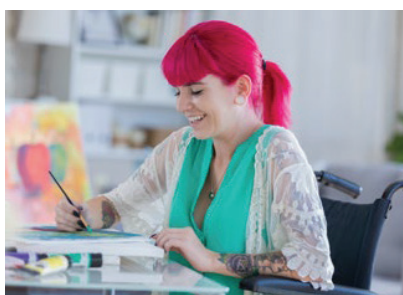




Our plan to include more people in making our services better 2020 to 2024



With **all of us** in mind.

About our plan



This plan is about how we will listen to and include people in making services better.

People can be:

- service users
- carers
- staff
- people in our communities



It is also important we listen to and include people with **lived experience**.

Lived experience means knowing for yourself what something is like.

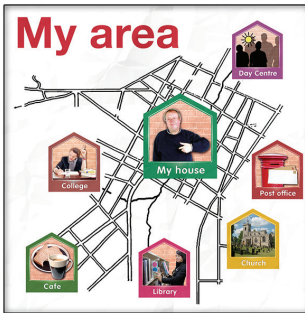
Things like being from an ethnic group or having a disability.



We think that all of us working together can help make our services better for everyone.



Why we need a plan



We work in lots of different places with different groups of people including:



- people from our communities



- people with learning disabilities



- people with mental ill health



- staff and other organisations who are interest in the work we do



We need to do more to make sure our services can be used by everyone.

Equality and diversity



Equality means making sure everyone can join in and feel included.



Diversity means we are all different. Things like different religions, skin colour or disabilities.



People can be hurt or treated unfairly because they are different.



For example, people in our communities experience racism.

Racism is being treated badly because of things like:



- the colour of your skin
- speaking a different language

The **equality and diversity** part of the plan is about making sure:



- the way we run services does not treat anyone unfairly



- our services are accessible for everyone

What we will do



Ask staff and people who use our services to tell us more about themselves. This helps us to make services better.



Give more jobs to people with lived experience. This will help us to understand our service users better.



Work with other organisations, like faith or religious groups. They will know the different groups of people in our communities.



Include and make it fairer for different groups of people to use our services.

Involvement

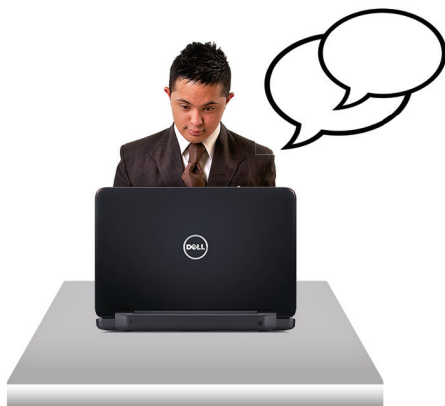


The involvement part of the plan is about including as many people as we can. This will mean our services work better for everyone.

What we will do



Listen to what everyone has to say right from the start.



Use what people have already told us so we don't have to ask people the same things again.



Look at who has helped us with making services better. This way we can see we have involved different groups of people.



If we see that we have not involved some groups of people, we will work harder to change this.



Go to the places where people already spend time so they can help us.



Make sure everyone has a say when we plan changes to services.



Listen when people tell us what they think about our services.



Use the information people tell us to change our services. We will let people know what difference it is making.

Membership



Local people or staff can be members of our Trust.

Members help us to decide the best way to give people services.



Some of our members are in a smaller group called a **members council**.

A **members council** helps to make decisions about how the Trust will run.



Some of the members council are in another group called **governors**.

Governors take information from the **members council** to the bosses of the Trust.

What we will do



Our members, members council and governors will be from different groups of people in our communities.



Our governors will be involved in and work with local community groups.



The members council will tell people in their communities about our services.



The members council will listen to what people in their communities say about our services. They will tell us what people think.

Communication



The communication part of the plan is about the best way to:

- share information with people



- listen to what people tell us

What we will do

Find out how different people need us to communicate with them.



Make sure we tell people things in a clear and accessible way. This could be using simple language, pictures, different languages or large print.



Share information in different ways.
Things like our website, emails, face to
face or written down.



Clearly tell people:



- who we are



- what we do



- how we can give people care
and support



Be open and honest when we tell people about our plans.



Work with other organisations and share what we know with each other.