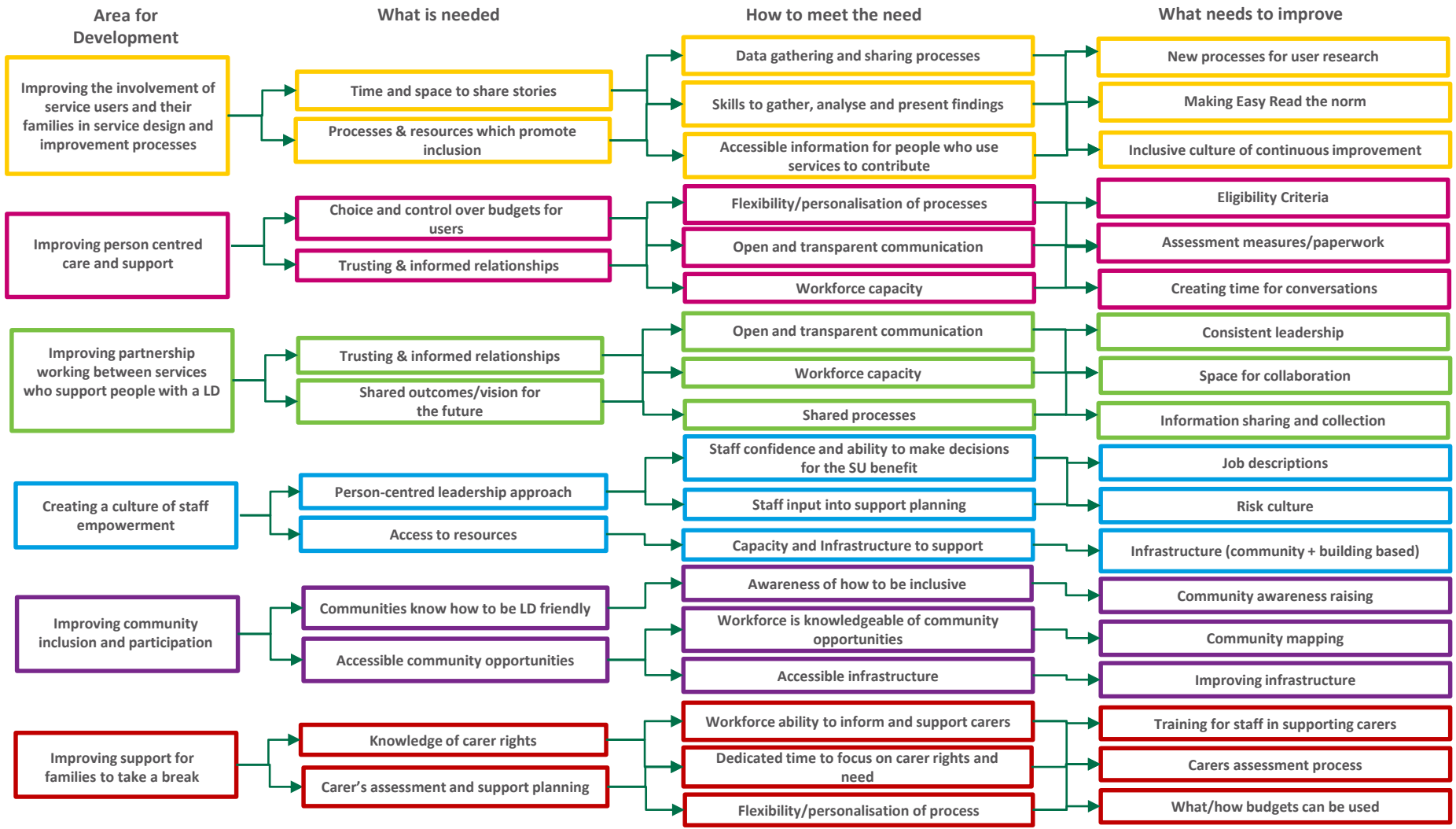
Area for Development
What is needed
How to meet the need
What needs to improve
Improving the involvement of service users and their families in service design and improvement processes
Time and space to share stories
Processes & resources which promote inclusion
Data gathering and sharing processes
Skills to gather, analyse and present findings
Accessible information for people who use services to contribute
New processes for user research
Making Easy Read the norm
Inclusive culture of continuous improvement
Improving person centred care and support
Choice and control over budgets for users
Trusting & informed relationships
Flexibility/personalisation of processes
Open and transparent communication
Workforce capacity
Eligibility Criteria
Assessment measures/paperwork
Creating time for conversations
Improving partnership working between services who support people with a LD
Trusting & informed relationships
Shared outcomes/vision for the future
Open and transparent communication
Workforce capacity
Shared processes
Consistent leadership
Space for collaboration
Information sharing and collection
Creating a culture of staff empowerment
Person-centred leadership approach
Access to resources
Staff confidence and ability to make decisions for the SU benefit
Staff input into support planning
Capacity and Infrastructure to support
Job descriptions
Risk culture
Infrastructure (community + building based)
Improving community inclusion and participation
Communities know how to be LD friendly
Accessible community opportunities
Awareness of how to be inclusive
Workforce is knowledgeable of community opportunities
Accessible infrastructure
Community awareness raising
Community mapping
Improving infrastructure
Improving support for families to take a break
Knowledge of carer rights
Carer's assessment and support planning
Workforce ability to inform and support carers
Dedicated time to focus on carer rights and need
Flexibility/personalisation of process
Training for staff in supporting carers
Carers assessment process
What/how budgets can be used