



Service Experience Audit 2018/19

The Service Experience audit took place in December 2018. This year's audit had a focus on disability and sought to seek the experiences of people with different disabilities accessing our sites and gathering information about sites via websites, email and over the phone.

Four volunteers were recruited and participated in the audit. Three Volunteers had disabilities; one person was a wheelchair user, one person had a visual impairment and one person had decreased mobility and speech impairment following a stroke.

Feedback from volunteers included: "I found it a challenge to be honest, I did enjoy coming into Big Life HQ and working with the other volunteers together. I struggled when I was doing the audit on my own. But overall it was good to be involved, and good that Big Life care what experience we have."

"I thought it was really good experience, I enjoyed getting to know The Big Life group, I didn't know it was so big, and did so much. I think it's a great company."

In order to ensure the audit considered the things that people with disabilities felt important when visiting, phoning, emailing a service or looking at a website, the group sought advice from disability organisations and volunteers with disabilities. The Big Life group disability working group and managers also asked staff with disabilities for their input.

Manchester People First (which works with companies to improve the information available to disabled people to improve access and people's lives), provided input into the audit questions.

23 services were audited by either phone, email, website or visit. Unfortunately due to a volunteer being unable to continue with the audit after the training, a number of services did not get audited. However, the findings of the Service Experience Audit are applicable across all sites and so recommendations should be considered by services who weren't audited and implemented where appropriate.

During visits to sites, volunteers looked for the facilities they may need (such as accessible lifts and toilets), and if they were clearly signposted, and gave feedback on how easy the building was to access. Volunteers looked at our websites to see if they contained the information about a building that they

would need before they visited – such as whether there is disabled parking, what kind of door entry there is, and what facilities there are once in a building. Volunteers who called and emailed the services also asked about the facilities on site.

This report provides an overview of the Service Experience Audit findings and makes recommendations that are applicable across the group. Each service should read its own feedback and put a plan in place to address this. A SEA report for each service is saved in: I/Group Information /Research/Service Experience Audit

Summary Findings

Website audits

31 Website audits were carried out for services in the group. Only 23% of visitors rated their experience using websites as positive.

Information available on our websites

- Volunteers could not find information on any of the group's websites about:
 - physical access to the building , how to enter the building and the door type
 - if there was a main road to cross and nearby road crossings
 - disabled parking
 - centres having a private space for medical purposes
 - If there was a ramp, handrails, accessible lift, disabled toilets, or hearing loop in our buildings.
 - If there was a seating area, water fountain or refreshments available on site

- Volunteers found information about parking on one site.
- Volunteers found a map showing the location of a service/centre on 50% of the sites audited (15)
- Information about public transport to service locations was available on 2 sites only.
- Volunteers were able to easily find general information such as contact number (87% of sites), address 97% of sites, email address (45% of sites)

Feedback on the group's websites included:

- Font was small and difficult to read for people with a visual impairment. The option to increase the text size on websites was only available on one site.
- Colours of font (orange, yellow and white) can be difficult to read for people with different visual impairments
- Websites should include more information about options and accessibility for disabled access covering all points above (parking, door access, ramps, handrails, disabled toilets, hearing loop , how to get to the building – more than a google map). Suggestion to include an accessibility tab on all sites containing all information relevant to anyone with a disability.

Overview

Information which is needed for people with a range of disabilities about the accessibility and facilities available in our centres and buildings is not available on our websites. The sites can be difficult for people with visual impairments to use due to the font size and inability to increase this, the colours used on the site (orange and white) are difficult for people with visual impairments to view.

Recommendations

- BLG Disability working group and SEA team to provide template document which includes all the information about our physical buildings which should be included on all websites.
- Communications to add an accessibility tab to every Big Life website.
- Explore option to give people an option to increase font size on websites
- Review font colours and change if possible to a colour which is not difficult to read.

Email Experiences

8 different services were sent emails explaining that the person had a disability and asked about the accessibility of the building

36% of people did not get a reply to their email in the timeframe between submitting the email and giving their SEA feedback.

Of those who received a reply:

- 57% believed the email gave them the information they required and helped them understand what they needed to do
- 37% of emails responses asked people to let the service know if they had any specific needs which the service could support the person with.
- 50% of people felt the email service was first class.

The email response gave information about the following:

Ramp – 37.5%

Hand rails 14.3%

Public transport - 14.3%

Accessible lift – 28.6%

How to enter the building/door entry type – 43%

Seating available -14%

General parking – 43%

Disabled parking – 43%

Main roads to cross – 14%

Disabled toilets - 43%

Hearing loop – 0%

Refreshments available – 0%

Water fountain – 0%

Private space for medical purposes – 0%

Overview

The group does not offer information about site accessibility and facilities proactively and provides limited information when questioned directly. This does not reflect whether these facilities are available, just the responses received.

