

Appendix 2 - Inclusive Services Action Plan 2024-25

Commitment	Desired outcome	Proposed action for 2024/25	Timescale	Owner
2.01 Ensure information, website and digital services are accessible to all incl. digitally excluded	Residents can access the services and support they need without having to seek help	1. Agree, implement, and publicise the new translations and alternative formats policy.	Q.2 24/25	AD of Customer Service
		2. Complete an Equalities Impact Assessment on the website (including the terms and conditions)	Q.2 24/25	Head of Digital and Innovation
2.02 Take action to make our buildings accessible to all residents and staff	Accessible council buildings now and in the future	3. Conduct an access audit on Castle Quay and other major council buildings, unless up to date audits are already available.	Q.3 24/25	AD of Property
		4. Consider and, if appropriate, implement the recommendations of the access audit	Q.4 24/25	AD of Property
2.03 Better understand those using services and their needs by collecting information and feedback	Existing services are meeting the needs of our users	5. Implement the recommendations of the review of data from customer contacts	Q.2 24/25	Performance & Insight Team Leader
2.04 Engage residents, those using services and community groups when planning services	Future services meet the needs of our users	6. When officer review is completed, bring the draft consultation and engagement framework to the Equality, Diversity and Inclusion working group for consideration	Q.1 24/25	Performance & Insight Team Leader
		7. Review and update the accessibility section of the website and consider if its prominence can be raised	Q.2 24/25	Communications and Marketing Manager
2.05 Plan and deliver services that promote inclusion	Future services and policies are inclusive	8. Complete an Equalities Impact Assessments on all services and contracts	Q.4 24/25	Performance & Insight Team Leader