

Inclusive Services Action Plan					
Commitment	Desired outcome	Progress to date	Action	Lead officer	Timescale
EDI 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	We have replaced approximately 50 PDF/Word forms with new online forms.	Review all our digital services to identify any improvements needed to address any accessibility or inclusivity issues	Applications and Web Team Manager	TBC as part of transformation programme
		We have improved the online maps that support our 'report it' services.	Introduce a guide and training module for staff on writing clearly, in plain English and with the audience and accessibility rules in mind	Communications and Marketing Manager / Human Resources	Q.2 2023 / 24
		A live web chat function has been developed and signed-off. Training is underway and it is being phased-in. This provides an additional option to support users with online services and frees up caller capacity to help customer with low digital literacy. Work is now in progress on a new digital strategy that will take the council on a journey to fully embrace digital technologies such as artificial intelligence, machine learning and process automation.	Review our translation and alternative formats policy and its current application to identify any improvements needed	Communications and Marketing Manager / Customer Services Manager	Q.2 2023 / 24
EDI 2.02 Take action to make our buildings accessible to all residents and staff	Accessible council buildings now and in the future	We have installed lifts, step-free access routes, automatic doors and disabled parking spaces at our main office buildings	Include delivering this commitment as an objective in our emerging Property Strategy	Facilities Manager / Property Estates Officer	TBC – part of transformation work

Appendix 3

EDI 2.03 Better understand those using services and their needs by collecting information and feedback	Existing services are meeting the needs of our users	We invite callers to the council to participate in a short customer satisfaction survey.	Agree an action plan for delivering improvements in the data we collect on customer contacts and how we use it to shape services and respond proactively to any emerging trends	Performance and Insights Team Leader / Customer Services Manager	TBC - part of transformation work
		We include monitoring information on many of the forms services provide for customers	Ensure there is an effective process in place for monitoring complaints associated with protected characteristics	Performance and Insights Team Leader / Customer Services Manager	Q.1 2023/24
EDI 2.04 Engage residents, those using services and community groups when planning services	Future services meet the needs of our users	We are developing a consultation and engagement strategy	The EDI working group to review the draft framework for this strategy	Performance and Insights team leader	Q.1 2023/24
EDI 2.05 Plan and deliver services that promote inclusion	Future services and policies are inclusive	Sign-off from the Equalities Lead is required before a decision is presented to Executive or Full Council	Ensure EDI is built into the service planning, decision and budget making processes in a meaningful way	Performance and Insights Team Leader	Q.4 2023/24
			Ensure staff and members have received up-to-date EDI training	Human Resources Business Partner	Q.4 2023/24