

ACTION PLAN

Action plan	Lead person	Progress to date / notes
<p>Monitoring</p> <ul style="list-style-type: none"> ➤ To continue to monitor service users and staff in relation to disability. ➤ To continue to monitor staff profiles and interview candidates. ➤ Board to encourage applications from those with disabilities to the Board. 	<p>Finance/HR Manager and Head of Corporate Services</p>	<p>The HR team collates monitoring information on staff which is reported to the Senior Management Team (SMT) monthly. Information on service users is reviewed annually; any complaints about accessibility are dealt with immediately and any necessary adjustments made.</p> <p>The recruitment brief discussion for Board member included the requirements for accessibility; the recruitment campaign included advertising in specialist group magazines, newspapers and appropriate websites. People who responded were asked to complete monitoring forms which were collated by the recruitment agency in July 2010.</p>
<p>Communications</p> <ul style="list-style-type: none"> ➤ To improve our website in accordance with DDA guidance and the Public Sector Disability Equality Duty. ➤ Consider introducing Textphone as another means for customers to contact us 	<p>Head of Corporate Services</p>	<p>Work has been commissioned from the new website provider to ensure that we comply with the guidelines set by the Central Office of Information (COI) for equality.</p> <p>The provision of a Textphone service will be considered in mid 2011 when our major technology project for the year has been completed. This is subject to the funds being available.</p>
<p>Policy reviews</p> <ul style="list-style-type: none"> ➤ Review the following policies: <p>Financial and Purchasing Procedures Recruitment policy HR Guidelines for Line Managers</p>	<p>Head of Corporate Services</p>	<p>All policies are reviewed on a rolling programme. We expect to review these policies during the current year.</p>
<p>Training for employees</p> <ul style="list-style-type: none"> ➤ We will raise awareness of our employees on the 	<p>Finance/HR</p>	<p>Refresher training is being considered for 2011/12.</p>

<p>issues surrounding equal opportunities particularly with regard to disability</p>	<p>Manager</p>	
<p>Involving and engaging with service users</p> <p>➤ We will seek comments from people with disabilities to enable us to deliver our services in ways which are accessible to them.</p>	<p>Head of Corporate Services</p>	<p>SMT will seek comments on our service from appropriate groups which support people with disabilities to identify any reasonable measure we can take to make our services more accessible. This will be implemented by October 2011.</p>