

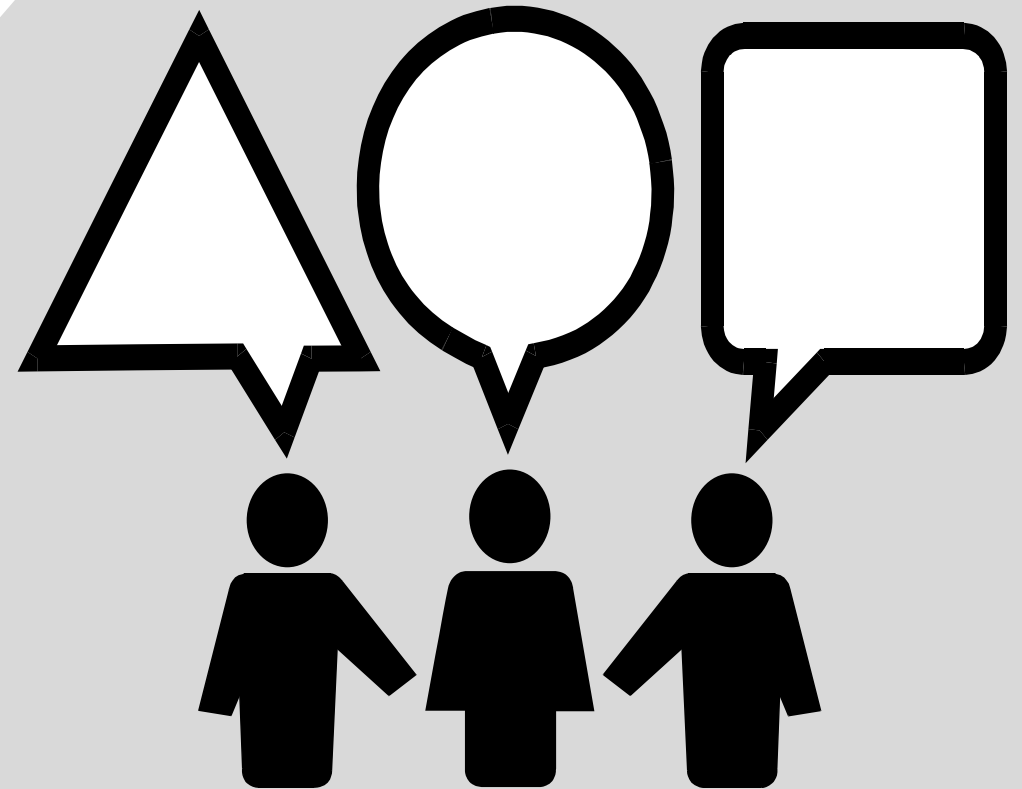


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# Inclusive Communication Action Plan 2022-25


[Redacted]

Tuesday 28 June




**Dignity, fairness, respect.**

# Today we will cover ...

1. Population
  2. Why it's important now
  3. Inclusive Communication
  4. Action Plan
  5. Asks
- 

# Population

1. Tired, stressed, ill, upset
  2. Don't have or can't use a phone or computer or access a building
  3. People with a communication disability
  4. Life experience and circumstances
- 



