

Access to Services Inspection – June 2004 – Action Plan

Action/Task	Timescale	Responsible Officer	Reference to Other Plans
1. Develop a corporate approach to access and customer care			
<ul style="list-style-type: none"> ▪ Ensure that there is a clearly articulated long-term vision for access to services included in the Corporate Performance Plan and associated key plans and strategies (<i>see appendix 1</i>) 	June 2005	KR/KS	<ul style="list-style-type: none"> ▪ LPSA ▪ Service Plans ▪ IEG/Electronic Access Strategy ▪ DDA Strategy ▪ Communications Strategy
<ul style="list-style-type: none"> ▪ Develop a minimum standard for customer care 	March 2005	Linda Maughan / Karen Robinson	
<ul style="list-style-type: none"> ▪ Revise Corporate Minimum Standard for Performance Management to include explicit reference to service protocols and standards for customer care 	October 2004	KR	
2. Improved communications with communities of interest to ensure their access needs are met			
<ul style="list-style-type: none"> ▪ Undertake research to identify the needs of Middlesbrough residents regarding overcoming barriers to accessibility e.g. language/culture and disability and establish baseline information for measures of access for all council services (NB meeting to discuss requirements arranged) 	March 2005	John Polson/ Scott Postlethwaite	
<ul style="list-style-type: none"> ▪ Develop a proposal, with clear deadlines for implementation, to ensure a consistent approach to signage including: <ul style="list-style-type: none"> - Signposts to buildings (for pedestrians and motorists) - Internal signage 	October 2004 (Proposal)	Mike Brider/new group for signage	<ul style="list-style-type: none"> ▪ Communications Strategy ▪ Public Access SLA
<ul style="list-style-type: none"> ▪ Implement the longer-term website solution 	December 2005	Mark Gannon	<ul style="list-style-type: none"> ▪ Central Services Plan ▪ Electronic Access Strategy
<ul style="list-style-type: none"> ▪ Introduce a corporate approach to language assistance (Prestige Network) 	September 2004	Saliah Hameed	<ul style="list-style-type: none"> ▪ Diversity Strategy
<ul style="list-style-type: none"> ▪ Registrars to investigate the feasibility of communicating bereavement information to relevant departments and report to CMT with recommendations 	December 2004	Richard Long Robert Wills	
<ul style="list-style-type: none"> ▪ Ensure that the Corporate Communications Strategy addresses the Council's approach to council-wide and service promotional activities by developing a minimum standard for marketing 	December 2004	Mike Brider/ Karen Robinson / Kathryn Stokes	<ul style="list-style-type: none"> ▪ Communication Strategy

APPENDIX A

Action/Task	Timescale	Responsible Officer	Reference to Other Plans
3. Development of a corporate complaints system to inform policies for improvement to access and service delivery			
Develop a corporate complaints system to inform policies for improvement to access and service delivery <ul style="list-style-type: none"> ▪ Evaluate complaint management software available to record, analyse and evaluate complaints and report to CMT on the way forward 	March 2005	Chris Davies	
<ul style="list-style-type: none"> ▪ Implement Corporate Complaints Systems 	April 2005		
<ul style="list-style-type: none"> ▪ Monitor and report to CMT – with recommendations to service areas to action 	6 monthly	Chris Davies	
<ul style="list-style-type: none"> ▪ Consult with residents on satisfaction with complaint handling as part of our regular consultation activity 	Annually	Scott Postlewaite	<ul style="list-style-type: none"> ▪ Triennial BVPI Survey (next survey 2006/07)
4. Development of a clear framework for the evaluation of service contribution to improved access across the authority			
<ul style="list-style-type: none"> ▪ Investigate the feasibility of enabling all calls to the Council (including remote offices) to be monitored and analysed and report to CMT on options 	March 2005	Scott Postlewaite Helen Child	<ul style="list-style-type: none"> ▪ Electronic Access Strategy
<ul style="list-style-type: none"> ▪ Ensure that service improvements relating to access are shared across all leisure centres 	September 2004	Diane Simon	<ul style="list-style-type: none"> ▪ Culture Inspection Improvement Plan
5. Review and setting of targets that challenge services to continue to improve accessibility			
<ul style="list-style-type: none"> ▪ Re-negotiation of access SLA with HBS to include review of KPI and targets 	March 2005	John Polson	<ul style="list-style-type: none"> ▪ Central Services Plan
<ul style="list-style-type: none"> ▪ Ensure that the Council achieves Level 2 of the Equality Standard 	March 2005	Karen Robinson	<ul style="list-style-type: none"> ▪ Diversity Action Plans ▪ Corporate Equality Plan & Policy ▪ Race Equality Scheme
6. Prioritisation of the resources required to tackle remaining access issues			
Develop a strategy and project proposal to address the Council's access issues that: <ul style="list-style-type: none"> ▪ Prioritises resources available to tackle access issues ▪ Considers the rationalisation of buildings ▪ Ensures council buildings (particularly those open to the public) are DDA compliant (Dependant upon LPSA funding) ▪ Offers a 'managed service' solution where physical access is too costly to address ▪ Demonstrates maximum possible improvement in the relevant Best Value Performance Indicators 	December 2004	Martin Shepherd/ Carol Taylor	