

## Priority 3: **Accessibility and Inclusion**

### **Our commitment:**

- We will ensure our services are accessible and inclusive for everyone regardless of ability, background, or circumstance

### **Purpose:**

- To comply with legal requirements and a commitment to supporting all customers equitably.

### **2029 Outcomes:**

- We will aim to identify any and all barriers to accessing our services ( e.g language, literacy, digital inclusion), reducing these through continued working across all teams
- 100% of our staff to receive training in accessibility and continuous learning in this area to increase staff confidence and capability
- Satisfaction scores from consultation with groups who may have previously experienced inaccessibility will be improved.



Priority 1: Our commitment to a customer first ethos



Priority 2: Access to multiple service channels



Priority 3: Accessibility and Inclusion



Priority 4: Regular Training



Priority 5: Technology