

Guide to Accessibility Panels

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1. Foreword

This Guide to Accessibility Panels, written by disabled people, is an important document in helping those who are moving forward in their EDI journey and understand there is a great need to work with disabled people in a positive way that encourages the best informed decisions.

The voice of disabled people is frequently missed in the decision-making process, often from just not knowing quite what to do or how. In many cases, it is about finding solutions to issues before they become a distraction.

Accessibility panels are not about a 'tick box' exercise, but they are a way to genuinely include voices that bring many different views and experiences to the table; essential in any organisation that wants to be successful. This Guide is an important step for any organisation that wants to treat disabled people and their opinions with respect.

The guide explains important concepts like co-production but also tackles issues such as remuneration which can be hard to discuss. Disabled people are often expected to give a high level of experience as a 'free gift' to the organisation (and that can be their choice) but treating disabled people with respect sets a tone for others to follow. Setting up a panel in the right way also ensures that the experience is valued and also fed back to improve the system for others.

I hope that through this piece of work that the voices of disabled people and their lived experience are heard more loudly and society, as a whole, benefits.

Baroness Tanni Grey-Thompson

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2. Introduction

This guide has been put together by members of the Accessibility Advisory Forum of Birmingham 2022 Commonwealth Games, along with disabled professionals who have experience of sitting on a wide range of Boards and groups.

The aim of this guide is to encourage organisations to involve customers, experts and service users who experience access barriers into their decision-making. There are lots of ways to do this – one of which is to introduce an accessibility panel.

This guide is not meant to cover a definitive list of issues or provide a full explanation of the factors you need to consider. But it is intended to help you understand the value of an Accessibility Panel and the key issues to address in your planning process. Don't be afraid to exceed the advice in this guide. A panel of this nature should evolve over time – this is just a first step.

One of reasons that organisations avoid having accessibility panels or consulting with disabled people is a fear of 'getting things wrong' or 'saying the wrong thing'. This sort of fear is precisely why your organisation needs to engage and learn more. The best thing to do is read this guide and dive in!

Terminology

In this guide we use the term 'Accessibility Panel' but you may come across other names for groups in which disabled people support organisations. For example, the Birmingham 2022 Commonwealth Games were supported by an Accessibility Advisory Forum. Some bodies have 'advisory boards' or 'groups' as well. The group's name can signal its purpose, status and level of power or influence within your governance structure.

3. Why launch an Accessibility Panel?

An Accessibility Panel can offer you invaluable insight, advice and support in how to make your services and projects as inclusive as possible. They can also assist you in spotting risks in your plans or initiatives which might leave people out or damage your reputation. Involving and testing your ideas on your community or customer base leads to better decision-making, both commercially and legally.

A Panel will also help you broaden your network and allow meaningful relationships with people who have lived and learned experience in the field of accessibility. No individuals holds all the knowledge and so a panimpairment group will mean different members can offer deeper insight on specific issues.

Facilitating an Accessibility Panel demonstrates your commitment to accessibility and inclusion, as well as sending a positive message about your values.

4. What is your goal?

A clear and agreed purpose, with transparent governance, will ensure your Panel makes a real and positive difference to your organisation. Launching a group or Panel which meets occassionally but lacks influence or makes little impact risks sending a signal of tokenism.

Your Panel's purpose will also influence its terms of reference and the members you invite to join. For example, do you need a customer feedback panel where individuals share their experiences of using your services? Or do you need a group of critical friends who scruitinize your evolving organisational strategy? Both are highly valuable but are likely to require different skills and may influence the frequency, timing and style of meetings. Don't be afraid to launch two groups but be wary of trying to merge them and cause confusion!

It may be useful to set a limit on the number of members on your Panel at any one time. Too many people can mean that not everyone gets a chance to speak and can make decision-making difficult. As a rule of thumb, up to 8-10 positions is usually a fair number.

Do you expect your Panel to provide advice or feedback or help design services? If the latter, you might want to think about 'co-production'. This refers to a way of working whereby everybody works together on an equal basis to create a service or come to a decision which works for all. Having your services, plans or policies co-produced by disabled people can lead to great economic and reputation benefits because disabled people can trust in how things have come together. Over time, you might select a new service, policy or initiative which your Accessibility Panel (or a working group within it) can co-produce with you.

