

## ACCESS TO SERVICES

## ACTION PLAN

	Recommendation(s)	Action	Who	Date
1.	<p>Following analysis of the sample of people consulted and consideration of the issues raised by the survey, conducting further work with the following communities should be considered</p> <ul style="list-style-type: none"> <li>▪ people in the 60-70 age range</li> <li>▪ people from the LGBT community</li> <li>▪ people from the BME community</li> <li>▪ people living in sheltered and residential accommodation</li> <li>▪ people with a learning difficulty</li> <li>▪ people with dementia and their carers</li> <li>▪ people with a mental health issue</li> </ul>	<p>This will be built into the consultation strategy and toolkit to ensure that the organization undertakes a consistent approach to monitoring equalities and diversity.</p> <p>The issues also need to be considered in relation to the framework for engaging more hard to reach groups.</p> <p>Mental health issues have been identified as key areas to be addressed on a multi-agency basis in the disability equalities scheme recently published. This will need to be reflected further in the emerging corporate equalities plan. There are also indirect links with our consultation and engagement work.</p> <p>Work to engage more effectively with the LGBT community is a crucial element in the development and implementation of the council's equality schemes, in particular, gender and any future sexual orientation schemes and policies.</p> <p>Consultation will be worked into the tenant participation scheme and supported by wide consultation activity.</p>	Policy	March 2008

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2.	To consider the relevance of asking for certain pieces of personal information. This is a difficult issue as sometimes the relevance is not apparent until an issue is raised	Consideration will be given as part of the consultation process for monitoring categories.	Equalities Officer (Policy)	Dec 2007
3.	To ensure information is offered in large print and to consider issuing large print information as standard to people in older age groups, possibly over 80.	This is already covered in the Customer Services Code of Practice and Standards, but will be further considered and reinforced when we develop the access to services strategy.	Customer Services Manager	Dec 2007
4.	To review the volume of information issued and to see if it is possible to condense or combine any of it.	Build into access to services strategy	Customer Services Manager	Dec 2007
5.	To consider including telephone lists when information is sent out	Build into access to services strategy	Customer Services Manager	Dec 2007
6.	To investigate the suitability of voice mail or answer phone systems when used by people with a hearing impairment	Build into access to services strategy	Customer Services Manager	Dec 2007
7.	To highlight the availability of home visits by SDDC officers if appropriate	Build into access to services strategy	Customer Services Manager	Dec 2007

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8.	To promote the benefits of partnership working between organisations and agencies and to consider ways of improving information and communication between their staff. For example, including information about other agencies, organisations and services in staff inductions or for staff from different organisations to 'shadow' each other in order to improve their knowledge of each other's jobs.	Build into access to services strategy	Customer Services Manager	Dec 2007
9.		Consultation on access to services with all other areas of the community to be built into the consultation strategy	Policy	Dec 2007
10.		Customer Feedback on access to services via: <ul style="list-style-type: none"> <li>▪ Electronic device in main reception</li> <li>▪ Telephone survey</li> <li>▪ BVPI Customer Satisfaction Survey</li> <li>▪ Mystery shopper survey reports</li> </ul>	Customer Services Manager	Dec 2007
11.		Develop access to services strategy for consultation	Customer Services Manager	January 2008