



Case study

RAMP UP



MEETING THE PROJECT DELIVERY TEAM IN CARDIFF, LEFT TO RIGHT, JO FASHAN, LUCY MASON & JAKE SAMI

# Ramping up collaboration

Innovation is allowing us to explore how best to support the needs of those in vulnerable circumstances and take a more inclusive approach. This could take the form of new services, data and management practices, technologies or partnerships.

Reducing the impact our essential works have on the public is always at the forefront of discussions at our annual Customer Conference, so when concerns were raised about the ramps we use on our sites, the opportunity to innovate emerged.



## Need

We learned some of our vulnerable customers can find it hard to navigate around our street works, so we looked for an innovative solution. The problem was that traditional kerb ramps used around street works can create challenges for customers using mobility scooters and wheelchairs.



## Approach

We understand the importance of collaboration, not just to make sure learning is shared and duplication avoided with our network partners but also to make sure we fully leverage the expertise and capabilities of our supply chain.

This project brings together 11 partners, led by Wales & West Utilities and supported by the EIC, four gas and electricity networks, three manufacturers, Frazer-Nash Consultancy and children's charity Whizz-Kidz.

This project will produce a better kerb transition ramp, and Whizz-Kidz plan to test the prototypes and make recommendations on which they found easiest to navigate.



## FACT FILE

We have delivered vulnerability training to more than **1,680** colleagues to help them identify signs of vulnerability, and giving them the tools to provide additional help.



## Benefits

This pioneering project demonstrates how lots of partners can come together to tackle a nationwide problem.

Working with experts is essential and bringing in Whizz-Kidz gives us invaluable insight into how wheelchair or mobility scooter users view our street works, something that will help generate ideas for improving accessibility in all aspects of our work. Involving three manufacturers enables supply chain growth, which could lead to more inclusive product designs and competition.

The scale of this collaboration will ensure the benefits of our solution will be felt and learning shared throughout the UK.



Whizz-Kidz is pleased to be involved in the Ramp Up project. It allows us to share views and experiences on how difficult day-to-day life can be for wheelchair users. We believe it is important for our families to be involved in campaigning for improvements in their community and we are excited to be part of the results.

– Jo Fashan, Associate Director at Whizz-Kidz