

## **ACTION PLAN**

<b>Action plan</b>	<b>Impact</b>	<b>Action to take</b>	<b>Progress to date / notes</b>
HR Policy	<ul style="list-style-type: none"> <li>▪ Not all staff can apply for flexible working patterns</li> </ul>	<ul style="list-style-type: none"> <li>▪ Consideration being given to changing policy to all staff to be considered for flexible working</li> </ul>	<p>A revised policy was approved by the Remuneration and Appointments Committee on 15 March 2011. Information on the new policy was cascaded to staff on 23 March 2011. The procedures to support the revised policy are being reviewed and updated.</p>
Helpline	<ul style="list-style-type: none"> <li>▪ Users with hearing or speaking disabilities may not be able to use the helpline</li> </ul>	<ul style="list-style-type: none"> <li>▪ Introduce a text phone facility</li> <li>▪ Provide appropriate training for employees on how to use this facility</li> </ul>	<p>Following our technology refresh, we expect to be able to deliver this by November 2011.</p>
Leaflets and publications	<ul style="list-style-type: none"> <li>▪ Printed material not available in other languages therefore impacts those whose first language is not English</li> <li>▪ No consultation or involvement of customers in designing and producing leaflets</li> </ul>	<ul style="list-style-type: none"> <li>▪ On the next reprint, leaflets will be updated to inform people that we will try to provide translations where possible</li> <li>▪ Gain feedback from customers in particular specific groups of people of the contents, usefulness and ease of understanding the leaflet</li> </ul>	<p>When they are next updated, all leaflets will include the following wording: 'this leaflet is available in large print or Braille. Please contact us if you require the information in another language'</p> <p>We will consult organisations supporting people with relevant disabilities to establish what we can do to make our printed material more accessible. We expect to implement the outcome of this by October 2011.</p>
Recruitment and employment	<ul style="list-style-type: none"> <li>▪ Not enough jobseekers with disabilities and those from ethnic groups are being invited to interviews</li> <li>▪ There are currently no representatives of ethnic</li> </ul>	<ul style="list-style-type: none"> <li>▪ Review the advertising methods used in recruitment exercises and monitor the number of applications from each mode of advertising</li> <li>▪ Ensure line managers are given and are following the guidelines on selection and interviewing</li> <li>▪ Consultancy handling Board recruitment to take into account</li> </ul>	<p>TPAS collates information on the advertising modes that applicants are using to apply. Currently TPAS extends its reach through the Civil Service Gateway which targets a wide range of people. The advertising for future external recruitment will include disseminating relevant information and taking relevant action to widen access.</p> <p>This guidance is currently being handed to line managers.</p> <p>Following the Board restructure in 2010, it now includes</p>

	groups on the Board	equality duties	people from ethnic groups.
Workplace and Communities Service	<ul style="list-style-type: none"> <li>We are not able to assess whether our service is being delivered appropriately</li> </ul>	<ul style="list-style-type: none"> <li>Update our feedback forms to include requests for information on age group, ethnic group and disability</li> </ul>	<p>The updated monitoring forms which will collect the required monitoring information will be used from 1 April 2011.</p> <p>A software solution to record and analyse the information will be evaluated and implemented if appropriate. This will be completed by June 2011.</p>
Written enquiries and complaints	<ul style="list-style-type: none"> <li>We are not able to demonstrate we have equality of access in the recruitment of volunteer advisers; and that they have equal access to training and development</li> </ul>	<ul style="list-style-type: none"> <li>All new volunteer advisers will be asked to complete monitoring information as a part of their induction</li> <li>Attendance at workshops by volunteer advisers and the reasons for non attendance will be followed up</li> </ul>	<p>Since June 2010, monitoring forms are included in the induction packs. The HR team logs information from returned forms.</p> <p>Volunteer advisers are asked if they have any dietary or access requirements which will enable them to attend the workshops and appropriate action is taken.</p> <p>Workshop attendance for volunteer advisers will be reviewed with the Regional Organisers in 2011/12.</p>
Complaints policy	<ul style="list-style-type: none"> <li>Policy is not easily accessible to everyone who needs it</li> <li>Individuals can only write in with their complaint and therefore could impact on disabled users</li> </ul>	<ul style="list-style-type: none"> <li>Consider providing details of our complaints policy on leaflets on reprint</li> <li>Consider providing details of our complaints policy to customers whose case we are handling</li> <li>Consider providing a contact number and email address for complaints</li> </ul>	<p>The policy was reviewed in August 2010 and the revised policy is on the TPAS website.</p> <p>The policy will be reviewed annually.</p>