

## **SCI Key Stakeholder Meeting - 22<sup>nd</sup> March 2005**

### **Attendee:**

Richmond Disability Forum : Chairman  
Richmond Chamber of Commerce  
Director of Business Network International (BNI)  
Police Community Consultative Group executive  
Richmond in Business

### **Council Officers:**

Diana Rice  
Bridget Clements

### **Minutes:**

#### **Item 1: Previous council consultations positives and negatives and ideas for future consultations and reaching hard to reach groups**

1. People with disabilities were categorised into a few key stakeholders who tended to participate and those who may want to shout but do not become involved. One of the reasons is that there is a feeling that they will not be listened to anyway.
2. UDP did not see any accessible versions of documents. The UDP was huge document and he was not aware of any accessible versions of materials
3. UDP needs to be made available in Braille/tape/CD/large print.
4. Use of dedicated telephone line with ansaphone so that callers speak to someone who can provide an informed response would be really helpful.
5. People who have hearing difficulties are best served by a video/DVD, rather than by something to read. There is a Twickenham Group for people with hearing problems.
6. For ethnic minorities, get leaflets translated into a few of the most relevant languages, and thereafter as demand warrants.
7. Also need to consider refugees and asylum seekers; HIV/AIDs sufferers.

#### **Item 2: Bringing the subject to life**

1. State of the roads and new developments people can get excited about – not the bigger subjects. Need to make the subject directly relevant. Have to face the fact that it is a dry subject.

**Item 3: Group's own channels of communication which could be used for this consultation**

1. Best means is to talk to people at meetings. Presentations needed for Disability Forum. Chamber of Commerce, Business breakfast meetings.
2. Assistance offered eg to send out leaflets to members of Disability Forum and to Chamber of Commerce.

**Item 4: Major Planning applications**

1. Respondent affected by a major planning application and was not impressed by the consultation e.g. he was surprised that the MP was not consulted. The council consultation also had inappropriate people involved.
2. The applicant hired a PR company who had managed the publicity badly - for example they only provided one day's notice about an event to explain the proposal.
3. Notices on lamp columns are not very disability friendly

London Borough of Richmond upon Thames  
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