



It's about good customer service

The aim of the **Thumbs Up Scheme** is to improve services to people with a learning disability. The scheme is based on ten tips for good customer support.

How the scheme works

This is a free scheme open to all businesses and services in Brighton & Hove. We would like services to pledge to offer good support to people with a learning disability. In return we will send you a free training DVD and brochure on good customer service.

To take the pledge all you have to do is agree to put into action the top ten tips. These are based on what people with learning disabilities have said. The tips are straight forward, and can be put into practice with little or no cost.











The advantages to you

This scheme will add value to your business / organisation by

- Assisting you to comply with the Disability Discrimination Act
- Providing free training materials you can use in staff induction, training on equalities, and training on customer service
- It will enhance the public reputation of your business

The Pledge

The Thumbs Up scheme asks services to:

1. Listen to what the person is saying	
2. Give the person extra time.	
3. Use plain English that avoids jargon	
4. Use pictures as well as writing. For example a picture of a venue as well as a map	
5. If the person has a carer, talk to the person rather than the carer	
6. If the person asks for help, show them as well as tell them.	
7. Not ignore bullying. Do the best you can to help if you think someone is being bullied.	
8. Offer good customer service. If you notice someone may need extra help, offer it	
9. Offer help with access if you think someone needs it (e.g. steps and doors).	
10. Do your best to make your service accessible to people.	

So please take the [pledge](#) today and receive some great free goodies.

If you have any questions about the scheme please contact coursesforcare@brighton-hove.gov.uk