



**HM Revenue
& Customs**

Disability Road Map to 2015 V 2.0



Central Customer & Strategy

Disability Road Map v2 to 2015 – DELIVERY PLAN

| OBJECTIVE | WORKSTREAMS | Financial year | | | |
|--|--|----------------|------|------|------|
| | | 2012 | 2013 | 2014 | 2015 |
| (1) To improve the awareness and education of all staff in relation to the needs of disabled customers | In collaboration with the Disability Action Plan Co-ordinators, carry out an audit and subsequent re-launch of the Action Plans to ensure that all relevant activity is reflected and best practice is shared | | | | |
| | Carry out a review of the Just Ask e-learning package and decide on the most suitable option for its future use | | | | |
| | Build on existing links with the staff Disability Network by setting up a discrete group with a particular interest in 'Disability and the Customer' and use their expertise to explore issues and test solutions on a regular basis | | | | |
| | Enhanced Guidance/support around mental health | | | | |
| | Disability Customer Service award | | | | |
| (2) To provide particular services to support the needs of disabled customers and ensure that information about particular services is clearly signposted | Liaise regularly with colleagues in IMS and Customer Contact to ensure that internet information is consistent with the Website Accessibility Strategy | | | | |
| | Regularly interrogate the ECCS complaints database, identify trends in disability-related complaints and revise processes & procedures where possible to improve customer service | | | | |
| | Review access to HMRC services for deaf customers (including BSL users) and implement improvements. | | | | |
| | Improve our interaction with customers who have a mental health condition by identifying support and guidance tools for staff and customers that can be produced, improved or updated, e.g. the Customer Advisor Guide | | | | |
| | Liaise regularly with external stakeholders via the Disabled Customers Consultation Group, the Shared Workspace and the Mental Health Forum. | | | | |
| | Improve the speed of service for our blind and partially sighted customers by pursuing the introduction of a new process to allow some large print versions of correspondence to be requested by the caseworker/advisor and sent directly to the customer rather than involving VIMU with these requests | | | | |

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| (3) To provide flexible solutions for customers or their intermediaries to help them interact successfully with HMRC and comply with their obligations | Continued development of agent contact channels | | | | |
| | Behavioural change/mass personalisation | | | | |
| 4) To incorporate procedures to ensure that policy, product and service decisions take account of the accessibility agenda | Engage with the HMRC Change Programme, ensuring that CC&S are stakeholders in all programmes and projects and that the disability perspective is routinely considered and included | | | | |
| | Building on the current change programme identify projects to support disabled customers and promote them as part of the next change programme period from 2015. | | | | |
| | To continue to routinely consider the impact of policy changes on disabled customers | | | | |
| | Embed disability thinking in decision making across HMRC that impacts customers | | | | |