Southern ROVI Forum - 15th November 2017

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| Ashley Ayling | West Sussex County Council |
| Gem Burrell | Brighton and Hove Council |
| Angela Carpenter | Hampshire County Council |
| Christine Corker | Sight for Surrey |
| Kevin Harris | Brighton and Hove Council |
| Richard Jones | West Sussex County Council |
| Fiona Moody | GDBA |
| Glen Murdock | Brighton and Hove Council |
| Ruth Osborne | West Sussex County Council |
| Linda Paine-Winnett | Hampshire County Council |
| Alison Pursglove | Hampshire County Council |
| Stuart Penfold | Blind Veterans |
| Abi West | GDBA  |
| Susan Tang | Brighton and Hove Council |

1. Victoria Garcia – Brighton & Hove buses (incorporating Metro Bus) the Access Officer.

Brighton and Hove buses have the **only** Accessibility Officer in the UK.

Everyone in the company has disability awareness training from the Director to the office staff, specifically targeted at the decision makers and drivers.

Training is certified by GDBA through the My Guide service and is a recognised qualification.

B&H have recently advised at a transport meeting in Leeds on how to make the services inclusive for all travellers and Victoria has won the Every Woman Award for Services to Customers 2017.

She has organised the purchase of Disability Suits for the trainees to wear which represent physical disabilities and frailty to give some insight into what issues an older customer etc. would have with getting on and off, getting to their seat, using the bus.

They have developed the Helping Hand Scheme (leaflets and exampled given to the group) which the organisation [www.Transportforall.org.uk](http://www.Transportforall.org.uk) are backing. Promoting the knowledge about ‘hidden impairments’. Victoria explained she has a hidden disability and is very passionate about accessible transport.

This year she met with Transport for London and all the bus companies in the UK, who signed up to the ‘No bus stop is a request stop’ charter/agreement – some people cannot hail the bus physically as it approaches a stop; VIPs are not always aware the bus is approaching; the idea is that if there is someone at the stop, the bus pulls up regardless if they are the bus the person is waiting for.

B&H (including the newly merged Metro Buses) have a policy that if the driver fails to stop at the destination point requested, they ask what assistance the passenger needs to get to their destination and then either radios to the control who can send a taxi to collect the customer, they can also take the person to the nearest stop to get them back to their destination or any other need requested.

B&H now have large print timetables which once someone signs up for online, they will be sent new updated one in a format they prefer as amendments are made: Victoria said it enables everyone to benefit from all the information in the standard print version, so no one with a sight loss is deprived of the same info.

Talking bus stops – Victoria informed the group that the RNIB no longer run the equipment at some bus stops where people had a key fob to control it. A private company has taken this on and are going to charge 99p for an app on Smart phones for the same use, so anyone can have the service.

By 2019 all buses will have to have talking announcements, reasons for some companies already having the systems installed but not using it, or drivers fail to use this feature was discussed.

She said that ROVIs can contact her if needing to do mobility familiarisation on a bus in the B&H and Metro Bus service areas so that a bus not in service can be available with a driver.

**The group were advised to contact their local bus company and see if they can do the same, find out what accessibility training the company has for their staff.**

She was keen that all bus companies take on the same standards and there is the all-party consultation at the moment, ending on Nov 22nd, where people can make their views known.

<https://www.gov.uk/government/consultations/draft-transport-accessibility-action-plan>

The group suggested that the next meeting follows on from this theme to include all transport services and a speaker from Transport for All and/or the Taxi drivers

1. Small group discussions: assessments, evidencing need and clinical reasoning.

Split into 3 groups – some examples of assessment forms were shared, discussion on how referral are received: There is a lot of difference in who takes the initial contact from a customer or referrer. Where the referral goes direct to the team or service, inappropriate referrals are less than those coming via a Contact Centre, generic assessor route.

In Hampshire the system has just changed again to make it an improved ‘customer journey’ and in West Sussex, the system is under review because it is not a good ‘customer journey’.

Content of the forms – it was noted that GDBA and Blind Veterans assessment don’t have to meet the Care Act legislation however the BV form was very similar to the Local Authority forms shared.

The need to show clinical reasons why a non-standard piece of equipment rather than a standard item was discussed and one group talked about how to do this.

(*Clinical Reasoning: There is an increasing need to justify our role and clinical decision making against rising cost and the needs of our customers. This means that we have to continuously review and improve our practice, and be able to communicate the value of our profession to key stakeholders.*

*The process of* ***clinical******reasoning*** *is often automatically applied (knowledge of the subject, influencing factors and experience) and is the cognitive [[1]](#endnote-1)process that underlies identification of the customers NEED and management of a person’s presenting problem)*

*It demonstrates decision making – why and how a need can be met by various solutions and why some needs cannot be met.*

1. AOB

 GB – asked the group about ‘Voiceover’ on IPhone, she works with young adults who mainly use Apple and asked for advice. GM offered to show her how to use the accessibility options and will arrange to meet up and demonstrate.

RO has asked for sponsoring for venue hire costs from Humanware for one of the 2 forums for next year. Finding free venues in the West of the Forum geographic area is getting harder. For the meetings in the East of the area Blind Veterans or Blatchington Court have been offered free.

Other subjects for future meetings: Accessible Transport; IT and phone accessible options.

Discussion group ideas – mobility cases, evidencing practice in report writing.

CPD – everyone was given a RWPN reflective practice log to complete and RO will forward attendance certificates for Managers. Hampshire CC managers have agreed for ROVIs to attend the Forum as part of their CPD. Sights for Surrey Managers have also agreed. WSCC/ B&H and Blind Veterans, GDBA have always had support to attend. It was agreed that Students are welcome as are Asst ROVIs as this is for people in the ‘Rehab for VI world’.

It was asked how to encourage other counties who used to attend, and not done so for several years. RO will find out if they are accessing other Forums (London/ West). RO will update and amend the email list as there are several people who may have moved jobs and not getting the invites.

RO is putting Agenda and Minutes on the Facebook page and sending to Simon Labatt for inclusion on the RWPN website.

Next meeting 16th May - Linda from Hampshire CC to search for a venue.

1. relating to the mental processes of perception, memory, judgment, and reasoning, as contrasted with emotional processes [↑](#endnote-ref-1)