



Department of Health and Social Care
Rheynn Slaynt as Kiarail y Theay

Accessible Business Action Plan

October 2016

Accessible business Action Plan

Use this action plan to identify tasks, responsibilities, targets and set realistic and achievable time frames for achieving them.

- 1 Use your completed **Self-Assessment Checklist** to establish a list of items where you have identified potential service gaps or areas for improvement.
- 2 You may find it useful to use the **priority** column to indicate how quickly you anticipate taking action. For example:
 - Priority (**P1**): Urgent for health and safety / easy and quick to rectify at low cost – quick wins
 - Management (**Mgt**): Can be dealt with during routine maintenance or management procedures
 - Maintenance (**Mnt**): Can be rectified at next redecoration (such as improving visual contrast)
 - Refurbishment (**Ref**): Need more detailed project planning such as creating a permanent step-free entrance, installing an accessible WC, or rearranging functions etc. These are medium or long term projects rather than actions.
- 3 Agree the **action needed** to improve each item. This may include establishing all available options and / or seeking further advice
- 4 Decide **who is responsible** for progressing each item. This could be one main person or a team and may also involve third parties.
- 5 Identify **resources needed** to carry out each task, and how will it be funded.
- 6 Identify **clear time scales and deadlines** for each item. The time-frame for medium or long-term items will need to be developed during project planning.
- 7 Monitor **progress and status** of each item as work progresses. Agree ways of determining when the work will be completed and how it will be evaluated and monitored.

This document has been prepared by the Department of Health and Social Care based on a similar document prepared by the Equality Commission for Northern Ireland.

Access Action Plan

Name of business:

Date of audit:

Action Plan agreed by:

Timescale for action:

Item	Priority	Action needed	Who is responsible?	Budget/ resources	Timeframe/ deadline	Status
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Commitment and Policy

Statement of Commitment						
Inclusive Customer Service Policy						
Appoint an Access Champion						
Staff training on disability awareness / equality						
Getting customer feedback						

Website

Ease of use						
Meets W3C guidelines						
Pre-visit information						

Item	Priority	Action needed	Who is responsible?	Budget/ resources	Timeframe/ deadline	Status
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Getting to your premises

External signage						
Approaching on foot						

Parking and drop off

Setting down points						
Accessible cycle parking						
Accessible car parking						
Routes to entrance						

Entering your premises

Steps / ramps / handrails						
Main entrance						
Alternative accessible entrance						

Getting around

Internal signage						
Layout						
Aisle widths						
Minor level changes						
Internal doors						

Item	Priority	Action needed	Who is responsible?	Budget/ resources	Timeframe/ deadline	Status
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Vertical circulation

Stairs						
Lifts						

Providing an accessible environment

Surfaces						
Adequate lighting / no glare						
Visual contrast						
Acoustics						

Facilities

Queuing method						
Seating while waiting						
Tables / chairs for eating						
Serving counters						
Menus / price lists						
Trolleys / baskets						
Customer toilets						
Accessible toilets						
Baby changing						

Item	Priority	Action needed	Who is responsible?	Budget/resources	Timeframe/deadline	Status
Emergency evacuation planning						
Evacuation plan for disabled customers						
Fire alarms – visual as well as audible						
Procedures and maintenance						
Car parking (Blue Badge) enforcement						
Toilet alarm checking and response						
Maintenance procedures for doors, toilets and surfaces						

What next?

Have you read the **Good Practice Guides** to get ideas and handy tips on how to improve your service?

Complete the **sample Customer Service Statement and Policy template** to tell people about the steps you have taken to make every customer count. Get an award – Bronze, Silver and Gold – by getting assessed for the Tiered award Scheme for businesses committed to disability awareness. Further details of the Tiered Award Scheme are contained in the **Guide for Small to Medium Businesses**, and available at tas@crossroadsiom.org or telephone 01624 673103.

Notes

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