



**every
customer
counts**

*promoting
accessible
services*

Accessible Business Action Plan

Equality Commission

FOR NORTHERN IRELAND

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 **Accessible Business 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, where the funding will come from, and if additional work has to be done to obtain funding.
- 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.

Contact the Every Customer Counts Team: If you would like to discuss your assessment or action plan, require advice on reasonable adjustments or signposting to additional support and information: **Tel: 028 90500600.**

ACCESS ACTION PLAN

Name of business:

Date of audit:

Action plan agreed by:

Time-scale 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						
• Changing rooms						
• Customer toilets						
• Accessible toilets						
• Baby changing						

Item	Priority	Action needed	Who is responsible?	Budget/resources	Timeframe/Deadline	Status
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Emergency evacuation planning

• Fire risk assessment						
• Evacuation plan for disabled customers						
• Fire alarms – visual as well as audible						

Procedures and maintenance

• Car parking enforcement						
• Toilet alarm checking and response						
• Maintenance procedures for doors, toilets, surfaces						

What next?

Have you read the [Good Practice Guide](#) to get ideas and handy tips on how to improve your service?

[Contact the Equality Commission](#) to discuss your plans and get additional support and guidance.

Use the [Inclusive Customer Service Statement & Policy](#) to tell people about the steps you have taken to make every customer count.

Sign the [Every Customer Counts Charter](#) and join the growing list of business committed to promoting accessible services.

Notes

every customer counts

promoting accessible services

Further information and advice

For further information and advice on any equality issues or if you would like to find out more about the Equality Commission and its work, contact us at:

Telephone: **028 90 500 600**

Fax: **028 90 238 039**

Textphone: **028 90 500 589**

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