

Independent Disability Advisory Group

Thursday 19th October 2023

15.25 – 16.30

Attendees

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| | IDAG Member (Chair) |
| | IDAG Member (Deputy Chair) |
| | IDAG Member |
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| | IDAG Member |
| | General Management Apprentice, D&I Team |

Equity in Motion

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| Shannon Webster | General Management Apprentice, D&I Team |
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Apologies

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| | IDAG Member |
| | IDAG Member |

Welcome and Minutes of the Last Meeting

- welcomed IDAG members to the meeting.
- Apologies from and were noted.
- The minutes from the previous meeting were approved. thanked for doing the Minutes for the first time and for her quick turnaround after review.

Slot 1: Equity in Motion

➤ TfL's Clarifications

- The document is still being reviewed, so hence the uncertainty on the launch date although it is likely the internal events will take place in January with the external launch taking place in February.

➤ IDAG's Comments

General/ document related.

The following comments were noted:

- Understanding our Diverse Communities (2016) is now outdated yet the stats are still used a lot, even in 2023 EQIAs, 7 years later. It would be good to have up-to-date statistics within Equity in Motion so that people don't have to

TfL RESTRICTED

reference a separate report. And, if data is referenced within the report, they should be updated regularly – like WHO 'International Classification for Disease (ICD) 'live reports.

- Even if EIM isn't the right place to contain the data within Understanding Our Diverse Communities, it was noted that there is a need for up-to-date data.
- It was noted that this is a TfL document (rather than a political document specifically associated with the current Mayor).
- It's not just about the network being accessible for disabled people, it's also about being able to travel wherever and whenever (spontaneity) and it was hoped that the document would mention the importance of this and not just focus on accessibility. For instance, Turn up and Go means disabled people can travel spontaneously – equity in motion.

IDAG walk and talk

- It was mentioned this has been done before and can be very powerful. Don't think the 3 members need to be in attendance in the same day as this could be difficult to organise. Recommended covering all lines and planning diverse routes (e.g. using a help point, an accessible station and an inaccessible station) which ended by having an informal lunch/debrief to give time to reflect on the journey.

- Walk and Talks could start in March/April 2024.

Dementia Friends

- Can be tricky to ensure a consistent experience for colleagues, and it's worth noting that sometimes charities will have a different perspective on disability/impairments which may clash with TfL's own approach – worth factoring this in.

Frontline staff involvement

- Do appreciate the need for targeting office-based staff (and ultimately the decision and policy makers)
- But it is important to involve frontline staff – although appreciate it can be challenging from a logistics perspective. They play an important role in delivering the services.
- Consider having champions for EIM in different levels of the business, and perhaps having badges for these champions.
- Consider involving unions to help drive awareness.

IDAG lunch and learns.

There was discussion around the challenges associated with encouraging people to attend these events. Various points were made including:

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- Perhaps they are more likely to be successful if these are short sessions (e.g. 10 minutes) that can be recorded and uploaded for frontline staff to watch on their iPads and are relevant to their role.
- Consider keeping them topical and fresh, and quite spontaneous. And use a more relaxed way of filming (such as not professional quality).
- Also interactive and responding to what people want - asking what people would like to see next.
- Perhaps a video/short story of good customer service impacting on a customer or IDAG, such as "here's something bad that happened on my journey but here's how a member of staff helped me".
- Relatable videos for frontline staff to see their colleagues in action may be successful - such as colleagues using turn up and go or and [REDACTED] suggested a video of the mini ramps being used.
- Consider using Viva/Yammer.
- Could keep the strategy/document at the front of each session. For example, here's a session about the menopause, and here's our document that discusses what were doing about the gender pay gap in our strategy.

AOB

- Two IDAG members gave an update on their visit to Liverpool Street to look at the CIS screen displays. They are changing the single calling pattern displays to multiple calling patterns for multiple trains.
 - One VIP IDAG member fed back that they found the graphical display was difficult to see and confusing, but the text-based display was a positive change compared to the original scrolling CIS train displays. They couldn't see the red crosses on these screens. It was noted that the text is small to accommodate the information for the next three trains.
 - Another IDAG member had also visited Liverpool Street and they preferred the graphical screen. It was easier for them to visualise the journey route, and easier to process compared to the text display. The graphical screen also displayed the step free stations better.
 - In relation to the text-based display, as the text is so small, they had to get closer to the crowd near the train doors to be able to read this, and were hesitant to do this.
 - This is a rare example of IDAG members disagreeing! And shows the challenges sometimes involved in creating something that is inclusive.
 - In conclusion, neither display was perfect, but the IDAG preferred the graphical display.
 - They noted that they had had a conversation with the team involved, who had had a lot of feedback from neurodivergent people but still needed more feedback from those visually impaired. It was positive to see they were assessing what feedback they had had and what they still needed.

- [REDACTED] had a meeting with TfL Go, to discuss the concerns raised at the previous meeting. TfL Go had not been aware that Marketing was planning a campaign, and will be meeting with them. The team behind TfL Go appreciate the app isn't accessible to all and would like to work with [REDACTED] and others on improving this.
- [REDACTED] asked if anyone could attend the ADG meeting on Wednesday 8th November. [REDACTED] recommended [REDACTED] but [REDACTED] offered to stand in if not. (Offline [REDACTED] said she cannot make it, so it was confirmed [REDACTED] will attend).
- The timesheet calendar reminders have been sent to all IDAG members to ensure the timesheets are submitted on time as per each period.
- [REDACTED] confirmed she is currently working on a way to resolve this issue around IDAG access to the action tracker, so that this is accessible and stays updated with [REDACTED] and [REDACTED] changes.

Action Tracker

- [REDACTED]: completed an EqIA on planning the strategy for new transport provision to Beckton Riverside and Thamesmead, including a DLR extension and bus transit corridors. She is happy that IDAG are having an impact on future developments.
- [REDACTED]: attended a meeting for the green wheelchair users sign on traffic lights EqIA
- [REDACTED] was sent the poster and leaflet for the Dial a Ride (DaR) new app. It is comprehensive and [REDACTED] provided feedback and suggestions, including making it clear the telephone number will still be accessible and DaR drivers will be briefed and trained on the app in case customers have questions, as well as briefing the contact centre also. The leaflet has a nice step-by-step guide with good details (without being overwhelming).