



## Ability Sutton Residents Annual Record of Achievement 2014 - 2015

**Our mission is:**

**‘To create an inclusive culture where there are no barriers and where enablement is promoted and actively encouraged’**

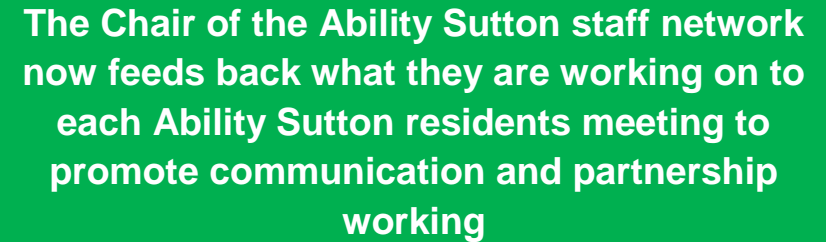
**Priority areas for 2014 have focussed on the 10 disability standard areas of the Business Disability Forum:**

- **Commitment**
- **know how**
- **adjustments**
- **recruitment**
- **retention**
- **products & services**
- **Suppliers & partners**
- **Communication**
- **Premises**
- **Information & communication technology**
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**This documents details all the changes and successes that has been achieved during 2014, by the Ability Sutton resident’s forum.**



**Improve communication between staff and resident disability groups.**



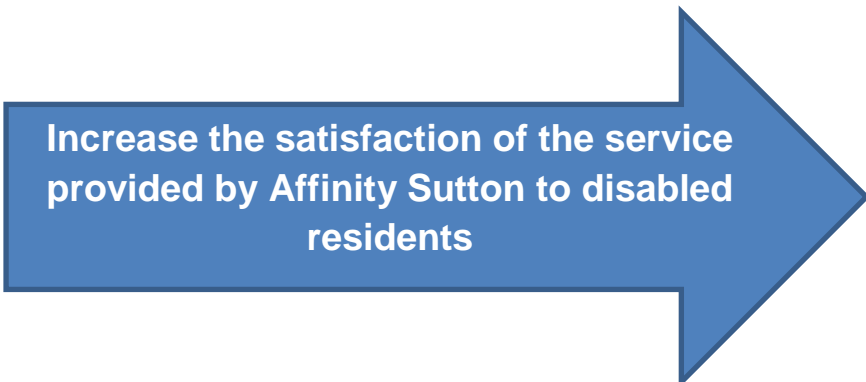
**The Chair of the Ability Sutton staff network now feeds back what they are working on to each Ability Sutton residents meeting to promote communication and partnership working**



**Increase the accessibility of the contact centre and customer satisfaction of disabled residents**



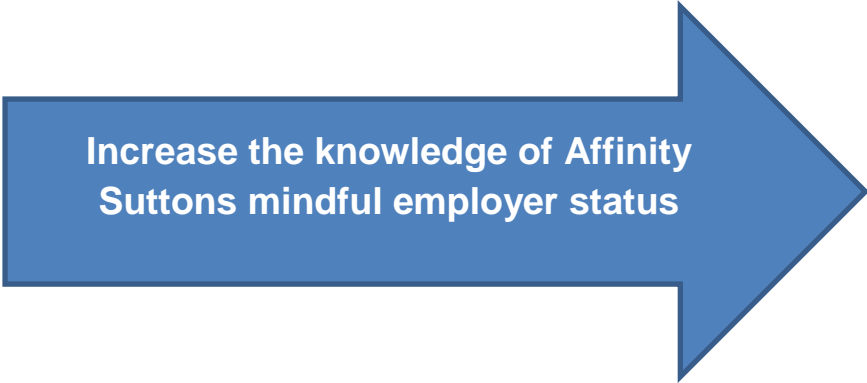
**All contact centre staff are now trained in text relay and translation services**



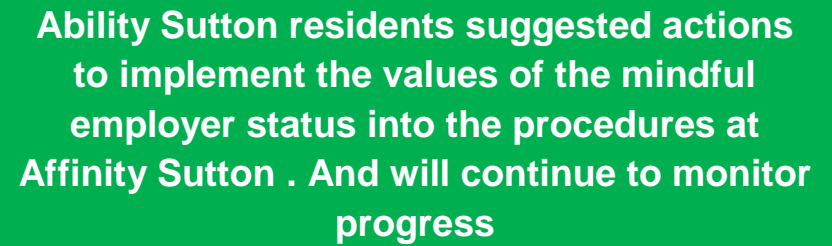
**Increase the satisfaction of the service provided by Affinity Sutton to disabled residents**



