



HLDP MINUTES

**Meeting held on Wednesday
26 March 2025**

Teams Meeting

Previous Minutes:

The minutes were approved and signed off.



ACTIONS from previous meeting:
Completed



Welcome and rules were read out by
Richard



Introductions from everyone



Self-Advocates of the HLDP gave an update on the working groups by reading a slide on each of the four working groups - presentation attached

AB raised if questions could be asked after feedback on each working group rather than at the end.

AB agreed face to face feedback is better than form filling.

Request to know more about Purple Oaks who provide support [Purple Oak Support - Charity for Learning Disabilities](#)

AB asked TH to feed back on some of the issues raised at New Forest Mencap. TH mentioned access issues and TH said people were 'undervalued and underfunded'. The issues will be brought to the working groups. TH explained this is the first time visiting and will feedback updates on this work

Action: Tanya to feedback updates



Break



Carers Group Update for the HLDP – there was no Carers Update today



Complex Needs Group Update for the HLDP – AC (Chair) gave an update - presentation attached

Discussed:

Respite Care is in high demand.
It is hard to find and keep regular carers
The Access card is good

ML asked how to get an access card

Action: We will pick this up in working groups

Safe Places Update – RD (HLDP Co-chair) – slides attached

AC mentioned their charity shop was in the scheme a few years ago and asked where safe places would be. Ideas were – libraries, churches, businesses, community centres, the Vyne, Grub Hub places where people feel comfortable and safe.

AB raised concerns about training and access. There is training on the website and resources to train staff. The app also flags open times and only displays places currently open and staffed. TM mentioned quality checker tools and the idea of making a video LM asked for partners to join in making it

Action: Make a plan for a video to promote Safe Places

ML said she had seen a sticker in Oxford for Safe Places and to involve JB. CrW to check with SJ re Safe Places at night.

Action: CrW to check with SJ

Action: BL to contact Costa's in hospitals

Action: ML to check with Farnham Leisure Centre



CrW said RAAG have written to the Prime Minister on their concerns with PIP changes

AB said if people get a letter from DWP they do not understand ask the Citizens Advice for help



Break

Accessible Transport



Discussion:

CM confirmed there are now 2 types of bus pass. Standard Disabled Bus and Pass and Older Persons Bus Pass. LM said he is affected will need to pay to go to work. CM said LM could speak with Stagecoach to ask about ticket options to make it cheaper.

LM said the Dial a Ride service is low on volunteers. Not a reliable service. Likes to travel with friends and cannot attend if family not available to support with travel

Action: CM to find out more from Dial a Ride

RD raised people being asked to work more and then bus pass changes make another barrier to work

RT talked about changes to services including more modern vehicles. Training on hidden disabilities and waiting for people to sit down. More accessible buses.

In New Forest evening and frequency of services improved.

ML said she was worried about support and understanding of driver to wait whilst she gets money out and change ready. RT said paying with a card might be faster and more secure.

Access card will not work for buses as they are reimbursed by the council for companion travel

CM said companion element of bus pass has been removed. Standard disabled bus pass works after 9.30am, companion would need to buy a ticket.

CM said they have raised awareness of this change in as many places as possible.

LM said some bus drivers are 'rude and horrible' and that 'Kirsty is brilliant'. CM suggested feeding this back to Stagecoach.

CrW raised the importance of including transport when road repairs take place to save issues with losing drop down curbs and accessibility features.

Request from HLDP for Easy Read information on transport for the HLDP website. TH asked if there are Easy Read timetables?

CrW requested an up-to-date route plan and network map

Action: RT to provide

Any Other Business

Topics for next time: CrW mentioned Great Western and Southern railways are merging to form Great British Railways. The RAAG are also looking at lift signage. LM raised there is a broken lift in Basingstoke near the bus station and ML mentioned the lift at Morrisons

Action: CrW to find out who own lift at Morrisons.

Stagecoach to be invited to next meeting and updates on Safe Places to continue

Action: AL to invite

No other topics mentioned

Meeting closed 12.35pm

Next meeting Wednesday 25 June 2025 – on Teams



Actions:

Action	Task	Who	Status
TH to feedback progress on New Forest Mencap feedback	Collate issues raised and share in working groups	TH/TM	
ML would like an access Card	We will pick this up in working groups	AL/TM	
Make a plan for a video to promote Safe Places	To storyboard a video and ask Partners to take part in a promotional video about safe places	Self-Advocates	
Find Safe Places for the evening in Rushmoor	To contact Sarah Jane for evening Safe Places in Rushmoor	CrW	
Find hospital Safe Places	to contact Costa's in hospitals for open hours and joining Safe Places	BL	
Ask Farnham Leisure Centre to be a Safe Place	Make Contact	ML/CrW	
Find out more from Dial a Ride	Find out capacity and services/volunteers	CM	
Get an up to date route plan/network map	For bus services and HLDP website	RT/AL	
Stagecoach and Safe Places at next meeting	Invite guests	AL	
Find out who own lift at Morrisons	Make contact	CrW	