












Pledge to support people with learning disabilities

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| We will..... | |
| 1. Listen to what the person is saying |  |
| 2. Give the person extra time. |  |
| 3. Use plain English that avoids jargon |  Easy to read |
| 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. We will do the best we can to help if we think someone is being bullied. |  |
| 8. Offer good customer service. If we notice someone may need extra help, we will offer it |  |
| 9. Offer help with access if we think someone needs it (e.g. steps and doors). |  |
| 10. Do our best to make our service accessible to people. |  |

This is a draft of a pledge the Workforce Development Sub Group will be launching in 2009.

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