It is very important for you and for members that there is a clear purpose for your Panel. Equally, everyone should know what to expect from each other. This is why drawing up a terms of reference document and code of conduct is important (see 'Governance' section).

5. What costs are involved?

You will need a realistic budget to fund your Panel. A clear purpose (see above) will help you to demonstrate your Panel's potential value to any decision-makers in your organisation who may need to review and agree your budget.

When compiling your budget you will need to consider the following.

- Online or in-person meetings. See 'Running of Meetings' section for advice on how to tackle this question, but remember it will affect your budget. For example, you may need you to book a captioner for online meetings and fund travel expenses for in-person meetings.
- Room hire and refreshments. Using meeting spaces in your own premises will be free of charge and it can be a great way for Panel members to feel part of 'the family'. However, remember to consider whether the venue and rooms are truly accessible for all attendees (see 'Running of Meetings').
- Interpreters and assistants. BSL interpreters may be essential for Deaf panel members. People who are hard of hearing may not be able to participate in your online meeting without live captions or in your in-person meeting without a hearing loop. Some panel members may need an advocate or support worker to travel to and contribute in your meetings.¹ When thinking about your budget, it is a good idea to contact a few suppliers to get an idea for current market rates. Remember that the length and content of your meetings will influence how many BSL interpreters you need to book as they need regular breaks. See 'Running of Meetings' for more advice on assistants and BSL interpreters.
- Travel expenses. Panel members should never be out of pocket as
 a result of supporting your organisation to thrive so offer to reimburse
 reasonable travel expenses of the member and (if applicable) their
 essential support worker. There may be reasons why a panel member
 needs to use a particular mode of transport so it is best to avoid offering to
 fund only one mode eg a bus day pass.
- Payment for panel members (see section on 'What costs are involved?').

¹ Whilst some disabled people can fund support workers through 'Access to Work', they may not be eligible to use this funding for your panel meetings if it is not deemed to be paid work.

5.1. Should you pay your members?

It is good practice to offer to pay members for the contribution they make, particularly if you:

- are a commercial organisation;
- have a highly public profile;
- require members to offer professional expertise;
- need a commitment from members to attend in order to keep consistency on work/projects
- need members to read papers in advance or attend regular meetings; or
- are in a position to include this within a project funding application.

Some of your members may be employees of a disability organisation or charity and will be paid to attend as part of their salary. It is important to consider whether - in the interests of fairness – to offer an honorarium to those who do not attend as part of a day job.

Why might non-payment be a barrier to our Panel's success?

- Volunteering is often a privilege as not everyone can afford to offer their time for free or be able to sacrifice paid work to participate. If you seek feedback from your community or customers, will your decision to pay participants limit or increase representation and diversity of experience?
- If you want to attract people with lived experience of disability and professional expertise in accessibility, they are likely to be in demand if it is their day job.
- Profit-making organisations who offer payment to Panel members demonstrate that they value disabled people's time and skills and the positive impact they have on supporting the organisation to grow and thrive.

Some members may decline a participation fee for personal reasons eg they are attending as a paid employee of a charity or it would impact on the disability benefits they receive. If this is the case, perhaps ask the member how you could show your appreciation for example by offering an in-kind gesture, gift card or donation to charity.

You may prefer to offer in-kind remuneration instead of payment, particularly if it encourages access to the service that members are supporting you with eg a travel pass with your bus company or, if you are a tennis club, discounting the membership fee. This may appropriate if it works well for everyone.

As a matter of best practice, panel members should be reimbursed for out-ofpocket expenses such as travelling to meetings.

6. Who should you invite?

All time spent reflecting on who you want around the table is never wasted.

Meaning of "disability"

The Equality Act 2020 defines a disability as a "physical or mental impairment that has a substantial and long-term negative effect on a person's ability to do normal daily activities." However, disability means different things to different people and there are many of models of disability, including social and medical - look them up if you are not sure what they are. An Accessibility Panel may have to reflect on different models of disability depending on the topic being discussed. However, the default approach for an Accessibility Panel would usually be the social model of disability which considers that a person is disabled by barriers in society (eg building design, attitudes and practices) not because of their impairment. This is why we use the term "disabled people" in this guide. It is important to remember that most people's impairments and health conditions are not visible to the people they meet in everyday life.

