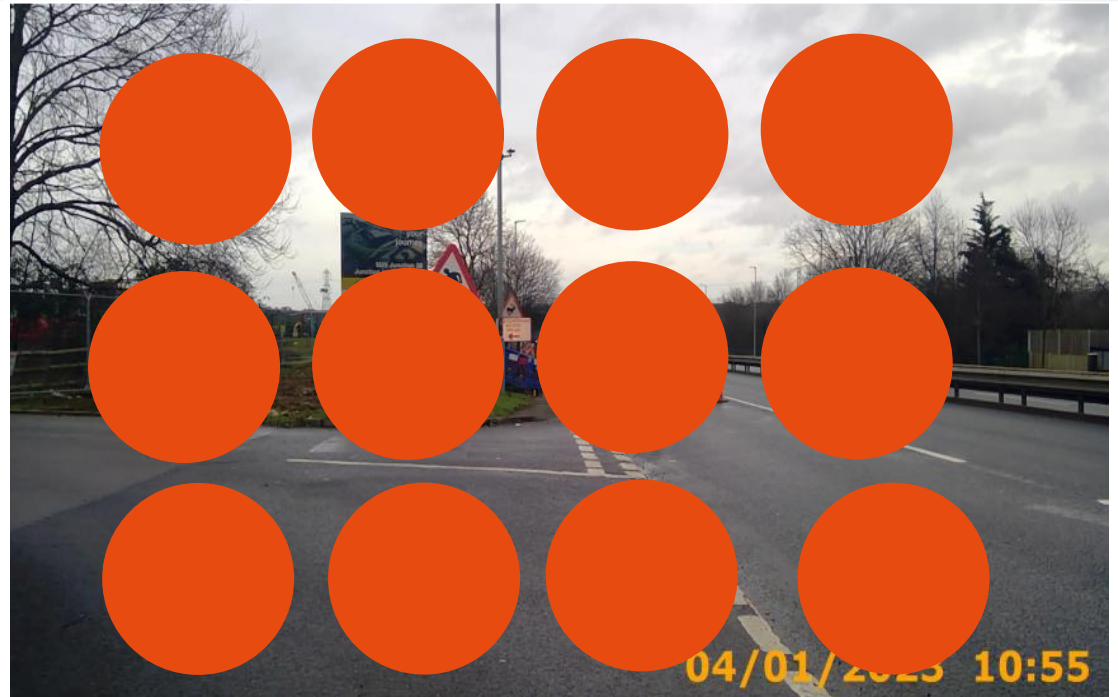




Quiz- Can you spot the Defect on site ?



Quiz- Now Can you spot the Defect on site ?





- Who Is Writing to Me?**
- Where are the works Taking Place ?**
- How do I contact the company ?**
- Is Gas Dangerous?**
- Who's the Manager of these works?**
- What Date does the works start ?**
- Can I use the bus or get out of my home ?**
- Will I have to call in sick as I cant get to work?**
- Will I lose my Job because I cant get to work?**

Lack of Planning and consideration will often lead to a person with a disability becoming isolated, depressed and unable to go about their daily life through fear of the unknown.

We can and Must do better for all of our customers.

- *As part of our enabling and customer planning, what do we do to identify any customers who need additional Support? Multi choice*

Pre Enabling

Site walks

Survey of vulnerable customers using the Priority services register.

Local information from councils

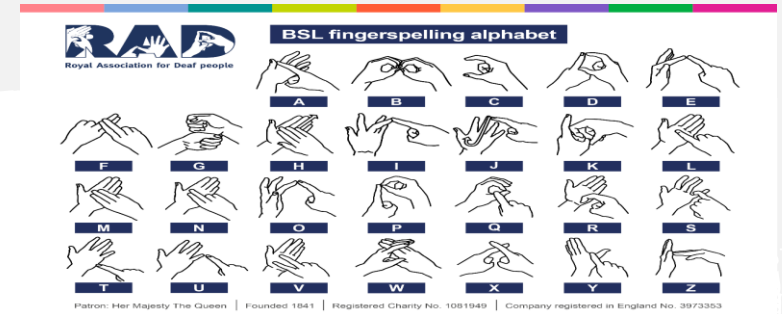
- *Nothing*

How do we manage Customers with accessibility requirements?

