

Fair Say Feedback



Priorities from each group

12 discussion groups took place at the 2009 Fair Say event covering age, disability and race. This is a summary of the priorities from each group in their own words.

Age Group 1

1. The attitude of employees in Council towards older people is a barrier. Need more education of staff so they are aware of how their job affects individuals.
2. Change doesn't just happen with a document.
3. Reasonable explanations and timescales when things aren't possible.

Age Group 2

1. The vision is ambiguous - how will it be implemented? The aims are positive but difficult to achieve.
2. Need preventative measures to tackle discrimination and change the mindset. Teaching should start in schools as young as possible, and be more frequent.
3. Transport - people living in different areas are disadvantaged through service variation, especially at weekends and evening. Full price for under 18 year olds is unfair.
4. Places to go, things to do - lots for sports and leisure, less for arts. A community arts centre would bring young and old people together. Not enough affordable indoor activities for young people.

Race Group 1

1. Poole has become a better place over the last 10 years (Diversity).
2. Celebrating diversity - communities coming together.
3. Access to interpreters is problematic. People feel isolated as they don't understand.
4. Education - help kids integrate into society.

Race Group 2

1. More formal working systems between council and equality groups - how can we be better citizens and help shape change?
2. How can we communicate messages (both ways) in an inclusive manner? Agenda is legislation led, not community led.
3. Is there enough evidence from the Council about what it provides? Are services appropriate for equality groups?
4. More vigilance around employment opportunities - non-discriminatory.

Race Group 3

1. Make information more accessible - feedback after consultation.
2. Social services - make sure everyone is treated equally and fairly.
3. The Council should be approachable and responsive to build trust.

Disability Group

1. Employment - council staff unaware of two-tick scheme.
2. Recycling - put information on the bins inside the lid - they get washed off in the rain.
3. Transport - Safety and security on the buses needs improving. Use of bus passes limited to certain times of day - restricts access.

Mental Health Group 1

1. Few frontline staff that understand mental health problems
2. Breakdown barriers towards discrimination - mental health/race
3. Issues around bus passes and unemployment - people with mental health needs not supported.

Learning Disability Group 1

1. Please listen.
2. Give us information - let us know what's going on.
3. Enable us to speak up a lot more.
4. More information from the Council to help support us.
5. Support Poole Forum.
6. Make Poole a better place - safety issues.

Physical Disability Group 1

1. Some parts of the town are very dangerous for people in wheelchairs.
2. Concerns get very poor feedback - no action.
3. Bus services have limited access, especially for people with limited mobility.
4. Positive experiences of adult social care and treatment.
5. People don't feel they have a say about how the town is changing.

Learning Disability Group 2

1. Bus station safety
2. Civic Centre needs to be more accessible - design maps to help us get around.
3. Connect cards are a good thing.
4. Actions not words.
5. Stop bullying - we want to feel safe.

Physical Disability Group 2

1. Communication - awareness of services and how to access them.
2. Get rid of cobblestones in Poole.
3. Simplify and communicate processes. Consider impact on individuals.

Sensory Disability Group

1. Awareness training for staff - all the way up to the top.
2. We're here - do something to help us.
3. Written information is difficult for deaf people to access, and very dry. Use BSL (British Sign Language).