

Provision for Disability Access into the One Stop Shop & Contact Centre

- Lowered reception counter for customer requiring access in wheelchairs.
- Business Rules for the ordering of forms, application packs and other documentation in Braille, audio and large print.
- Semi-flexed seating and a selection with arm rests in the waiting area, this facility allows for people with limited mobility to use the seating area safely whilst preserving access routes for wheelchair users.
- Audio and visual ticketing system in the One Stop Shop, to cater for both deaf or partially sighted/blind or colour blind customers.
- Provision for sign language trained staff catered for in house.
- Disabled toilet facilities in the one stop shop in line with DDA recommendations.
- Public Phones in OSS have been fitted with loop system and are identified with the correct legislative signage.
- Portable loop systems are available for customers in the One Stop Shop with the correct legislative signage.
- Minicom phone line available in the contact centre.
- Promotion of OSS and contact centre opening hours and services in the audio scene.
- All OSS staff attended Disability awareness training provided by Hearfirst – including
 1. Intro to Disability Equality and Awareness
 2. Disability Equality and Awareness in action
 3. OCNW Level 1 Life long learning programme, Disability Equality and Awareness
- Representation from the Customer Service Division on the Central Departments Valuing Diversity Group.
- Actions on SIAP for consultation with disability groups as part of customer satisfaction survey.
- Partnership working with the DWP for pensions drop in service.
- Internal staff who speak other languages available to the customer & Line provision available during opening hours to all customers who do not speak English.