


Stop designing services around organisations and start designing them around people's journeys. 

9 IDEAS TO HELP PEOPLE FEEL MORE INCLUDED

1 FIND ME

Can I find your service?



- Is your website easy to use?
- Is the information easy to read?
- Can I find your phone number?
- Do I know where to go?

2 CONTACT ME

How can I contact you?



- Can I phone?
- Can I text?
- Can I email?
- Can I tell you what help I need?

3 HELP ME GET THERE

Can I get to my appointment?



- Can I use a bus?
- Can someone come with me?
- Can I have an online appointment?
- Can I get into the building easily?

4 WELCOME ME


Do I feel welcome?



- Can I find my way?
- Is it quiet if I need it to be?
- Is there a toilet I can use?
- Are staff friendly?

5 UNDERSTAND ME

Ask me what matters to me.



- What is important to you?
- What name would you like us to use?
- Who would you like to support you?
- What helps you?

6 COMMUNICATE WITH ME

Talk to me in a way I understand.

-  Easy Read
-  Large Print
-  Audio
-  British Sign Language
-  Braille
-  Interpreter

7 SUPPORT ME

Give me the help I need.



-  More time
-  Help getting around
-  A quieter space
-  Someone with me for support

8 FOLLOW UP WITH ME

What happens next?



- Do I know what to do?
- Who can I contact?
- Have I understood everything?

9 LEARN FROM ME

Ask me what I think.



- Did things go well?
- What could be better?
- Have you listened?
- Have you made changes?

 Good services ask.
  Good services listen.
  Good services learn.
  Good services improve.
  Everyone. Every time. Every journey. 