

**AIMHS Mental Health Forum Group**  
**Thursday 2<sup>nd</sup> October 2014**  
**Koco Building, Spon End, 10.30am – 12.30pm**

**Present:** 25 Attendees

**1. Welcome**

Andy Collis welcomed everyone to the Forum.

**2. Apologies**

Two apologies were received.

**3. Matters Arising**

There were no matters arising and the minutes of the last meeting were agreed as true.

**Speaker:** Anna Sirmoglou, Equalities & Diversity Manager, Centro.

Anna explained part of her role is to make sure that the services Centro provides for its customers are as accessible as possible. Anna is at the forum today to answer any questions and if they cannot be answered today will get back to AIMHS with the answers, feedback experiences good or bad and will also try to help with individual issues.

Anna said that Centro is responsible for delivery of public transport in the West Midlands covering the areas: Birmingham, Coventry, Dudley, Sandwell, Solihull, Walsall and Wolverhampton. Centro do not directly operate services but are responsible for things such as timetable information, bus shelters, bus stops, operating bus stations e.g. Pool Meadow. They own but not operate the Midland Metro Centro. In certain circumstances can fund 'socially necessary' bus services. Centro also funds, but not operates, the Ring and Ride service. Centro also manages the English Travel Concessionary Scheme in the West Midlands.

As part of her role Anna also produces different accessibility products such as the Getting Around Access Guide which is free of charge; the Bus Hailer for blind or partially sighted customers and Assistance cards – which are messages that can be put travel wallets to help relay your message to the driver if for instance you may have speech or hearing difficulties.

**Questions**

- What is the age is for age concessionary passages?

**Answer:** It depends on your date of birth. Centro's website currently says:

**'If you were born after 5 April 1950** - the age you become eligible is tied to changes in the State Pension age for women. This affects men and women.

**If you were born before 6 April 1950**

You're eligible for an older person's bus pass from your 60th birthday.

**Women born after 5 April 1950**

Woman born after 5 April 1950 are eligible when they reach pensionable age.

## **Men born after 5 April 1950**

Men born after 5 April 1950 are eligible when they reach the pensionable age of a woman born on the same day.'

Anna explained you can use concessionary bus passes in other parts of England e.g. pay to travel to London and then once there you can use the concessionary pass.

- How do you receive a disability concessionary pass?

**Answer:** If the criteria and evidence required is met. For further information please or an application form contact the concessionary team on 0845 303 6760.

Feedback from members included:

Mostly positive feedback regarding bus drivers.

Changing bus stops in Pool Meadow without letting people know – it would be helpful to have notices up on the doors of stations before having to walk to stop, and other bus stops regarding the change.

There seems more priority for times of buses for school children rather than people who work.

Would like Centro to produce a map/timetable of all bus routes.

For more information regarding Centro and their services please visit: [www.centro.org.uk](http://www.centro.org.uk)

## **AIMHS Update**

AIMHS has just finished delivering Body Respect Workshops at the Central Library. Food Safety courses are continuing to be delivered by AIMHS at The Pod, Lamb Street. AC continues to seek extra funding.

## **Pharmacy Survey**

A survey was given out regarding the use of community pharmacies. Coventry City Council in partnership with the NHS are conducting the survey. You can also fill the survey in online at [www.surveymonkey.com/s/coventry-pna-patient](http://www.surveymonkey.com/s/coventry-pna-patient). The closing date for the survey is 17<sup>th</sup> October 2014.

## **Future AIMHS Forum Dates for 2014:**

13<sup>th</sup> November

18<sup>th</sup> December

**Date of next Meeting: Thursday 13<sup>th</sup> November, 10.30am – 12.30pm  
Koco Building, Spon End, Coventry, CV1 3JQ.**