You may have heard the term 'pan-disability' which means a broad range of impairment/disability. Most organisations benefit from representation on their Panel from a wide range of impairments including:

- Mobility impairment
- Visual impairment
- Deaf or hearing loss
- Mental health

- Neurodivergence
- Learning disability
- Health conditions

Examples of conditions which fall into these groups include parkinsons, alzehimers, autism, ADHD, fatigue, IBS, diabetes, epilepsy, sickle-cell disease, anxiety and dyslexia.

When thinking about this issue, you could flip the question on its head and instead seek representation from people who may experience a broad range of access barriers related to your service. For example:

- Using a website
- Being accompanied by a personal assistant or companion
- Getting around your premises
- Interacting and communicating with staff
- Accessing (reading) your leaflets or posters

Generally speaking, it is always good to secure members from a blend of groups who represent various perspectives and offer different benefits, including:

- · High profile charities
- Disabled and Deaf People's Organisations²
- · Grassroots organisations
- · Individuals with lived experience and/or expertise

It is sometimes helpful to invite people who don't or can't access your services because they can provide invaluable insight into why this is the case...so you tackle it. This will involve a frank and open discussion with those potential members and careful thought to how to make the meetings accessible for them to attend.

Which post-holder(s) in your organisation will be formal members of your Panel? These should be 1-2 people in your organisation who are ultimately responsible for accessibility and have authority to take action. Attendance at Panel meetings helps them to be fully informed in their decisions around accessibility and inclusion and in leading the organisation.

² This means that the majority of their leadership and employees are disabled

Word will soon spread that your Panel is amazing and it might be tempting to allow your staff to participate/observe as a learning opportunity for them. Be aware that this level of observation might make Panel members feel uncomfortable. Instead, why not have a guest slot which rotates and invite the most relevant colleague to the item being discussed?

6.1. How will you recruit Panel members?

Where you promote vacancies in your new Panel and how you invite people to express interest in a vacancy is crucial to inclusion. Social media and your website is great, but how will you reach people who aren't online? Remember that the digital world can be inaccessible for older and disabled people. You may be able to get local charities or disabled people's organisations to share the vacancy in their newsletters, at their meetings and by word of mouth. Be clear about timescales or any deadlines.

All information about your Panel (including an application form if you use one) must be accessible. For example, a PDF can often be inaccessible for people with screen readers. Always provide contact details for people who need to request information in a different format eg a hard copy by post.

Depending on the size and status of your Panel, you may consider performing an annual equality monitoring questionnaire. This is a fully anonymous survey which collects data on your Panel's diversity of experience. For example, if you found out that 75% of your Accessibility Panel identify as male, 98% as white British and only 20% as disabled, would you change your recruitment strategy?

You may need to decline an application to join your Panel, for example if you have 10 vacancies and want a pan-impairment approach, having 10 wheelchair users might not be helpful to the Panel's mission of representing a range of access barriers. If this is the case, it is important to be open and clear from the beginning that not every offer or application can be accepted and why. Perhaps consider if there are other ways the person can be involved in a meaningful way or could be considered first next time a vacancy comes up.

6.2. How and when should we ask about adjustments

After you have recruited your Panel, ask them how you can make your meetings accessible for them. Disabled people may need different adjustments depending on the environment so, when you ask the question, it's helpful to give a description of:

- The venue's accessibility features and location
- The style and length of meeting

Some of your members might need a lot of information to help them understand what to expect or make plans. Conversely, some members will not need this. Just ask everyone and you will soon understand everyone's individual needs.

An open and friendly way to ask about 'reasonable adjustments' is simply: "please let me know how I can make our meeting inclusive and comfortable for you". Don't be embarrassed to ask - it shows you care about access and inclusion! Just remember that some members may need to share personal and private information when discussing adjustments, so it's important to create the conditions to enable those honest and open conversations. This is why a designated person who is given the time to build those trustworthy relationships is crucial.

7. Running of meetings

7.1. Atmosphere

Everyone, both members and staff, should feel welcome and comfortable in meetings. It is important to create friendly atmospheres where everyone understands that the meetings are places of learning from each other and mistakes can be made without shame. Guests and visitors should see this the first time they attend. Everyone should be listened to and agreed actions should be logged, monitored and progress reported on. If an action is no longer feasible, or Panel advice cannot be followed, this should be explained as honestly as possible in order to maintain levels of trust and transparency.

