from the Minister for Infrastructure, Nichola Mallon, inviting the Council to come forward with suggestions on ways to widen pathways in Enniskillen Town Centre to 1.5 – 2metres and suggested that further consideration is given to working with the Department.</p> <p><b>Action 5:</b> Councillor Warrington to raise the issues discussed regarding the Enniskillen Public Realm Scheme at the next Council Meeting.</p> <p><b>Promoting the Disability Advisory Group</b> Finbar gave the following update:</p> <ul style="list-style-type: none"> <li>- 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.</li> <li>- A PR and social media campaign will be launched shortly, detailing information on the Group, it’s members and how to contact the Group.</li> </ul>	<p><b>Councillor Warrington</b></p>

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	<p><b>Action 6:</b> Finbar to liaise with the Council's Marketing Officer to promote the group through, a PR and social media campaign and by including an article on the Group in the next resident's magazine.</p> <p><b>Update on Disability Awareness Training Programme 2020</b> Finbar gave the following update:</p> <p>The training programme was completed in March 2020. The following training sessions were delivered by an individual with that particular type of impairment or disability:</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>Mental Health Awareness training</b> 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.</li> </ul> <p><b>Sign Video Relay Update</b> Finbar advised that the procurement for the Sign Video Relay service 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>Dermot advised that he wasn't aware of this service until the meeting today and requested that it is made more prominent on the Council website.</p> <p><b>Action 7:</b> Finbar to raise awareness of the Sign Video Relay service and make it more prominent on the Council website.</p> <p><b>Blue Badge Unit, Enniskillen</b> Matthew advised that he spoke to the manager of Enniskillen Castle at the beginning of the week and she advised that she had met with Dfl to discuss putting arrangements in place so that applications could be</p>	<p><b>Finbar</b></p> <p><b>Finbar</b></p>

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	<p>left in the Castle however the office has been closed due to Covid-19 therefore no further development has taken place.</p> <p><b>Action 8:</b> Matthew to provide an update on this at the next meeting.</p>	<p><b>Matthew</b></p>
	<p><b>Insert Update:</b></p> <p><b>Action 1 (Eileen):</b>  <b>Action 2 (Eileen):</b>  <b>Action 3 (Matthew):</b> Off-Street Car Parking Officer will attend the next meeting on 30/10/20 to update members on the improvements carried out and plans for Council-operated Car Parks.  <b>Action 4 (Councillor Warrington):</b>  <b>Action 5 (Councillor Warrington):</b></p> <p><b>Action 6 (Finbar):</b> Ahead of the series of events for International Day for People with Disabilities a full marketing programme will be undertaken. This will include adverts in the local newspapers and weekly social media updates in the run up to the events. The Disability Advisory Group and the work of the Group will form an integral part of this promotional campaign.</p> <p><b>Action 7 (Finbar):</b> The weblink to the information on the Sign Video Relay system has been shortened to simply: <a href="http://fermanaghomagh.com/signvideo">fermanaghomagh.com/signvideo</a></p> <p>Information has also been placed on the 'Get In Touch' / Contact Us webpage.</p> <p>Information has been sent to local groups, as well as being included on information sent out during the pandemic in relation to contacting the Council and dealing with public enquiries.</p> <p><b>Action 8 (Matthew):</b> Due to COVID-19, there has been no further correspondence with Dfl on this issue.</p>	

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5.	<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 1.3 – Working towards ensuring that the Council website is compliant with WCAG 2.1 (AA) Guidelines.</b></p> <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. It is unlikely that we will achieve 100% compliance by September 2020 however we will produce a worksheet outlining what parts of the website are compliant and the areas that are not compliant and work 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> Finbar advised that Joanne McDonald delivered Learning Disability Awareness training to 18 Council staff on 02 March 2020 and that Elected Members of the Disability Advisory Group attended Mental Health Awareness training on 11 March 2020.</p> <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. 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 advised that some members of a day care centre attended the Marble Arch caves for the first time and carried out an Accessibility Audit. The following feedback was received:</p>	

