

The Council House Corporation Street Derby DE1 2FS

Mr Godfrey
Arriva Bus Company
Ascot Drive
Derby

Your Reference

Our Reference
MRHI/RJ

Date
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Contact
Councillor Maggie Hird

Telephone
01332 519370

Email: margaret.hird@derby.gov.uk

Mr Godfrey

ARRIVA AND DEAF PEOPLE

I write as Chair of the Disabled People's Diversity Forum and the Council's, Disabled People's Champion.

At the last meeting of the Forum representatives from the Derby Deaf Forum and the Campaign for Tackling Acquired Deafness (Camtad) raised serious concerns. These concerns highlighted Arriva driver communication issues with hearing impaired and deaf passengers.

I am aware that Arriva met representatives of the Deaf Forum on a couple of occasions last year to discuss communication concerns for deaf passengers. I understand also that you agreed to work together to develop strategies and procedures to help resolve these concerns. From the comments made at the Forum it would appear that no improvements have resulted from your discussions, and indeed things may have got worse.

Your publication 'Disability Discrimination: guidance for Arriva drivers' December 2006 says...

'This guidance explains what you should do to assist people with disabilities and to comply with the law. **It is unlawful to treat a person less favourably than anyone else because of their disability**'

From the comments made at the Forum by the representatives of the deaf and hearing impaired community it has become obvious that some of your drivers are not aware of the seriousness of disability discrimination.

To understand the issues better from an Arriva operational perspective and discuss the way forward I would like to extend an invite to you to attend our next meeting on 19 March at 18:30 at the Council House.

cont

I do hope you are able to attend and work in partnership with Forum members in service improvements for your deaf and hearing impaired customers.

Yours sincerely

Councillor Maggie Hird
Chair, Disabled People's Diversity Forum and Disabled People's Champion