7.2. Online meetings

Online meetings can be tempting as the cost of many overheads are avoided (such as venue hire) and there may be a lower carbon footprint. There may be some accessibility benefits too, for example the lack of travel time which may cause people fatigue or hassle, as well as not being limited by geographical boundaries. However, drawbacks to online meetings include challenges with lipreading and clear sound, internet access and lack of support at home to use technology. It is estimated that 35% of disabled people are less likely to have essential digitial skills.

You may consider 'hybrid' meetings where attendees can choose how they participate or alternate between online and in-person meetings. When attendance can be virtual or in-person, it is important to ensure those who join remotely are given equal opportunity to contribute.

Any online meetings you hold need just as much planning as in-person meetings. Which platform is most accessible for the majority of members? Don't assume that your organisation's platform of choice has a good reputation for accessibility. For example, can BSL Interpreters be 'pinned' to the main screen of Deaf participants? Are live captions enabled for anyone who needs them?

It can be helpful to offer attendees the opportunity to join an online meeting 10 minutes earlier. This gives them the time to make sure their technology is working and get settled for a fuss-free start to the meeting.

7.3. The Venue

When choosing a venue or meeting room, think about the following:

- Space for multiple wheelchair users, assistance dogs and Personal **Assistants**
- Toilets should be in easy access of the meeting room, be multiple in number and include an accessible WC and gender-neutral option.
- Staff on-site should be briefed and ready to assist disabled visitors
- Refreshments ability to accommodate a range of dietary requirements, water bowls for assistance dogs and provision of plastic straws for those who need them.
- What floor/storey is the meeting room on? Is the route to the room accessible? In an emergency, can building management safely evacuate several wheelchair users at the same time?
- Does the venue have good lighting that illuminates a broad area and does not create shadows which can be hazardous?

7.4. Agenda

An agenda should be sent out in advance. A truly inclusive meeting may mean some people need more time to speak or people need to ensure they speak at a pace which is suitable for an interpreter so think carefully about how much time you allocate to each item.

Make sure that the agenda gets what you need from the Panel, but isn't overwhelming. Are there items that need a vote or clear, agreed piece of advice for the minutes?

Breaks are important. They should be long enough for a participant to use the loo - if there is only one WC for several people bear this in mind! A working lunch may be difficult if someone needs support or prefers to eat in private.

7.5. Communication in meetings

Communication rules or 'ways of working' to address include:

- Do you need to be mindful of the speed you speak at if a BSL interpreter is present?
- In online and in-person meetings, should everyone verbally introduce themselves so any visually-impaired members can identify voices and where everyone is sat?
- In in-person meetings, do you need to consider the room layout? For example, a boardroom or horse-shoe shape is preferred for lip-reading so everyone can see each other's faces. Consider where BSL interpreters will sit so that they can be seen by those who need them, ensure their faces are well-lit and there isn't a strong light source behind them. If you are assigning a good position for a BSL interpreter, a wheelchair user or member with an assistance dog, name plates may be helpful to avoid confusion or embarrassment.
- Would it be helpful to invite everyone at the beginning to indicate their pronouns when they introduce themselves? This allows everyone to refer to each other during the meeting as he/she/they correctly.
- Is it essential not to speak over one another if someone is lipreading? A reminder of this at the start of the meeting is important and the Chair should monitor this.

It is a good idea to remind everyone, at the start of the meeting, how you have agreed to behave and communicate. If possible, it can be useful to have visual reminder of this in the room eg a poster.

BSL Interpreters and Captioning

BSL interpreters are required for anyone who is Deaf and indicates that this is their first language. BSL interpreters usually need to be booked weeks, if not months, in advance. Captioning is like live subtitles and can be useful for Deaf people, those who are hard of hearing or anyone that finds it useful to aid understanding. Whilst many online platforms provide automatic captions, they can be poor quality and lead to misunderstandings, so it may be necessary to book a professional to provide live, accurate captions. Overall, it is important to recognise that captioning is not a solution for those who need a BSL interpreter and, equally, not all D/deaf people use BSL. Always ask the members what they need.

