



The People's Charter

Following feedback from the 'People We Support Survey,' there was a clear request for Liaise to facilitate the creation of a charter that truly reflects the needs and desires of those we support.

The Influencers, a dedicated group of individuals we support, stepped up to bring this vision to life. They led the way in creating the People's Charter, ensuring it captures their aspirations and sets a clear path for the future. This charter is a vital document, guiding our commitment to empowering lives and supporting independence.

Building on their vision

The Influencers Charter was originally crafted in an easy-read format by the Influencers themselves and outlines their key desires and expectations for their lives and support. It is vital because it centres on lived experiences and preferences, ensuring their needs and wishes are at the forefront of our practices.

Why this charter matters

Creating a charter that directly involves the voices of those we support ensures that our services are truly person-centred. It formalises the commitment to not only hear but actively respond to the needs, preferences, and rights of the individuals we support. This charter is a testament to our dedication to empowering those with learning disabilities to live fulfilling, independent lives. It is also a guiding document that ensures all staff align with these values and practices.

1. Participation & Inclusion

- We will support each person to actively participate in decisions about their lives.
- We commit to providing opportunities for everyone to engage in social, educational, and work activities that are meaningful to them.

2. Independence & Learning

- We will empower individuals to pursue education and learning opportunities that promote independence and personal growth.
- We will support each person to develop the skills necessary to lead an independent and fulfilling life.

3. Social Engagement & Wellbeing

- We will facilitate access to social events, day trips, and holidays, ensuring these opportunities are inclusive and accessible.
- We will promote the overall health and wellbeing of everyone, providing access to necessary healthcare and mental health support.

4. Employment & Volunteering

- We will assist individuals in finding voluntary work or paid employment that aligns with their interests and abilities.
- We will support each person to explore and pursue career opportunities that empower them to contribute to

5. Rights & Advocacy

- We will ensure that everyone understands their rights and has access to advocacy services to support them in making their voices heard.
- We commit to listening to and respecting the opinions and advice of the people we support, recognising them as the true experts in their own lives.

6. Continuous Improvement

- We will regularly review and update this charter in collaboration with the Influencers to ensure it continues to reflect their needs and aspirations.
- We will be transparent about our progress and accountable to the people we support.