



## Client Involvement opportunities across Southdown's divisions

### Community Support Services (CSS)

Our CSS Division encompasses housing, mental health and employment support services and has a variety of involvement initiatives for clients.

**For more information, please see Southdown's Menu of Involvement.**

### Learning Disability Services

Our Learning Disability Services involve clients throughout their support and care. On a daily basis, clients are encouraged and asked for their feedback on how their support can be improved, developed and adapted to their needs.

In the recruitment of new staff, clients are involved in a number of ways including interviewing applicants and meeting candidates. Clients are also part of the induction and training of new staff.

Clients have regular 'My Plan' meetings with staff, where they can review their support with staff and families, and plan for the future. Client feedback is also used to evaluate staff performance.

Regular client meetings provide an opportunity for clients to raise issues and give their opinions on topics, relevant to their support.

**For more information, please see Southdown's Menu of Involvement.**

### Housing (Tenant Quality Team)

Our Tenant Quality Team (TQT) is led by our Tenant Sustainment Coordinator, Adam Welton (pictured opposite).

The expertise of our tenants are used to deliver high standards of service within our Housing Management and Property Services Division. The TQT play an important part in the reviewing of services and ways of working to increase tenant feedback and satisfaction.



**If you are a tenant of Southdown and wish to find out more, please contact Adam on 07977 926 651 or email [adam.welton@southdown.org](mailto:adam.welton@southdown.org).**