7.6. Slides and papers

Preparing accessible documents is essential, from providing 'alt text' on images to writing in Plain English. There is a lot of great resources available on the internet.³

Sharing an agenda and meeting materials well in advance is good practice but is often also crucial to accessibility. Some members may need to use specific software to read the documents, to print them before the meeting in a particular format or may need the support of a PA to read them together beforehand. There may be no time to organise this if the documents are sent out the day before.

If you plan to use slides, share materials or play videos in the meeting, remember they may not be accessible to visually impaired or Deaf members. So, always consider if they need to be shared with those members in advance or, at the very least, described clearly to everyone in the meeting. Some people may need them in a different format eg Word not PDF. Always ask, never assume!

³ For example, Activity Alliance: Inclusive Communications Guide accessible PDF available to download from www.activityalliance.org.uk/how-we-help/resources

7.7. Presenters at meetings

Inviting subject-matter experts to present at your meetings is a fantastic opportunity for everyone. For example, a project manager gets first-hand feedback on their proposals and members can ask direct questions to improve the quality of their advice.

These colleagues or contractors might not have much experience of presenting to groups of disabled people. It is important to brief them in advance, for example ensuring their materials are accessible and explaining the need to verbalise images or diagrams for visually impaired members. It might be helpful to offer to run through their presentation in advance so both you and the presenter feel confident and have time to address any access barriers. Why not create a 'presenter guide' to help them present in an inclusive way and avoid silly mistakes? This can take the opportunity to reassure or provide guidance to presenters about language and terminology around disability which is often sadly a common fear. Remind presenters to use positive (not stereotypical) language around disability and take their cue from the members.

7.8. Role of the Chair

It's powerful to encourage members to appoint a Chair as it gives a degree of independence to the group. Normally, secretary tasks such as drafting minutes and corresponding with members should be performed by the organisation.

The Chair should be involved in putting together and approving the agenda. During meetings, it is the Chair's responsibility to ensure the meeting stays on time, that everyone communicates inclusively and that all members are given a chance to contribute. If, for example, a presenter forgets to describe a diagram on the screen to a blind member, the Chair should politely intervene and remind them.

Some Panels opt for a Co-chair arrangement where they elect two members to act in this capacity to share the responsibility and energy commitment like a 'job share' arrangement.

7.9. Notes of the meetings

The style of meeting minutes is up to you and the Panel. Do you want simple notes of decisions and themes discussed or more in-depth minutes. Whatever you decide, notes should be kept and shared with the Panel. This is good governance and could be a key access need for some members. Any notes should avoid jargon (or include a glossary) and be written in plain English. Some members may find written notes an access barrier, so a recording of a virtual meeting may be very useful.

8. Governance

Ways of Working

This is an alternative, plain English name for a 'terms of reference' document. This should be the 'rule book' for the running of the Panel and would usually include:

- Purpose of the panel
- Membership composition
- Panel responsibilities
- Payments to members
- Decision-making
- Notice of calling meetings and how long paperwork needs to be circulated in advance
- · How membership comes to an end

Asking members to carefully review the 'ways of working' before they agree to join is important. If you expect a member to sign the document, remember to be flexible in how this is done due to accessibility barriers. A template example 'Ways of Working' document is at Appendix 1.

Code of conduct

This sets out the 'rules' of how everyone is expected to behave as members of the panel. It can be useful to be clear about this at the beginning and refer to in conversations if there is an issue to address. A code of conduct may be a stand-alone document or part of the 'Ways of Working' document. Including commitments from the organisation in the code of conduct (eg prioritising access adjustments or sticking to agreed timelines) is a powerful way to embed good practice.

9. Evaluation and review

Every project needs to be evaluated and your Panel is no exception. Why not keep and monitor an action-tracker document to see what your Panel has achieved over the year? It's helpful to look over meeting minutes to keep a log of how your panel has influenced your plans and projects - lots of quick wins as well as fending off risks and threats! At the end of each meeting, it's a good idea to ask members to give feedback on how the meeting was run and how they feel. Having an annual item on the agenda to review the year and look ahead is a great way to take stock and consider how to move forward.

10. Thanks the contributors

This guide has been put together by members of the Accessibility Advisory Forum of Birmingham 2022 Commonwealth Games, along with disabled professionals who have experience of sitting on a wide range of Boards and groups.