Pre Works	Customer Engagement	During Works
How do we check this (PSR register) and any other points ?		Tool Box talks with teams regards potential vulnerable customers, and expectations regards safety and access. Also discussions around engagement with customers and behaviours (need feedback from charities)
Quality of footways for diversions if footways are required to be closed	Discussions with Customer around route planning if works restrict access.	Temporary walkways to be set out to ensure tapping rails can be seen Red Book
Identify potential walkway locations and kerb drops	As part of pre work arrangements to be made for access. This includes agreements on times for pick ups.	Footway closures need to be communicated and routes discussed with customers. Diversions should not be overly difficult, with stable footways and defined crossing points.
Access to drive ways for vehicles, checking for Ramps outside of properties	Operatives to ensure that clear paths are left and discussions around times etc	Operatives should where required assist customers with crossing roads on agreements (check behaviours with charities)
Access to Bus stops or provisions made for transport vehicles .	Plans to be discussed using braille/larger fonts lettering if possible or emails sent to customer in audio format	Information regards customers should be made available to reinstatement teams as well given the differing impact of their works (large vehicles), with any changes being fed back to the customers)
Behaviours for blind people e.g. routes etc	Pre site engagement with customers EG site walk and explanation of the works and potential risks to share with customer	
Checks for any residential homes for Blind people and early engagement	Discussions around potential noise impact on customers	

How do we manage Customers with accessibility requirements?

Acceptable	Not Appropriate
<ul style="list-style-type: none"> Deaf Deafened Hard of Hearing Deafblind 	<ul style="list-style-type: none"> Deaf and Dumb 'The Deaf' Deaf Mute Hearing impaired*



Symbol cane
To say you have low but useful vision
 You hold the symbol cane in front of you to let people around you know that you're partially sighted. It's particularly useful in busy places.

Guide cane
To find obstacles before they find you!
 You hold a guide cane diagonally across your body and then use it to find obstacles in front of you such as kerbs or steps.

Long cane
To avoid obstacles if you have restricted or no vision
 Once you've been trained to use a long cane, you roll or tap it from side to side as you walk, to find your way and avoid obstacles.

Red and white banded cane
To show you have low hearing and vision
 Red and white banded canes of all types show that you have a hearing impairment as well as sight loss.

How you can communicate with people who have visual impairment

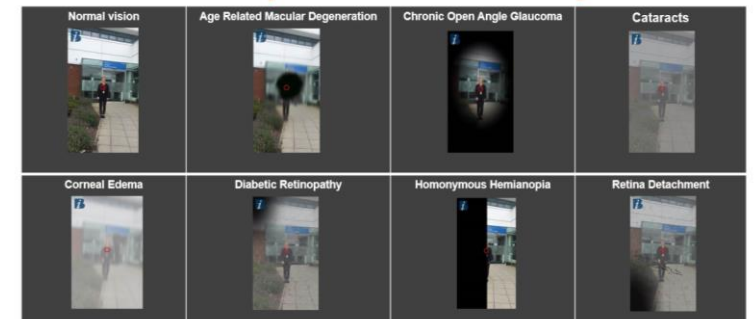
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1. Introduce yourself to the person
2. Use their name first to get their attention
3. Tell them when you leave their property
4. Use clear speech (however there is no need to speak slowly or louder)
5. Be descriptive (phrases such as "It's over there" are not helpful)
6. Think about your position in relation to the person
7. Think about the environment (noise levels and lighting in particular)
8. Keep areas where you have been working clutter-free
9. Do NOT move things around (familiarisation is helpful for people with sight problems)

Visual impairment

Codent Your Gas Network

Here are some examples of different visual impairments



Questions for Poll

- Are we confident we have the training required to identify accessibility requirements on sites within our respective companies **Yes/No**

Its Always to hard ! We just haven't got the time !!

We have planned three weeks of works in Wormholt Road to replace old gas pipes During the school Holidays.

The works will be intrusive and will affect parking, access to properties and will be noisy. Teams will be on site every day digging out holes and reinstating after works completed.

Rebecca is 9 and has been looking forward to spending some time with her friends over the schools holidays and having them over to have lunch and play. She has also been looking forward to having her grandparents over as she misses them as they live miles away and loves spending time with them.

When Rebecca hears that works will take place, she tells her friends and they tell her that they cant come around anymore as it will be too dangerous and noisy. Her grandparents also tell her they cant come around as it will be hard for them to park, and as grandad is in a wheelchair he feels that getting into the house would be an issue and doesn't want to take the chance.

Rebecca is devastated and during the holidays becomes isolated, and does not want to do anything. Her Parents are worried that the impact of the works will affect her mental health over the next few weeks.

Its Always to hard ! We just haven't got the time !!

What we didn't know is that Rebecca is blind and we didn't pick this up as part of our enabling or speak her family.

The route out of her house has been blocked and she is unable to get her transport arranged due to the works outside her home.

Because we did not communicate our works and engage with our customers, we did not know that we needed to make arrangements for her family or transport. We assumed that our works would be fine for people who could make minor adjustments and get on with life.

By not considering the impact of our works, we have now created isolation, and disrupted somebodies life.

Our works should be inclusive for all and not just the majority. What will we do today to make sure we factor in all just not the few.

Its Always to hard ! We just haven't got the time !!

- *What do you think the challenges are within your companies are to raise awareness on how we do better for our customers who need more help?*

Multi choice answers.

Training/Awareness

Time

Willingness to change processes.

Empowering our staff to be more proactive around engagement.

Other- Please advise