
Minutes

Agenda No:

LTW: N/A

Date: 15.11.06

Minutes of the Disability Equality Duty Steering Group held at 6 Middle Street, London EC1A 7JA on 15 November 2006

Present

John Cartledge	Chair; Deputy Chief Executive
Dolores Keane	Group Coordinator, Accessible Transport Officer
Gail Engert	Committee Member
Patti Tobin	Director, Finance & Personnel
Bryan Davey	Director, Public Liaison
Tim Bellenger	Director, Research & Development
Paul Kasozi	Accommodation and Finance Officer
Dan Taylor	Senior Committee Administrator
Adam Kirkup	Committee Administrator and Bus Policy Assistant
Jo deBank	Communications Officer
Jane Sugarman	Personnel Administrator
Greg Hargest	Notes, Research & Development Team Support Officer

1. Apologies

Valeria Coots	Member
Virginia Rounding	Member
Ron Brewer	Member

2. Update on October meeting and all Action Points to date including Matters Arising

The Chair thanked those present for their attendance and passed on apologies received. He explained that the main item on the agenda was discussion of the report he presented to the S&I sub-committee on the implications of disability legislation, and that his report had been well received at the meeting. He circulated a minute of this meeting that summarised comments made to his report. The duty now was to take stock in order to deliver the commitments contained in the paper and to allocate tasks.

The chair explained that the notes from the October meeting had been lost.

BD reported that consideration was being given to an accessible and inclusive telephone call routing system.

An accessibility audit has been conducted by Rob Oakley whose report is to be sent shortly. He gave the impression that the result was quite good overall but that small changes would be needed. His audit was thorough and helpful.

The website will be audited by the RNIB but some pre-audit changes will be made to aspects that may be known to be deficient.

Regarding the use of a PA system at external meeting venues, it was noted that GE has a contact that can be hired for such events.

3. Actions arising from paper approved by S&I Sub-committee on 31 October 2006

Actions regarding Recruitment and Employment have been on hold as PT has been heavily involved with other work.

Discussion relating to specific paragraphs in the document follows:

3.6

It was reported although the GLA advertise widely in the press and through organisations, potential applicants were experiencing problems in contacting them by phone. It was hoped that feedback would encourage the GLA to review their procedures.

4.1

Regarding the last sentence, information is included on meeting agendas and on the website. Information should be available to enquirers from reception staff and officers servicing committee meetings.

DK reported that the *Employers' Forum on Disability* is a helpful document containing good practice which could be disseminated to members of the group for comment.

4.3

Covered above (top of this page).

An annual equipment check was considered important.

The group was reminded that the hearing loop is kept in the post room. It was thought that a specific officer should be responsible for its checking, maintenance and deployment. The need for an A4 sheet in the meeting room with instructions for its use was mentioned. PT and BD will discuss this with appropriate staff.

4.4

Regarding the office telephone system it was noted that none of the present staff need specialist equipment, and that interviewees would be asked what they would need.

4.5

The audit list will specify what needs to be checked, and thereafter items will be treated case by case after a risk assessment.

4.6

Regarding technologies to aid disabled people, it was reported that BC has teleconferencing equipment in his office. It was thought that we should meet needs as they arose rather than proactively planning for every possible need.

4.7

JS is arranging for general training for herself and AK (as Fire Officer) and for first-aiders which would include DDA requirements. Regarding fire safety, new regulations are to be incorporated in our procedures to satisfy our duty under the DDA. For example potentially awkward catches on fire doors should be unlocked during the working day.

4.8

Reference to areas of the building not under the control of LTW should be made to the landlord.

DT and AK were invited to join the meeting for the discussion concerning meeting venues.

GE reported members' difficulties regarding facilities at meeting venues. It was suggested that JC could be informed of members' requests for particular meeting facilities.

Regarding the use of a questionnaire seeking members' views of a particular meeting venue, AK suggested that this would need careful design to fulfil its purpose and agreed to provide a draft questionnaire which would seek members' views.

5.1

It was agreed that these venue requirements could be met as agreed at the October meeting of the S&I sub-committee. The group noted that this document was looser than that previously agreed by the group.

5.7

It was thought that a PA system may be of more use than an induction loop in certain venues because PA benefits everyone. Otherwise, an induction loop used in conjunction with a roving microphone would benefit those with hearing difficulties.

The question of whether to hire or buy was raised. It was thought that ownership would involve problems of transporting, maintaining and setting up the equipment.

6.3

It was noted that agendas for meetings would include a contact number for the venue.

6.4

Training for members will be provided which would include chairing of meetings, DED/disability awareness, as well as equalities training.

7.1

It was reported that an RNIB audit of the website is planned for January 2007. There are some changes that could be made in advance of this to meet known requirements. LTW would have six months to make changes following publication of this report.

7.2

Regarding publications (especially the Annual Review) JdB will be writing a style guide. This will cover internally produced documents as well as externally printed ones in order to meet legal requirements under the DDA. The guide will probably involve changes in default document settings, e-mail format, fonts used, margins, and the use of colour. Problems with paragraph and page numbering were mentioned. Document templates would need updating with the inclusion of a standard paragraph about DED issues.

A brief discussion of the use of fonts raised our use of Arial. It was said that Frutiger, a readable font used for printed publications, would be too expensive to install on office computers.

A possible problem was identified with our responsibility for the presentation of external publications disseminated by London TravelWatch. It was agreed that this would be kept under review.

7.5

It was stressed that in our response to criticisms and suggestions we should consider changes rather than being obliged to make them.

Section 8

TB reported that he had nothing to add to the document in this section. Previous research would be reviewed regarding disability needs. He would be asking members about future research that could be undertaken, possibly using DED issues as an *aide memoire*. It was thought that the new London TravelWatch board may want a disability champion.

Action points

It was decided to remove New point 4 and Ongoing point 13

4. Next and future meetings

Next meeting Wednesday 13 December 2006

Monthly meetings may be needed and dates to be arranged provisionally

5. Any other business

No items of any other business were received.

End of Minutes

Summary of Action Points carried forward from this meeting

<i>Action Point</i>	<i>Owner</i>
<i>NEW</i>	
1. Employers' Forum on Disability – advise/disseminate to group for information	PT, PK
2. Information to be available to reception staff etc. for enquirers	BD, PT
3. Appropriate staff to be allocated responsibility for hearing loop equipment	BD, PT
4. Notice in meeting room explaining use of equipment	PK, JS, (DK)
5. Design draft of post-meeting questionnaire	AK
6. Set up series of (potential) meeting dates for 2007, via Helen's booking system	DK
<i>ONGOING</i>	
1. Check availability of GLA resources for other formats for publications	JdB
2. Update sheet of minimum standards for external venues before 31/10	DT, AK
3. Evacuation chair to be included in Fire Risk Assessment update	JS, PK, PT
4. Introduce feedback form for post-meeting comments	PT, JC, AK
5. Update fire safety procedures	AK, JS
6. Compliance of public areas of the building	PK, CPF
7. Provision of individual costings for DED implementation	Budget holders
8. Website audit and costing	BD
9. Screen readers for blind people and website accessibility	BD
10. Discussion of IT and telephony	BD, PK
11. Liaison with GLA and other bodies, e.g. DfT, DPTAC, City Police, etc,	DK & PT
12. Implications for External Relations Panel	JdB, GE
13. Training for relevant staff in dealing with disability issues	PT, SMT, Line Managers
14. Training for members in dealing with disability issues	PT
15. Implement accessibility audit recommendations	PK, SMT
16. Portable induction loop and portable PA equipment, acquisition and use	BD