


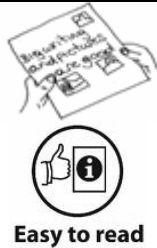














# 'Thumbs Up' Pledge to support people with learning disabilities

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

<b>By completing this form you pledge your support to the Thumbs Up Scheme</b>		
Name of organisation		
Approximate number of employees in Brighton & Hove		
Contact name		
Job Title		
Contact address for correspondence		
Contact email		
Contact phone		
<b>Data Protection</b>		
<p>Thank you for joining this scheme. This scheme will be most effective when your customers can see that your service has taken the Thumbs Up Pledge. We would like to make available publicly (via website) the names of businesses that have taken the pledge. We will not pass your details to any third party.</p>		
Do you agree to this?	Yes /No	
Would you be interested in receiving further information on supporting people with disabilities?	Yes /No	
<b>Please return this form to:</b>		
Workforce Development, Admin Team 4 <sup>th</sup> Floor Kings House, Grand Avenue Hove, BN3 2LS		
<a href="mailto:coursesforcare@brighton-hove.gov.uk">coursesforcare@brighton-hove.gov.uk</a>		