

Shopmobility Users and staff show their true colours!

Thanks to the generosity of Morton Football Club and BEP signs, Shopmobility will shortly have it's own advertising board at Cappielow Park.

The sign will be on display at the home of The Ton shortly, helping to publicise the service to all.

"Come on Ye Ton!"



Working Towards Accessibility

With part 3 of the Disability Discrimination Act (DDA) covering Physical Access coming into effect from October this year, ICOD have been stepping up our efforts to promote access to a range of goods and services within Inverclyde.

ICOD have been continuing to work with Inverclyde Council's Transportation and Roads department to determine priority areas for dropped kerbs.

The Council has done a good job in opening up the town centres in Greenock, Gourock and Port Glasgow and is about to embark on work at Terrace Road, Regent Street and Roxburgh Street to allow greater access to the town centre and Health Centre facilities.

The Cardwell Bay area in Gourock is also going to be opened up allowing users to be able to travel down from Clyde



Our members have been out surveying the best sites for more dropped kerbs and testing the battery range of our scooters

Square all the way to Western Ferries at McInroys Point (well in the warmer days of summer, and battery power permitting!). ICOD will continue to assist the Council in making Inverclyde an accessible area for all.

We were also consulted by the Council's Housing Department at the planning stages for the refurbishment of their Wallace Place offices. The Council took

on board many of our recommendations and will be using these as a model for future works. The new office now has ramp access with an automatic entry door, each of the customer service desks are fitted with a loop for hearing aid users and there is now an accessible toilet available, to name but a few of the improvements made.

ICOD have also been working to increase the skills of our management committee and staff. We have undergone further training with the Centre For Accessible Environments, learning more about reading plans and also building construction. This will enable us to provide an enhanced Access Report service to a wide variety of organisations and businesses. Please contact us on 01475 732700 if you are interested in our Access Report Service.

Raising Standards in Care Services

An update from **Carole Moore**, Promotion of Rights Officer, Care Commission

The Scottish Commission for the Regulation of Care (known as the Care Commission) was set up in 2001 to regulate care services across Scotland. It has a general duty to work towards improving the quality of care services.

The Care Commission is responsible for:

Registering and de-registering care services, undertaking inspections, dealing with complaints and enforcing the Regulation of Care (Scotland) Act 2001 and taking account of the National Care Standards

Once a care service is registered with the Care Commission and we inspect the service an inspection report is written. You can ask your service provider to see a copy of the inspection report of your service or you can get a copy from your local Care Commission office.

We inspect care services against the regulations and the National Care Standards. These

standards are the outcomes a person can expect when using a care service.

If the service does not comply with the regulations or meet the standards, we can make sure that they do by putting requirements in place and recommending changes.

If you have concerns that a service is not meeting the National Care Standards or any other general concerns, then a complaint can be made.

We encourage people to discuss their query or complaint with the manager of the service they use first. However, if this does not resolve the situation, or there are any concerns you do not want to discuss with the manager, then you can complain or comment directly to your local Care Commission office.

The Care Commission is particularly keen to hear the views of people who use care services and their carers or relatives. If you would like to make a complaint or comment about a care service or the Care Commission please contact the Care Commission Central West office on our lo-call line – 0845 6008334 or use the on-line feedback facility on our website: www.carecommission.com

Our Place in the sun

The “Holidays for all Group”, made up of 8 disability charities, has launched a campaign to remind travel companies of their obligations under the Disability Discrimination Act to provide accessible and inclusive holidays.

The group estimate that 4 million people in the UK will be unable to have a holiday this year because of poor transport facilities, inaccessible accommodation and unsuitable leisure facilities.

Tim Gardiner, head of the hotels division of Arthritis Care said ***“This year is a huge year for disabled people, and we’re determined to help them gain access to better leisure and tourism service that will make a real difference to the 47% of disabled people who feel they are unable to take a holiday.”***

For those of you looking to book a break this year, **Accessible Travel and Leisure** have their **“World Breaks”** brochure available, copies can be ordered by phoning: **01452 729739**, email: **holidays@accessibletravel.co.uk** or check out their website at **accessibletravel.co.uk**



Accessible Days Out in the UK

Gowings Mobility have just published the latest edition of their “Smooth Ride Guide” for the UK. This details a range of accessible attractions and ideas for days out around the UK and is available from the ICOD offices for £14.95

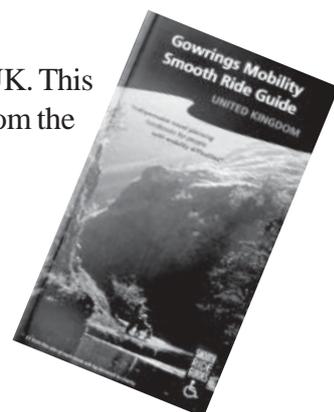
Win a Copy!

ICOD have one copy of the “Smooth Ride Guide” to give away to a lucky reader. To enter you have to answer this question:

In which year was ICOD set up?

- a) 1985
- b) 1987
- c) 1991

send your answers to us by the 2nd of April, our contact details are on the back of this newsletter.



Cal-Mac Consultation



A new vessel to serve the Isle of Bute has been planned by Cal-Mac and full marks to them for arranging consultations with users on two evenings in January at Skelmorlie and Rothsay. ICOD were invited and also provided a hearing-loop system at the Skelmorlie meeting.

ICOD were represented and made several constructive comments about facilities for disabled people, which were given careful consideration.