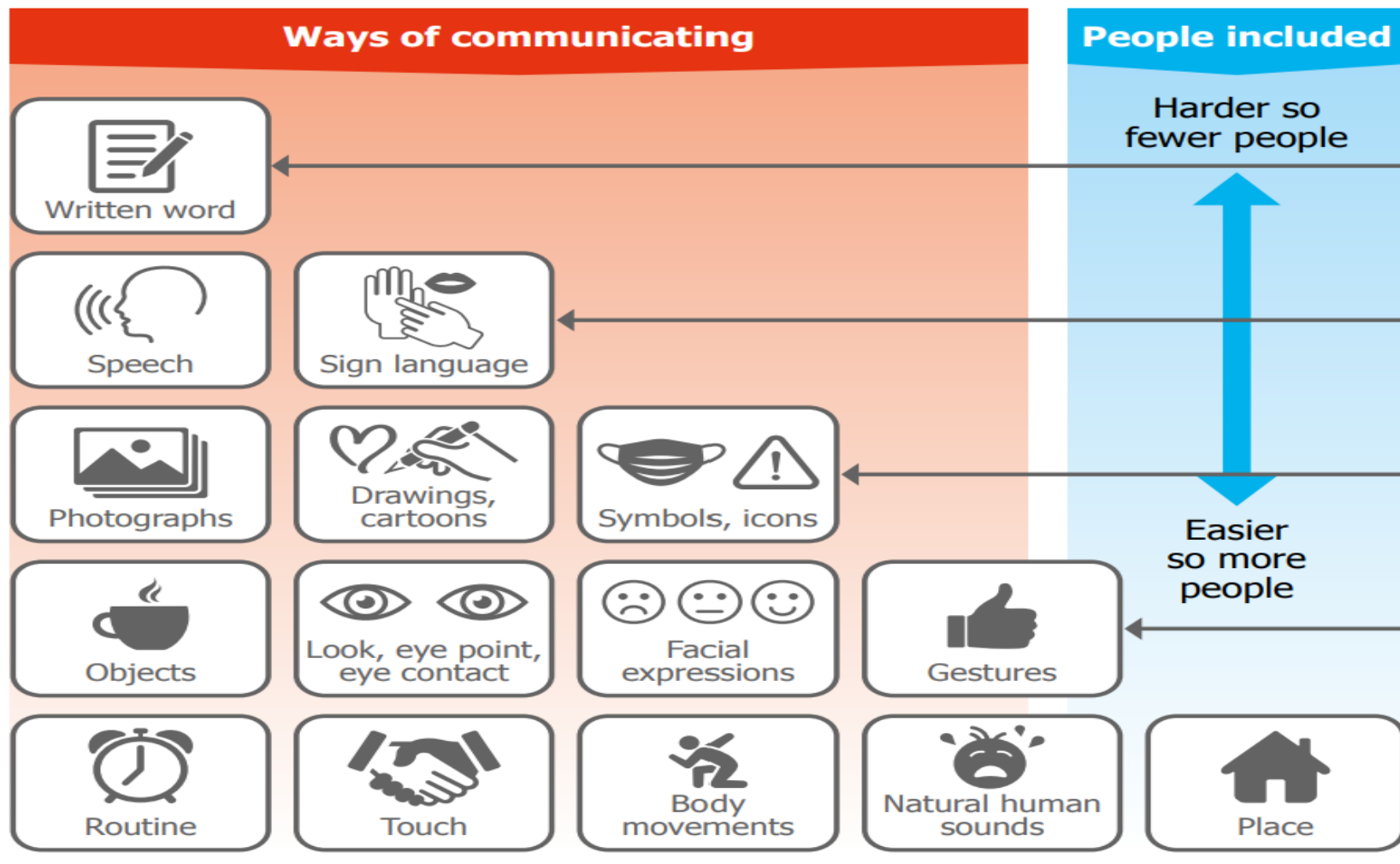
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## Why is it important now?

1. Statutory duty, Charter, Objectives
2. Adult Disability Payment – increased need
3. Client and staff rights, experience
4. Agency costs

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# Inclusive Communication





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# What good looks like

Making it possible for everyone

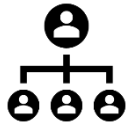
1. to use whatever ways of understanding and expressing themselves they prefer
2. to use whatever channel they find easiest at every stage of the process - on paper, in person, on line, on the phone

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# Inclusive Communication Assets



1. Leadership and ownership



2. Policies, systems, processes, places



3. Effective involvement of people who communicate in different ways



4. Knowledgeable and skilled workforce



5. Inclusive communication resources readily available

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# What did our review tell us

- We are the first to do this – we are pioneers and there are no comparators
- We have started but there is more we can do to further fulfil our legal duties
- Used wider evidence based to develop the Action Plan

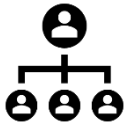
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# Inclusive Communication Action Plan 2022 - 25



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# Endorsements

The Health and Social Care Alliance

Inclusion Scotland

Age Scotland

Dyslexia Scotland

Scottish Commission for People with Learning Disabilities

Royal National Institute for the Blind

Council of Ethnic Minority Voluntary Organisations Scotland

British Limbless Ex-Service Men's Association

Deafblind Scotland

Camphill Scotland

Advocating Together

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# Focus on key challenges

- Limited capacity while we focus on delivering the minimum viable product
- Resourcing for inclusive communications still to be fully scoped
- Lack of a comprehensive and recognised standard for inclusive communications.

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# Our asks of the Executive Advisory Body

1. Awareness of the Inclusive Communication

Action Plan

2. Feedback, questions and advice

3. Champion inclusive communication

4. Actively participate in leaders and champions programme