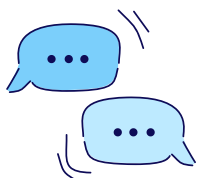


# Disabled People's Action Forum minutes



Meeting date: 27.11.25



## What we talked about

### KeyRing



KeyRing supports people to develop their skills and get connected in with their community.



In Southwark they run the Southwark Disability Hub.



As part of this they will support the Disabled People's Action Forum.



We agreed that KeyRing will help with:  
Planning and running the meetings



Getting the right people to come along e.g. people from the council



Making sure everyone knows about the forum

# Disabled People's Action Forum minutes

We agreed what the forum will do:



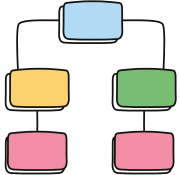
The forum represents disabled people in Southwark. It will look at any issues that affect disabled people.



It is open to all members and allies.



It will meet 4 times per year.



There will be working groups that focus on different topics. They will have their own meetings and report back to the forum.



The forum can also give their ideas in consultations run by other people.

## **Important topics**



Housing



Transport



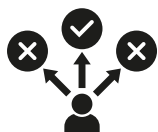
Inclusion and communication

# Disabled People's Action Forum minutes



## Important issues

Staff understanding of disability



Processes and how decisions are made



Accessibility

## What will happen next



KeyRing will share the forum minutes with Southwark Community Engagement Team and their commissioner.



KeyRing will make a plan for the meetings for 2026.



KeyRing will invite the right people from the council to come to the Forum.



KeyRing will let Forum members know how to sign up to the Disability Hub newsletter.

# Notes from people who came to the Forum



## Housing



## Accessibility

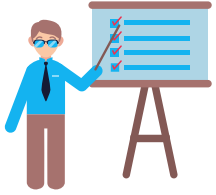
- Long waits for accessible and appropriate housing.
- The decision making process is not clear.
- There is not enough information when people are bidding for housing, for example if the house is accessible.
- The bidding platform is difficult to use and not accessible.



## Support and Repairs

- Not enough of the housing people need.
- Delays in people getting the support they need at home.
- Poor follow-on support when moving from supported to independent housing.
- Repairs are not being prioritised for disabled tenants.
- Reports of harassment/hate crime not taken seriously.

# Notes from people who came to the Forum



## **Staff Knowledge, Training and Accountability**

- People (especially housing officers) do not have a good understanding of disabilities that aren't physical.
- People feel disbelieved or dismissed due to being labelled "vulnerable."
- A need for a dedicated disability housing officer.
- Personal information is not being kept confidential.



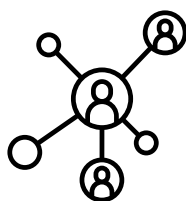
## **Communication and Complaints**

- Processes and decision making are not clear.
- Hard to contact housing teams.
- Should be easier to ask for a new housing officer.

# Notes from people who came to the Forum

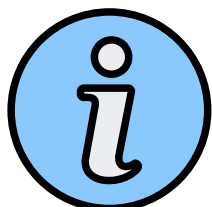


## **Inclusion and Community**



## **Activities and Connection**

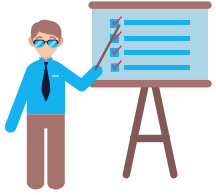
- Limited social and leisure activities for disabled residents.
- Feelings of isolation and disconnection from the disabled community.
- Events and public activities often not fully accessible.



## **Information**

- Poor visibility of disability services (Resource Centre, Disability Hub).
- Need better signposting to support, services, and available funding.
- Desire for stronger advocacy and Speak Up services.

# Notes from people who came to the Forum



## **Training and Awareness Across Services**

- Need more training in disability awareness, the social model of disability, Makaton, BSL, and working with non-verbal or non-speaking people.
- Lack of understanding of intersectionality and its impact.



## **Transitions and Lifelong Support**

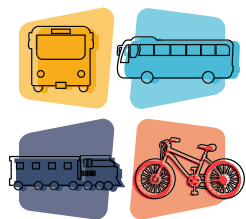
- Not enough structured support for people moving from one stage to the next ( for example school → teens → adulthood).
- Need for clearer guidance for parents, such as transition information booklets.



## **Privacy and Data Handling**

- Concerns about personal information being shared with other organisations.
- Barriers to self-identifying due to stigma
- Unclear data practices.

# Notes from people who came to the Forum



## Transport

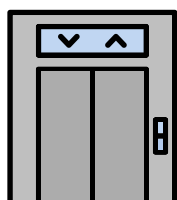


## Accessibility

- Bus drivers not pulling up to curbs or using ramps correctly.
- Lack of space for more than one wheelchair user and carers.
- Need for better trained, more helpful drivers.

## Services and Reliability

- Reliability issues with Commcabs/Taxicard, for example you can't carry over unused rides.
- Need for improved disabled parking.
- Need to make sure onboard disabled spaces are used properly.



## Infrastructure Gaps

- Lifts needed at Elephant & Castle and Peckham Rye.
- Need for disabled toilet at Queens Road Peckham.
- More disabled-friendly seating at bus stops.

# Notes from people who came to the Forum



## Eligibility

- Confusion around who decides who can have a Freedom Pass.
- Hidden disabilities and mental health needs not recognised in Freedom Pass application.
- Objections to mandatory PIP forms due to data privacy concerns.
- Problems with the local Blue Badge team.



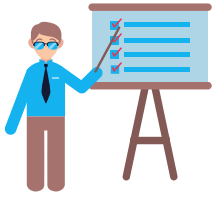
## Complaints and Accountability

- TFL complaints often unanswered.
- Need clear, accessible complaint processes and someone local to speak to.

# Notes from people who came to the Forum

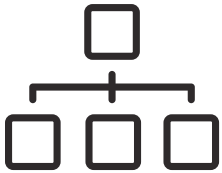


## Ideas and Solutions Proposed



### Training and Culture Change

- Really good disability and neurodiversity training for all council and housing staff.
- Use the social model of disability across all services.
- Better training for organisations the council works with on confidentiality and respectful communication.



### Structures and Governance

- Create a Disability Office within the communications team.
- Use co-design in all parts of the council.
- Make decisions and procedures clearer.



### Engagement

- Actively involve disabled residents in consultations and decisions.
- Improve communication and make sure everyone knows about services.