

IS Disability Services Steering Group Meeting held on 28th November 2016

MINUTES

Present: Jackie Knowles (Chair), James Browne (Disability Services), Mike Dunn, Paula Mountain-Agar, Steve Chapman, Graham Huntington, Chris Taylor, David Brown, Kirstyn Radford, Helen Main (Admin)

1. **Welcome and overview of housekeeping for the steering group**
Jackie welcomed everyone to the "new look" meeting. She explained that the group had been given a slightly stronger remit than previously, and that the membership had been amended and extended. The members present introduced themselves.
2. **Apologies**
Apologies were received from Alice Bennett, Linda Brosnan, Jess Bull, Anthony Sinnott and Tracy Wilcockson
3. **Issues/Actions Log Update**
As this is the first meeting, the log is empty, but this is the place where all actions and decisions will be captured.
4. **Customer Journeys** - Chris Taylor, Borthwick Institute for Archives
Customer Journeys is to be a regular slot on the agenda for guests or members to share feedback from disabled customers.
 - Chris gave the following feedback on behalf of Tracy Wilcockson:
 - The Borthwick had received feedback from two people from their volunteer group (who meet every Wednesday). This fell into two areas:
 - These volunteers often find it difficult to use the disabled parking spaces at the rear of the Borthwick; sometimes these spaces are being used by other users and contractors, and at other times the spaces have been blocked by delivery vehicles.
 - As volunteers have turnstile passes, but not University of York cards, they are unable to use Kaba-enabled entrances, so they can only enter the Library by the main front entrance. This often means a reasonably long walk from where they have parked, which can be a problem.

Actions:

Steve Chapman to investigate the possibility of creating a disabled visitor profile on Kaba

Chris Taylor to investigate the promotion of recommended routes into the Borthwick for disabled users

Steve Chapman to promote good practice by delivery partners - eg putting notices on goods-in doors advising against obstructing disabled parking spaces

Chris Taylor to look at the possibility of being able to flag any potential disabilities in the volunteer recruitment process

Jackie Knowles to discuss the escalation of the under-provision of disabled parking with senior management

- Jackie encouraged the committee to bring similar issues to this group for discussion at future meetings.

5. **IS Disability Services Steering Group - [Terms of Reference](#)**

Following discussion at the meeting, Jackie made a few small amendments which are reflected in the link above.

6. **Information for Disabled Users - web page review**

This has been identified as a priority item for this steering group to look at - the web page is not up-to-date and has been identified as a weakness. The group will not necessarily do the updating work, but will make recommendations for the work to be done.

- Jackie has had initial discussions with the Comms team about methodology; they have recommended extracting the existing text into a collaborative document, then redraft with replacement content.
- The site currently consists of one page with 5 tabs; we need to consider whether that is the right format.
- Following discussion, it was decided that the content should be simplified and streamlined as much as possible, and that disabled users should be directed towards making contact with the relevant team to discuss their personal circumstances further.
- There would be more comprehensive information for our staff on the wiki.
- Archives and IT websites do not currently have a disabled users page - it was suggested that the IS approach on disability should consist of a statement on the IS homepage - talking about the bespoke nature of what we offer without going into great details.
- We need to understand how much our disability webpage is read, and what sort of information our users need

Actions:

Jackie Knowles to investigate and understand the click rates

Jackie Knowles to obtain user feedback, via YUSU

Chris Taylor to check who looks after the Borthwick web content

General: the webpage should have a single point of entry, giving no great detail, but recommending direct contact. The webpage

should be checked for accessibility and user friendliness. Wiki pages to be developed for the details.

7. **Service metrics**

As a group, we have been tasked with oversight and responsibility for all services; we need, therefore, to consider what measures each service will implement to let us know they're doing the right things for disabled users - these could be, for example, clicks, use of scanners, feedback, etc.

Action:

All Steering Group Service Managers: *By the next meeting, all steering group service managers are asked to report back what service metrics are proposed for their area; these will be discussed and agreed at that meeting.*

- Mike Dunn suggested replacing IT Services with DPS, as they provide the necessary hardware for disabled users in PC classrooms.

Action:

Jackie to redraft how service owners are described.

- No analysis is needed at this stage, just ideas
- We need to understand if what we do is adding value to the student. It would be possible to identify disabled students via Alma and do a bespoke survey to find out what we need to know.
- Instead of using the word "metrics", perhaps use "service feedback", or "measuring the value".
- **Action:**
Jackie to talk to Service Managers not present at this meeting, ie Anthony Sinnott and Mike Donley (who replaces Adrian Young).

8. **Items for discussion at future meetings - brainstorm session to capture and prioritise items.**

The results of the brainstorming are on the second tab of the [issues/actions log](#); the majority of suggestions were around the scanning process, which will be the focus of our next meeting.

9. **AOB**

a) Who needs access to Student Support Plans

After some discussion, it was agreed that for the moment, we would leave things as they are - there was a worry that if we knew more about a student's disability, we may make assumptions. The best thing is always to ask the student what their requirements are. However, it would be sensible to make sure that we are being consistent with Disability Services.

Action:

Paula to look at the form we ask disabled students to complete and make sure it better reflects the main form

10. **The next meeting** is on Thursday 9 March 2016, 10am-12pm, LBU/002