With particular thanks to:

- Sarah Rennie, Chair of Accessibility Advisory Forum, Birmingham 2022
- Emma Ord (Clueit), Head of Accessibility, Birmingham 2022
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- Louise Connop, Senior Engagement Manager, TPT On behalf of West Midlands Sight Loss Councils

Appendix 1

'Ways of Working' Template Accessibility Panel

Introduction

Brief description of your organisation and its work/services.

Purpose of the Panel

What is the goal of the Panel? How will it benefit the organisation? For example:

- Support to develop accessible products
- Acting as a critical friend to the organisation providing advice, guidance, reassurance and challenge
- Support the implementation of the Accessibility Strategy
- Provide feedback on plans and design projects

Membership

- How many members will the Panel comprise of?
- Should some/all of the members have lived experience of disability/access barriers?
- Which internal roles should be permanent members of the Panel eg Head of Customer Experience? Can their attendance at meetings be delegated and to whom?
- Can guests or observers ever attend a meeting and is approval of the organisation/Chair needed?

Chairperson

Should a Chair be independent of the organisation? Who selects them and how? The Chair's duties should be set out, for example:

- Chairing meetings to ensure smooth running, accessible, inclusive and punctual meetings
- Liaising with the organisation on what should be on a meeting's agenda.

Panel Responsibilities

This section should set out any specific responsibilities of the Panel which facilitate the Panel's purpose. For example:

- · user-testing products in development;
- providing feedback after using a service;
- supporting the organisation to think through sensitive issues relating to accessibility;
- · sharing news with their networks.

Code of Conduct

Here you could set out behaviours which members are expected to follow, which might include:

- Advocate for members of their community
- · Offer advice and feedback in good faith
- Listen to and respect different points of view
- Respect the needs of all people protected under the Equality Act 2010
- · Recognise the concept of intersectionality and multiple discrimination
- Communicate in an inclusive manner and be happy to adapt/ask if not sure
- · Avoid making assumptions or relying on stereotypes, and ask if not sure
- · Work positively and collaboratively to find solutions

- Consider the access needs of all members and think in advance whether information may need to be placed in various formats before meetings take place
- Tell the Chairperson as soon as a conflict of interest arises
- Keep all papers and discussions confidential.
- Organisation will always try to give feedback if they cannot follow the Panel's advice.

Confidentiality

What is confidential and what is not? If you need members to share information with their networks as part of the Panel's purpose, how will they know what can be shared? Are members free to publicly express their opinions on matters related to the organisation? If so, make this clear. If not, why not?

Remuneration

If members are paid for their time, set out the rates. There may be a range of rates, including:

- Meeting attendance fee online/in-person?
- Preparaton fees are members expected to review papers in advance and, if so, is this included in attendance fee?
- Advisory fees outside of meetings, will a member be asked for further time eg testing products/services, taking part of PR/press releases, site visits.
- Travel time?

Will the organisation reimburse members' reasonable travel and out-of-pocket expenses to attend meetings? If so, how and when.

Status and tax

You might want to clarify that panel members are not employees of the organisation and, if they receive a participation fee, that they are responsible for paying their own tax and national insurance contributions if applicable.

Meetings and Decisions

How many meetings per year?

Are members expected to provide apologies if they are unable to attend?

Can members delegate their presence at a meeting with/without permission of the organisation?

Should an agenda be shared with members before a meeting and with how many days notice?

Will meeting notes/minutes be shared after a meeting and when?

At each meeting will the Chair:

- remind all members of the need to declare conflicts of interest?
- check that the minutes of the previous meeting are accurate or agree amendments?
- agree how everyone will communicate at the meeting in an inclusive way?

How will decisions be made, eg a majority vote?

End of membership

Can members leave the Panel at any time and without notice? Is membership time-limited eg 2 years? What happens if a member repeated fails to attend meetings? For example, after [x] missed meetings, the Chair may discuss the issue with the member and see if they are able to continue.

Accessibility, inclusion and adjustments

In the spirit of maximising access and inclusion, will the organisation strive to make all adjustments that are necessary to enable the inclusion, comfort and dignity of all members of the Panel? Are members encouraged to discuss access barriers openly with the Chair to enable inclusive meeting planning processes?

Acknowledgement and agreement

Do you require these terms to be signed?

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