

Meeting Minutes



Meeting Title: Surrey People's Group

Date: 10th August 2022



Time: 10.30-12pm

Location: Woodhatch Place, Reigate and Zoom

Meeting Summary



Welcome and introductions

- Welcome and introductions were made

Discussion Groups



- The group went into discussion groups, lead by: Helen Guest, Mary Hendrick and Jade Vallance.



- The following topics were discussed: Transport, Being in the Community and Money.
- It was agreed that there would be a vote on what issues should be prioritised and changed.



Book Club - Lucy Alexander

- Guest speakers, Beyond Words came to introduce their book club, and their easy-read books.

Transport



- **Transport:** Many people have a bus pass and use the buses. Buses can be every hour in most parts of Surrey. Public transport is most used.
- People often walk as well.
- One person- has a mobility car that allows them to drive and have independence
- **Concerns Raised:** Carers passes are very difficult to get, and you need a social worker to complete the form pass. Also, a companion will only be given if a person really cannot go out with support, many people refused. People cannot use their bus passes before 9:30am
- **Prices of taxis:** Taxis are now very expensive with minimum surcharge of £6 very few taxi companies locally - some people do use Uber.
- **Trains:** Trains can make journeys harder with several changes when moving around Surrey- often it's the slow trains that go through Redhill/Reigate if going to London.
- **Accessibility-** issues were also raised. Sometimes it is hard to find staff at stations and stops, to help people with wheelchair access.

Feeling Safe in the Community



- Most people feel safe in their local neighbourhoods and can walk at night with street lighting, and CCTV
- **Community Support officers**- Many did not know who their community support officer is. However, do know how to contact the police and emergency services if they did need them. They would also speak to staff in a nearby shop, a member of the public or local security.
- **Security** - People felt that a bigger police/security presence will make them feel safer.
- **Neighbours:** Many people did not know their neighbours only if a parcel gets delivered to the wrong area.
- **Technology** - One person has been involved in testing a tracking system. The system tracks a person's location, and can alert emergency services, if the person needs help, apps can also be used.
- **Alarm Systems:** Attack alarms or mobile apps are also a good way to alert people/authorities someone needs help.



Being in the Community.



- **Being in the Community**- Many people are involved in different activities in their community
- **Places of worship** – lots of churches, mosques are in Redhill but no Sikh temple, the nearest one is in Crawley in West Sussex, other places of worship can be harder to find.



- **Bowling** – there isn't a local bowling alley most people go to Crawley if wanting to go bowling – need to find out if the new cinema complex in Redhill will have a bowling, alley.
- **Pubs-** lots of local pubs and live music venues. People enjoy socialising there.
- **Theatre-** not many people attended local theatres reasons due to them being expensive.
- **Countryside walks and parks** – Lots of walks available to all, lots of trails and parks were accessible for wheelchair users. Lots of places to walk around are local.
- **Shopping** – people tend to go out of their local area if clothes shopping – Reigate to expensive and designer clothes mainly go to Croydon or Crawley. Not many people went to Guildford which was interestingly said too expensive and too hard to get to.
- **Swimming-** Lots of local leisure centres and places like the gym to do physical exercise are available.
- **Cafes and dining out-** lots of places are available locally for dining out and having a coffee.
- **Volunteering-** Some people are volunteering at their local charities, church groups and foodbank. Getting involved in their community.

Money





- **Money** - The cost of living is increasing, and it is important to support people with their money issues and concerns.
- **Do you need help with living expenses?** People need support with managing their money. In supported accommodation or 24-hour living, there are support workers that can help with budgeting, but people still have independence. Even those living in their own flats need some support with their finances.
- **Support with utility bills-** Support workers or social workers can ensure that bills are paid on time and can negotiate on the persons behalf.
- **Benefit support-** Benefit support was suggested, so that people can maximise their income. As many members are either unemployed or are doing unpaid work e.g., volunteering.
- **Do you know where to get help if you need it?** Many people do not know where their local food bank or community fridges are.
- **Eligibility for income support-** benefits, grants and other forms of income support can be confusing, extra support is needed, to know what is suitable for a person.
- **Citizens Advice Bureau (CAB)** – not many are familiar with CAB and what support they can offer, or where their nearest CAB is.



Next Meeting:

- Next meeting date is the 5th of October 2022
- Rebeka Francis - East Surrey Engagement Network to talk about areas for improvement across the health settings from their perspective.
- Gyms and winter fitness options - obstacles to overcome with accessibility.
- Healthy making and baking ideas for upcoming months, benefits of batch cooking

