

SAIF Standards Working Group

Draft minutes of the meeting held on Thursday 15th April 2010 at 12.30pm in the Glasgow Centre for inclusive Living

1. Present

Jean Dunlop, Mary Evans, Sandra Wilson and Steve Harvey (project worker)

2. Minutes of the previous meeting

Agreed

3. Matters arising

a) BSI

Neither Sandra or Claire were able to attend the BSI training in London in January, Sandra because of snow and Claire because of work. Other opportunities may arise.

Steve has agreed to be a member of the BSI Consumer & Public Interest Organisations Group. It is an ecommittee called OC/CPI/OR and will hopefully enable Steve to pick up on accessible information issues.

b) Quality assurance systems

Steve met with Peter Russian, Chief Executive of Investors in People in Scotland.

Peter sent our Standards to liP London who will be carrying out their review of the liP system and materials sometime during the next year. He wrote a cover letter asking them to consider our Standards and any elements within them which could be incorporated into the liP materials.

The main problem he identified was that our Standards are process based whereas liP are outcomes based, so they are written very differently. In addition we have about 50 elements whereas they have less than 40, and ours are largely concerned with customer services whereas liP are concerned with the internal performance of the organisation in terms of management, training, staff development, staff understanding and organisational values and culture etc.

He suggested we should contact Customer Service Excellence (formerly Charter Mark) which is run by the Cabinet Office, is concerned with customer services and is more process based. He was aware of the involvement of the Equality and Human Rights Commission in their development.

On 29th January Steve wrote to Customer Service Excellence at Whitehall asking them to consider the SAIF Standards and requesting a meeting.

Because there has been no reply it was agreed Steve will send a reminder letter.

c) Research participants

Steve wrote to them all in January reminding them of the report we sent them in November and asking for comments.

The next step will be to send them a copy of our Guide to Easy Read and Making Written Information Accessible once the latter is printed.

4. Work plan 2010

Agreed with no amendments:

- Promote and meet ongoing demand for the SAIF Standards – target 200 copies.
- Promote and meet ongoing demand for other publications – target 200 of each.
- Continue to negotiate with key quality assurance systems for inclusion of SAIF Standards – target 2 systems and develop involvement with the BSI.
- Review the SAIF Standards and develop a new version which more particularly focuses on accessible information issues. Attempt to get support or endorsement for the revised edition.

5. Standards re-write

Members reviewed the sections and contents in the Standards and agreed the following initial conclusions:

- The key sections in the existing Standards are the Information and Advice Providers section and the Checklist.

- The Acknowledgements, Introduction and Legislation sections will need to be significantly amended and reduced.
- The Foreword, Local Strategies and Disabled People & Carers sections can be taken out completely.
- It was agreed to begin with the checklist, taking out those clauses not required, amending, rewriting and combining others as appropriate and possibly adding a few new ones. The text of the Information and Advice Providers section will be rewritten to reflect the amendments to the checklist.

Members went through the checklist and discussed and agreed initial changes.

- Sandra agreed to provide a first draft of the revised checklist to the next meeting.

6. Next meeting

Friday 11th June at 12.30pm in GCIL.