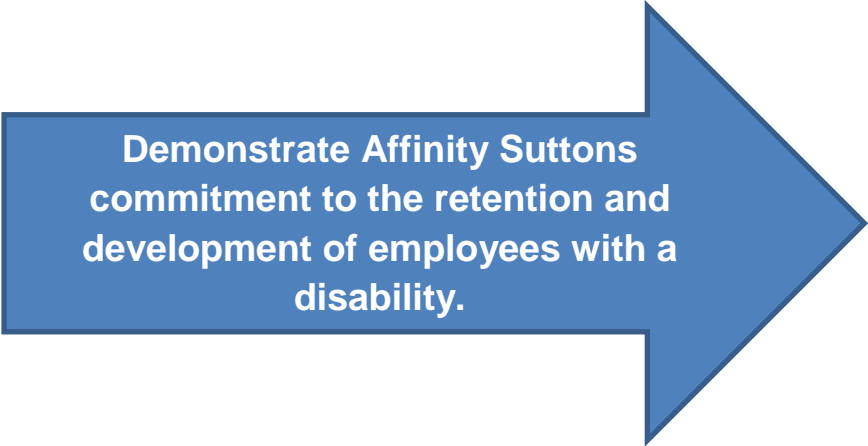
**1 Hour interactive sessions took place across Affinity Sutton to raise the awareness of disability and ensure staff are confident in interacting with disabled people**



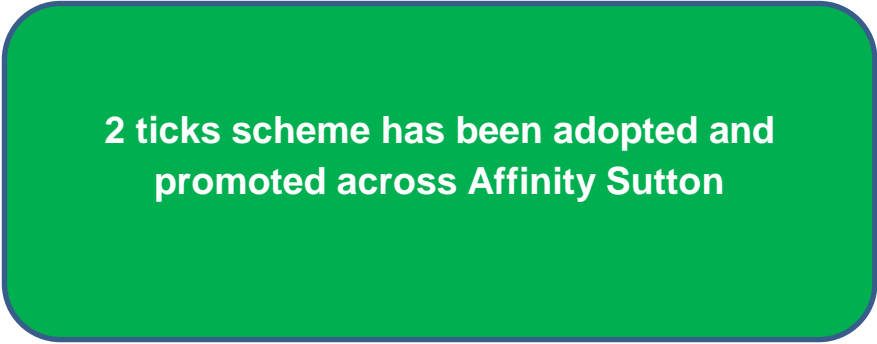
**Increase the knowledge of Affinity Suttons mindful employer status**



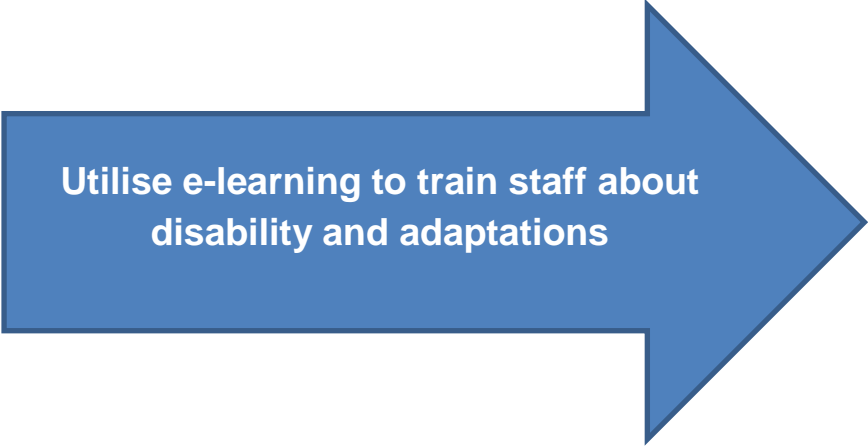
**Ability Sutton residents suggested actions to implement the values of the mindful employer status into the procedures at Affinity Sutton . And will continue to monitor progress**




