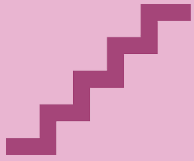


Preparing for the standard

Establish a stepped approach with clear procedures



Processes and procedures to:

1. Identify
2. Record
3. Flag
4. Share
5. Meet needs

Policy and process changes

New or updated policies:

- Accessible communications policy
- Accessible complaints policy

Asking about and recording needs:



in person



by telephone



on letters forms and documents

Practical and cultural changes



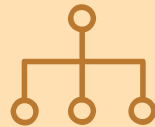
Staff knowledge, training and awareness



IT system changes and updates

Review, assess and plan

Review current systems, processes, policies and arrangements



Review the specification and guidance



Assess staff skills and abilities



Develop and begin an implementation plan



Plan and take actions for risks: governance, IT, safety...

Communication



With people who use your services and their carers



With your staff



Providing evidence: assuring commissioners



Possible costs



Staff time



Contracts, tariffs, frameworks, and monitoring

Consider the impact