

# ACCESSIBILITY PANEL

## ROLE DESCRIPTION

### WHAT IS THE ACCESSIBILITY PANEL?

The panel is made up of 10-15 Deaf, disabled and older people who use Transport for Wales' services.

Membership is voluntary.

The team advise Transport for Wales on how inclusive and accessible our services are. This includes the design of our stations and trains, how our staff support customers and any initiatives to help disabled customers feel comfortable and welcome.

Over the next year, the Panel will help us review and plan our disability equality training programme for staff.

The Panel represents disabled customers with a wide range of access barriers, including

- The design of our physical environments
- The way we communicate
- The way we organise services

In addition to customers, the following people sit on the panel:

- Transport for Wales' Accessibility Manager and Head of Customer Experience
- Disability Wales
- Representatives of staff who provide passenger assistance.

### WHAT SKILLS ARE NEEDED?

Everyone on the panel must have personal experience of disability and access barriers (or advocate for someone who has.)

Members do not need qualifications or work history, but may have one or more of these:

- Experience of performing access audits on buildings

- Understanding access barriers faced by a wide range of people
- An understanding of the Equality Act 2010
- Connections to different groups and ability to represent the views of a wide range of people and share information with them eg links with Access Groups or charities
- An understanding of how experiences of disability may differ when combined with experiences of gender, ethnicity, sexual orientation, age, religion etc.

We are also very interested to hear from people who do not use our trains or stations for access reasons at the moment. Understanding and tackling those access barriers will help us welcome more Deaf, disabled and older people on our trains.

## WHAT QUALITIES ARE NEEDED?

All members must:

- Have a passion for accessible public transport
- Recognise and respect conflicting needs between different groups
- Be able to work collaboratively and find solutions
- Consider accessibility and inclusion widely, not just disability eg parents with small children, unemployed people and customers whose first language is neither Welsh nor English etc

## WHAT IS THE COMMITMENT?

The group meet four times a year, currently in Shrewsbury.

We ask members to perform one mystery shop of our services per month.

There may be occasional site visits to look at station refurbishment plans or the designs for new trains.

In between meetings we may email members to ask their opinions on new ideas or plans.

## ARE TRAVEL EXPENSES REFUNDED?

Yes. Although the role is voluntary, members (and any support assistants) are provided with a Transport for Wales pass for free travel on our services in order to give us feedback and test ideas.

## HOW DO I APPLY TO BE A MEMBER?

We are currently recruiting members. To apply, please complete the **Expression of Interest** form and email it [passengerpanel@tfwrail.wales](mailto:passengerpanel@tfwrail.wales) by the end of the day on **21 November 2018**. If this is not accessible to you please let us know via that email address.

Please note that the first meeting is on **3 December 2018, 11am – 3.30pm** in Shrewsbury.