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	<ul style="list-style-type: none"> <li>• Accessible Car Parking was close to front door and lots of it.</li> <li>• Front door could do with automatic function.</li> <li>• Hearing Loop could be easily seen on customer counter.</li> <li>• Staff are very pleasant and helpful.</li> <li>• Accessible Toilets could be updated.</li> </ul> <p><b>Action Point 2.4</b> – Agreeing a forward plan of presentations by Council Officers on various service areas throughout the Council.</p> <p><b>Update:</b> Nicola McCann will be attending one of the next Access Advisory Group meetings. Margaret advised the Group to let us know if there are any other service areas they would like to receive a presentation on.</p> <p><b>Action Point 3.1 – Enhancing staff capabilities through training to ensure they can deal effectively with people with disabilities when they contact/visit the Council.</b></p> <p><b>Update:</b> As Finbar previously advised, training has taken place on, Deaf Awareness, Mental Health Awareness, Basic Sign Language and Learning Disability Awareness.</p> <p>Dermot advised that he is undertaking a level 3 Cultural Diversity Training course with ‘CraicNI’ and once he completes this he would be happy to share his learning with others</p> <p>Margaret advised that many of the actions within the Disability Action Plan are ongoing and some actions have been delayed due to Covid-19 however the status of each action within the Plan will be updated and circulated to the Group.</p> <p><b>Action 9:</b> Each action within the Disability Advisory Group Action Plan to be assigned the relevant status to indicate whether it is incomplete (red), ongoing (amber) or complete (green).</p> <p>Eileen advised that, in addition to the email from the Council in relation to the supports available at the start of the pandemic, in the future a telephone call would also be appreciated.</p>	<p><b>Finbar/Matthew</b></p>



No	Item	Action By:
	<p>Councillor Maguire queried the number of requests that the Council receives for documents in alternative formats. Margaret advised that the number of requests has decreased as information is largely available electronically.</p>	
	<p><b>Action 9 (Finbar/Matthew):</b> The Action Plan has been updated accordingly.</p>	
6.	<p><b>Consultation on the Council's Draft Climate Change and Sustainable Development Strategy 2020-2030</b></p> <p><b>Margaret gave the following update:</b></p> <ul style="list-style-type: none"> <li>• The consultation process was advertised in the local papers and posted on social media during the week commencing 13 July 2020.</li> <li>• A competition for school children to re-name the Strategy will launch on 07 September.</li> <li>• An easy-read version of the strategy and the questionnaire has been devised and all documents are available upon request and can be viewed on the Council website.</li> <li>• The closing date for the consultation is Friday 30 October.</li> <li>• All members of the Group were encouraged to respond to the consultation individually.</li> </ul>	
7.	<p><b>Any Other Relevant Business</b></p> <p><b>Omagh Hospital and Primary Care Complex</b></p> <p>Dermot noted that he was delighted with the improvements that have been made at the Omagh Hospital and Primary Care complex, to include, dropped kerbs, the repositioning of the bus shelter and the addition of three blue badge parking spaces however he still feels that the awning could be improved so that it is similar to the awning at the entrance of the South West Acute Hospital. Councillor Warrington advised that he raise the issue regarding the awning at the next Trust meeting.</p>	

No	Item	Action By:
	<p><b>Action 11:</b> Councillor Warrington to raise the issue regarding the awning at the Omagh Hospital and Primary Care Complex at the next Trust meeting.</p> <p><b>Dergmoney Heights</b> Dermot advised that there are accessibility issues at the walkway at Dergmoney Heights in Omagh.</p> <p><b>Action 12:</b> Dermot to email Councillor Thompson with details of the location and photos of the issue so that he can raise this with DfI.</p> <p><b>Gortin Glens Forest Park</b> Dermot noted his dissatisfaction that a Changing Places facility was not included as part of the recent works to Gortin Glens Forest Park and that this gives a perception to the disabled community that the Council is not committed to ensuring that this facility is fully inclusive to all.</p> <p>Margaret advised that the Council are currently carrying out feasibility studies to determine the viability of having Changing Places facilities in venues such as The Strule Arts Centre and The Ardhoven theatre.</p> <p>Margaret noted that due to an ongoing complaint regarding this matter, no further comment can be made.</p> <p><b>Old Market Place</b> Dermot queried if it would be possible to have an accessible parking space in Old Market Place, Omagh.</p> <p><b>Action 13:</b> Councillor Thompson to query with DfI Roads if it would be possible to have an accessible parking space at Old Market Place.</p>	<p><b>Councillor Warrington</b></p> <p><b>Dermot/Councillor Thompson</b></p> <p><b>Councillor Thompson</b></p>
	<p><b>Action 11 (Councillor Warrington) :</b>  <b>Action 12 (Dermot/Councillor Thompson):</b>  <b>Action 13 (Councillor Thompson):</b></p>	

No	Item	Action By:
8.	<b>Date of next meetings</b> Councillor Thompson advised that there is a report going to the next full Council meeting in September on how future meetings are to be conducted and on that basis the Group agreed to await the outcome of the report before confirming the date of the next meeting.	

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