Recommendations

- Template to be produced for each site which details the accessibility and facilities information which should be communicated about the site as standard, and can be sent out as an attachment to people visiting our sites.
- Document to be populated for each site
- All staff to be made aware of site accessibility information during team meetings
- Feature in Big News and bulletin about findings of the SEA and actions going forwards to improve the experience visitors with a disability have when visiting our sites, looking at websites sending emails or calling us.

Visits

6 mystery visits to sites took place with 100% of visitors rating their experience as first class.

100% of visitors felt:

- they were welcomed on arrival
- that they spoke to someone within a reasonable amount of time
- that staff were knowledgeable about the building
- they were made to feel comfortable and safe in the building.
- visitors were treated as people and not problems

In the building the following facilities were easily visible, or information about a facility was visible:

- Ramp – 100%
- Hand rails – 67%
- Accessible lift – 67%
- General parking information – 100%
- Disabled parking – 75%

- Hearing loop - 0%
- Disabled toilets – 67%
- Refreshments available – 75%
- Water fountain available – 75%
- 67% of people felt services were easy to find, however on occasion the Intercom system was difficult to hear due to traffic.

Overview

Visitors felt they had a positive experience and staff delivered a first class service, however facilities available to people are not always signposted/easily visible. Access to buildings was difficult for a few visitors due to background noise when access was reliant on an intercom.

Recommendations

- Ensure facilities are clearly signposted on all sites.
- Keep stock of information about facilities (creation of this identified as earlier action) on reception for visitors.
- Where site access is reliant on an intercom, ensure intercom has phone number on sign for alternate means of contact.
- Remind staff who answer intercoms to speak clearly and loudly

Phone calls

23 phone calls were made to different services in the group. All phone calls explained someone was coming to the centre who had a disability and asked about the building's accessibility.

- 70% thought phone calls were answered in a reasonable time
- 74% of people were happy with the information provided to them.
- 80% of people felt the phone call was first class.
- 3 calls were not answered, one went to an answer phone message, two did not.
- One person who left an answerphone message did not receive a call back before the SEA feedback was submitted.

The person answering the phone gave information about the following:

	Informed of facilities proactively	Answered when asked a question (not all callers prompted and asked the question)
Ramp	53%	
Hand rails	11%	11%
Bus routes	16%	11%
How to enter the building/door entry type	32%	5%
General parking	37%	11%
Main roads to cross	21%	16%
Hearing loop	0%	
Water fountain	5%	7%
Hand rails	11%	11%
Accessible lift	32%	5%
Seating available	17%	28%
Disabled parking	53%	
Disabled toilets	37%	17%
Refreshments available	6%	6%
Private space for medical purposes	0%	6%

Overview

Overall people had positive experiences when calling sites and believed staff were happy to answer questions and give information. However, the percentage of sites which gave out information about the different facilities available is low. There is work to be done to ensure staff volunteer accessibility information and have this in mind when talking calls about accessing buildings.

Recommendations:

- Answerphones to be added to services without them
- Staff to be briefed at team meetings about information to give out about site accessibility.

Conclusion

Overall the group continues to give people a first class service, with staff happy to provide information and treating people with respect. However, whilst some information is provided through all communication channels (websites, in response to queries and on signage), information isn't available consistently and rarely covers all facilities and people's needs.

Services should review the SEA report, and implement, wherever feasible, the recommendations included in this report.

Having a report focusing on one area has led to a focused action plan which will improve accessibility and ease of access for people with disabilities accessing our services.

It is disappointing that not all sites were audited, next year we will aim to recruit more volunteers in order to audit every site through multiple methods.

Action Plan

Action	lead	Date
Create template for all sites to use to ensure information about facilities and buildings accessibility on all websites	Disability Working Group and SEA working group	April 2020
Identify relevant place on each website for accessibility information to be included	Comms and service leads	April 2020
Design Information leaflet/sheet for every site to give to visitors	Comms	May 2020
Read and identify actions from individual service audits	All services/ Leadership Team	End Feb 2019
Review signage in centres for facilities	All services	End March 2019
Team meeting to include briefing on information teams should be communicating over the phone/to visitors	All services	Ongoing
Training around accessibility and facilities available in our sites to be created for Learn Well platform	HR	April 2019

Accessibility to be added as a standard agenda item for all team meetings.	All services	Ongoing
All sites with buzzer entry system to ensure phone number to contact in event of buzzer failure/ noise	All services	End April 2019
Website text colours to be reviewed and recommendation for text colour changes to be made and implemented.	Comms with support from DWG	End March 2019
Explore options to enable users to increase text size on websites and make recommendations	Comms	March 2019
Big News/Big Bulletin article on findings from SEA and actions generated	Comms	March 2019
Access training from Greater Manchester Coalition for Disabled People and review Disability Working Group action plan	HR and Disability Working Group	March 2019
Arrange visit from Access Able website (Disability Go) to all public facing buildings and get listed on site. Link to then be included on all group websites.	HR	April 2019
SEA 2019 to recruit greater number of volunteers in order to audit all sites in variety of ways,	SEA working group and LT	September 2019