Accessible Information and Communication Implementation Plan

Task	Detail	Timescale
Accessible information and communication Intranet page	Content: • non-technical summary of the WCAG 2.1 • NHS Accessible Information Standard • information on target audience communication preferences • Accessible information and comms guide • web content Style guide • Interpretation and translation service details and guidance • Languages most requested • Customer Experience Strategy • Training package • Communication of the page to staff • Links from Customer Experience pages	December 21 – March 22
Comprehensive template for accessible on-line and off-line communications, both internal and external	• Scoping of documentation • Design of template • Communication plan	December 21
Training package	• WCAG 2.1 • NHS Accessible Information Standard • Inclusive communication Built into Customer Experience Culture Shift/Team Reading programme	December 21– March 22

Task	Detail	Timescale
Adoption of NHS Accessible Information Standard across all services	- Audit and review compliance with standard in Adult Social Care - Improvement plan - Whole council roll out plan	September – December 21 TBA
Provision to meet need identified in the design process	Develop a standard set of principles and criteria, based on data and evidence of need and demand, for when and where we provide translations.	December 21
Positive Images	Increase images of real residents and service users in our photo library so images are more authentic and better represent local context.	October 21
Designated web page for disabled people	Build into Customer Experience Programme work on the website	TBA
Telephone hotline to support all areas of the website	Build into Customer Experience Programme work on the website	TBA
'accessibility' option on webpages for customers to ask for alternative format or suggest accessibility improvements.	Build into Customer Experience Programme work on the website	TBA