

# Co-operative Assistance Network Limited

## Access Policy

### 1. Introduction

- CAN service aims are set out in our **Mission Statement** and amplified in our **Social Objectives**.
- The access policy focuses on how our services are delivered or accessed in accordance with Co-operative values of openness, fairness and concern for others, in compliance with UK legislation and in accord with best practice in our trade as developed by ourselves and our peers within Co-operative Development Bodies.
- CAN and its workers seek to apply the following:

### 2. Principles

- We seek to serve all of the community, devising a range of services and delivery or access strategies appropriate to the stated or implied needs of those who use our services.
- We encourage and enable access to our services by all appropriate users through a promotional strategy which is designed to be inclusive in language, tone and stated objectives.
- We will provide an ever-increasing range of information and tools via open-source systems for use by customers, clients and peers.
- We plan by a system of annual target setting to achieve these objectives.
- We will measure performance against plans and report our performance on our web site.
- We provide feed back mechanisms and complaints procedures and clear channels of communication between those who use our services and our Quality Committee.
- We respond to reported under-performance and to feedback indicating need for improvement.
- We will make our policies available for scrutiny and comment via our web site.
- We will record and deal effectively with comments and complaints from users, regularly reviews its performance and make improvements where a need is indicated.
- The Board of Directors takes this policy seriously and appoints an Officer with responsibility for Equal Opportunity and Access who is tasked with monitoring performance and reporting to them on a regular basis.
- All CAN staff providing services are individually identifiable and are fully trained for their jobs, or are supervised trainees. Where there is an indication that it is advisable, a worker assigned to a particular user or group of users of our services will be DBS checked.

- Information on practical arrangements for access to services is available through the web site, through an introductory information sheet provided to users or potential users of our services on first contact and through the initial conversation with CAN staff.
- Service processes will be kept as simple as possible and clearly explained and readily intelligible to the user. In particular they will be given the appropriate contact mechanism for communicating with their service delivery lead worker and with the Quality Committee.
- Remote access to services is provided as a standard option wherever possible.
- CAN staff make it clear that we seek to provide our services by a delivery methodology appropriate to those who use our services and that we are always prepared to be flexible, to negotiate and to innovate.
- Access requirements are always ascertained when venues for training or consultancy sessions are required and only venues that meet the access requirements can be considered. Where access requirements cannot be fully ascertained in advance it is assumed that venues must be fully accessible.
- Any training material or information sheet will be made available in large print or by recording if requested.
- We strive to make all physical meetings and events that we organise as far as possible accessible to people of all ranges of mobility.

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Responsible Department: Equal Opportunities

Implementation Date: 17 December 2015

Review period: 5 years

Next review due: 17 December 2025

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Agreed at Directors Meeting of 16 September 2015

Passed at Members Meeting of 17 December 2015