



## Ability Sutton Residents Annual Record of Achievement 2015 - 2016

**Our mission is:**

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

**Priority areas for 2015 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 2015, by the Ability Sutton resident’s forum.**

Improve the communication between Ability Sutton members and other residents

Ability Sutton issues a briefing for all RAP meetings to update on their progress and what they are working on.

Increase knowledge amongst Affinity Sutton staff of the range of formats literature and correspondence can be sent out in

April 2015 saw the launch of a campaign to raise awareness among staff of providing information in appropriate format for the customer.

Increase the accessibility of resident meetings at Affinity Sutton

Ability Sutton residents have led the way by trialling and introducing telephone conference meetings. Which enable residents who cannot travel to London to take part. This also reduces the carbon footprint of Affinity Sutton.

**Recognise the work of residents who champion disability awareness**

**During 2016 the Ability Sutton residents group will be working to roll out the new Sable awards which will champion residents who contribute to disability awareness and support people in their communities.**

**Improve facilities in the accessible toilet at the More London office**

**Residents attending the Ability Sutton meeting highlighted that the accessible toilet required a shelf for diabetic or other medical equipment. This has now been installed.**

**Accessibility improved at the Bromley office**

**Thanks to awareness raising by Ability Sutton the facilities at the Maple House office are now fully accessible for disabled visitors.**

