

Develop an EPIC Action Plan for your Organisation

The best way to support our Manifesto for a Better Normal is to develop an EPIC action plan that works for your organisation.

The following questions are designed to help you do this. They are not prescriptive or exhaustive—they are merely some prompts to help you get started. Your plan needs to fit your organisation, so we can't provide a template.

Extra resources and support

- ✓ How might your organisation provide additional support to help your disabled customers, visitors and staff?
- ✓ Are there buildings and facilities that can be made more accessible?
- ✓ Have you asked your disabled customers/visitors/staff what would assist them?
- ✓ Have you checked that individual adjustments are working well? People's needs may have changed since they were put in place.

Personalised Support

- ✓ Can you offer flexible options when delivering your service/goods/information?
- ✓ Are you providing information to people in accessible formats?
- ✓ Are your customer service staff trained? Do they know how to offer assistance?

Involvement of Disabled People

- ✓ Do you have regular opportunities for disabled people to be involved in decisions that affect them?
- ✓ Do you know who your disabled customers/visitors/staff are?
- ✓ Does your organisation have disabled people on your senior decision-making bodies?
- ✓ Do you help disabled staff to support your business, e.g. through a disabled staff network?
- ✓ Do you look at the different responses given by disabled people in your staff and customer surveys? And are these followed up with appropriate action?

Compliance

- ✓ How well does your organisation comply with its legal obligations on equality?
- ✓ Are you making sufficient adjustments to remove barriers for disabled people?
- ✓ Are you getting advice and guidance on how to comply, e.g. from the Business Disability Forum.
- ✓ Do you analyse the impact of your policies and processes on disabled people?

- ✓ Have you checked what else might need to be done to support disabled people during the current epidemic?

We are happy to help you develop your plan and would love to share it with others to help spread good practice. Contact Richard Boggie on 07498 317352 or richard@difference-northeast.org.uk