**Demonstrate Affinity Suttons commitment to the retention and development of employees with a disability.**



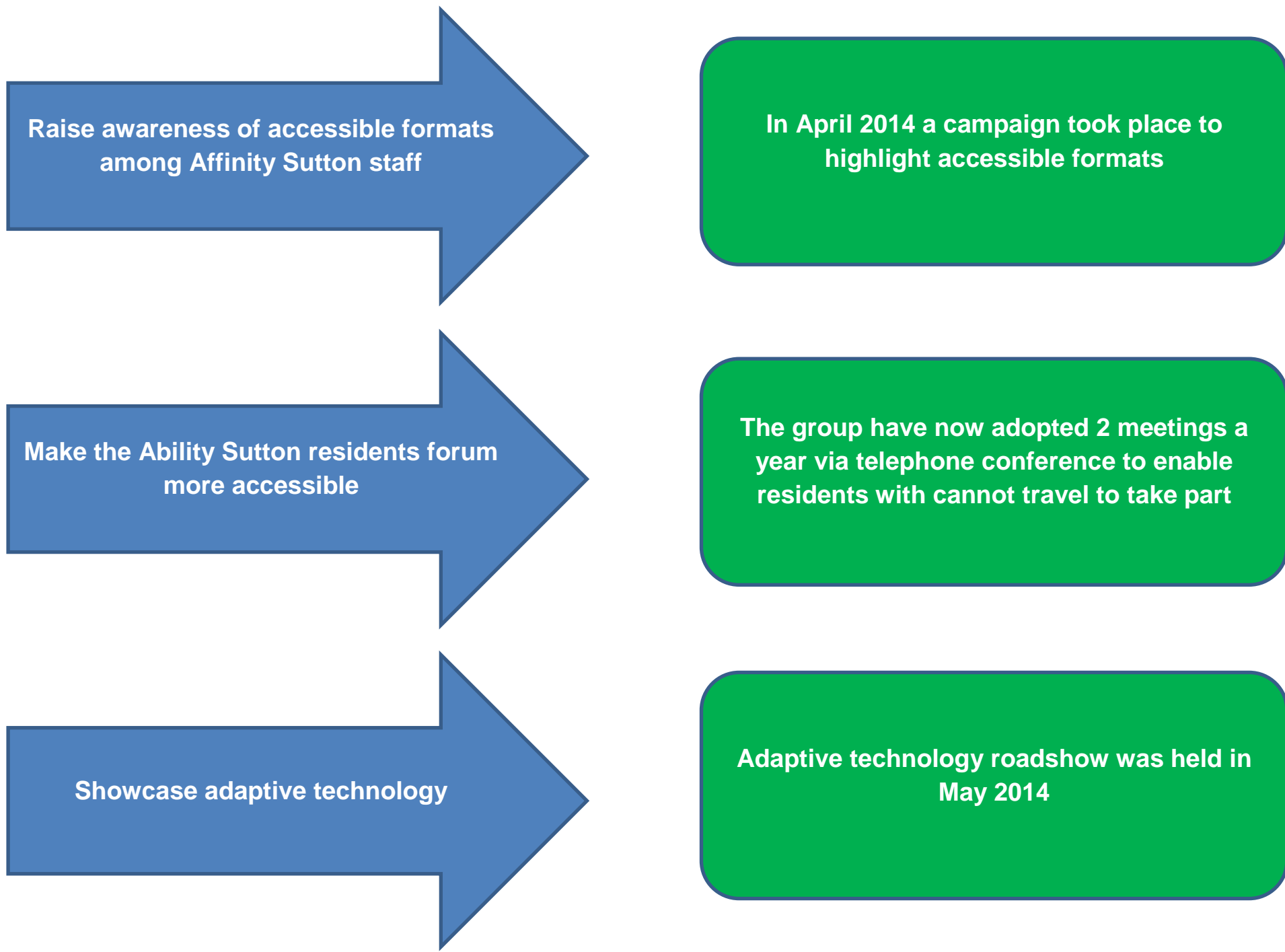
**2 ticks scheme has been adopted and promoted across Affinity Sutton**



**Utilise e-learning to train staff about disability and adaptations**



**An e-learning course about dyslexia has been rolled out**



**Raise awareness of accessible formats among Affinity Sutton staff**

**In April 2014 a campaign took place to highlight accessible formats**

**Make the Ability Sutton residents forum more accessible**

**The group have now adopted 2 meetings a year via telephone conference to enable residents with cannot travel to take part**

**Showcase adaptive technology**

**Adaptive technology roadshow was held in May 2014**