

Your service/Your say: How you stay in control

When you receive a service from us it will be individually designed around you and you will have your own support team which you will choose.



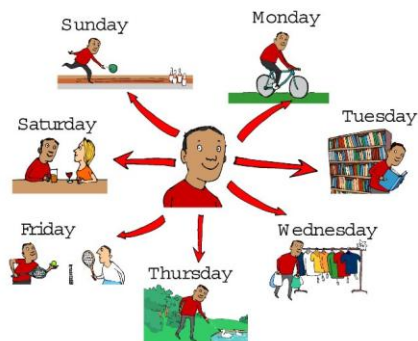
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We will work out with you, your family and friends and those who know you well, what is the best way to communicate with you. This might be talking, or using pictures or photos or giving you something to read. We will then work this way with you.

We will also work out with you how you make decisions or who makes decisions on your behalf. We will then make decisions about your service in this way.



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To start your service we will work with you to plan how you want your service to *work for you*. We call this a Planning Day and you will have one or more. Normally, records of these days are on big bits of paper on the wall .

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We will write this up into a document called a 'Service Design'. This will clearly show how we have agreed with you to provide your service.



Your service design will explain how changes will happen in your service, including who you should speak to if you want something to change in your service.



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If you are unhappy about something within your support you can tell us by using our Complaint Procedure. You will have a copy of this.



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You will be offered a Planning Day every year to work out what you would like to do in the next year. Your Service Design will show how this will happen and your team will follow this plan.