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To adopt every customer counts recommendations - working towards taking positive steps to make services accessible to people with mental ill health

5.1 We will seek to promote equality of opportunity in terms of how we provide goods and services to disabled customers, including those with mental ill health by;

- Adopting the Equality Commission's template ECC Customer Services Policy

- Providing training to all front-facing staff on disability etiquette and relevant legislation dealing with disability and the provision of goods and services. This training will give focus to customers with mental ill health.
- Monitoring and evaluating the customer experience of disabled people, including those with mental ill health.