These included lift and toilet facilities and their proximity to the car and passenger areas.

For people who use assistance dogs Cal-Mac have planned to incorporate a designated area for dogs to be exercised, assistance dogs will of course remain to be welcomed in the passenger lounge areas.

Lets hope that this type of consideration is automatic in the future, it's a step in the right direction.

Do you know your DDA?

From October 2004, all businesses, large or small, public or private, are required to make reasonable adjustments to the physical access of their premises.

These types of improvements should not only aid people with mobility issues, but also cover, for example, people with visual and hearing impairments.

From a national survey, It was shown that of the adaptations already made, 94% of these cost **nothing**, and of the remaining 6%, the majority of these cost under £200.

As of October 2004, all employers are required to comply with the employment legislation in the DDA, at present only employers with 15 or more employees have to comply.

and did you know...

Only 5-7% of **Disabled People** are wheelchair users.

Under 5,000 people in Britain use guide dogs.

Of the 1.9 Million blind people in the UK, only 20,000 read Braille.

By 2020, it is estimated that 1 in 3 people will have a disability

The spending power of Disabled people in Scotland is estimated to be **£4-5 Billion** every year. The economic argument cannot be dismissed!

ICOD, along with our partners, wish to see a greater awareness by service providers and their staff of the barriers facing disabled people.

Shopmobility Update

Pilot schemes for Port Glasgow and Gourock

Inverclyde Shopmobility is currently investigating the possibility of providing a pilot Shopmobility service in Port Glasgow and Gourock.

We have always intended expanding to other areas within Inverclyde and we plan to operate the service from Port Glasgow on Monday and Tuesday and in Gourock on Thursday and Friday from 11am until 3pm. We envisage that the service will operate from Port Glasgow Town Hall and Gourock Health centre .

We are endeavouring to commence the pilot in April 2004 and complete in September 2004. Please look out for more information on this exciting development in Linkability and The Greenock Telegraph.

Shopmobility Survey

We are delighted to announce that the Shopmobility user numbers are steadily rising and we now have 344 registered service users. Thank-you to all of you who took the time to complete the Shopmobility questionnaire, which was sent to over 300 of you.

90% of you agreed to pay an annual fee, 70% to pay £10 or over, of which, 38% decided that £10 is a reasonable amount to pay per year. We will therefore introduce the annual fee of £10 from 1st June 2004.

One service user commented, "The rent office is inaccessible." We are now able to inform you that the office is now fully refurbished and I.C.O.D. were consulted regarding disabled access.

To conclude we note that 42% of you found out about the service through friends, so please keep spreading the word.

Events Listings

ICOD Events

Full Council Meeting

25th March 2004
Craighend Resource Centre
7pm-9pm

This gives our members an update on what ICOD has been doing, and we have Catherine Agnew from the Care Commission as our guest speaker. Refreshments will be available. If you require transport please contact us.



Subtitled and Audio Described Cinema Screenings

Glasgow Film Theatre
Telephone: 0141 332 8128
email: info@gft.org.uk

Return of the King (12a)
Sat 13 March at 2pm
Mon 15 March at 4.30pm

School of Rock (PG)
Tues 23 March at 6pm

The Station Agent (15)
Sat 27th March at 2.45pm
Sun 28th March at 8.45pm

For Sale

From time to time our members contact us with disability/mobility equipment for sale, if you would like us to publicise your equipment please contact us.

Ultra-Lite Power Chair

2 months old, folds down to fit in boot of car, cost £1750, no reasonable offer refused.

Tel: 01475 638065

Scooter

4 wheel Sterling Explorer, 6 months old (as new) cost £2550, will accept £1000.

Contact Mrs O'Neill

Tel: 01475 638065

Thyssen Stairlift

As new, only 3 months use. Cost £1800 will accept £400ono. Contact Marilyn.

Tel: 01475 800127

Scooter

4 Wheel scooter, similar to shopmobility scooters. 18 months old, pristine condition.

Contact Mrs Begg

Tel: 01475 672856

Your Letters...

Dear Editor,

With my eyesight failing, I am finding it more difficult to read. Can I get large print copies of my bills, statements and even books?
Sandra Wallace, Greenock

Dear Sandra,

Inverclyde Libraries carry a stock of large print books, and also books on audio tape, your local library will be happy to show you their range. For large print copies of bank statements and utility bills, contact your local branch or utility provider. Most will be more than willing to provide this service and since 1999 have had a duty to do so.

Editor

Dear Editor,

Am I the only disabled person in Inverclyde who often has trouble getting a wheelchair taxi at nights and at weekends?

Like so many friends, I like to go out for a meal, cinema and a drink, but at times am unable to get a wheelchair taxi, even when I try and pre-book one.

Is it not time the council helped disabled people by looking into this matter?

Taxiless, (name and address supplied)

Dear Taxiless,

ICOD are aware of 2 accessible taxi services in Inverclyde, these are:

Cathall McGee

tel: 07967 328 483

ABC Taxis

call John on: 07985144814

We will keep our readers informed of developments on this issue

Editor

Get yersel' onra telly!

The BBC are always keen to encourage diversity in their programming, and through their ouch! disability website are encouraging disabled people to participate in their quiz programmes. These programmes include "The Weakest Link" and "Mastermind" for more details check out:

www.bbc.co.uk/ouch/yourspace/trawl.shtml

LinkAbility is Published by Inverclyde Council on Disability, 10 Clyde Square, Greenock

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