



Supporting people with a learning disability

Quality and Customer Engagement

Presented by Ian Harper
Service Quality Director for Thera West

About Me



Service Quality Director



advocacy

Promoting advocacy



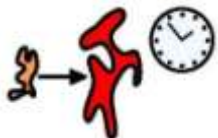
quality

Checking quality



support

Supporting people to live full lives

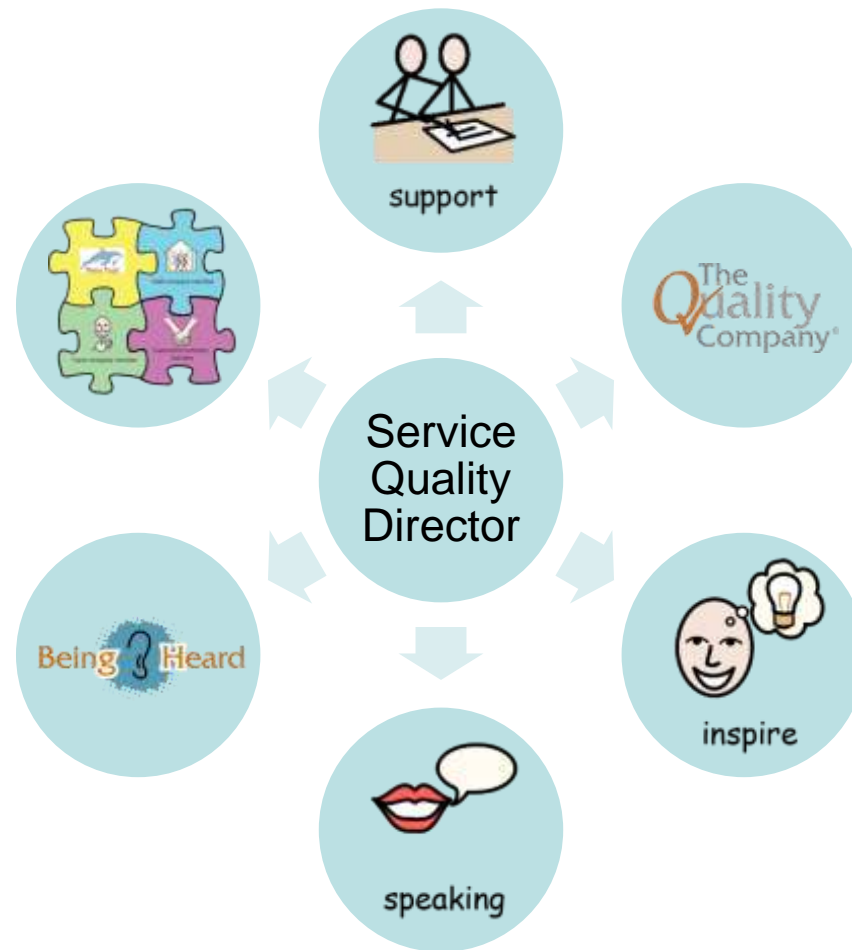


transition

Talking to young adults
about transitions



A bit about my role





At Thera West's Big Event



What is quality?



safe

Being safe and supported well



community

Being involved in the community



opportunities

Opportunities for employment



skills

Learning new skills

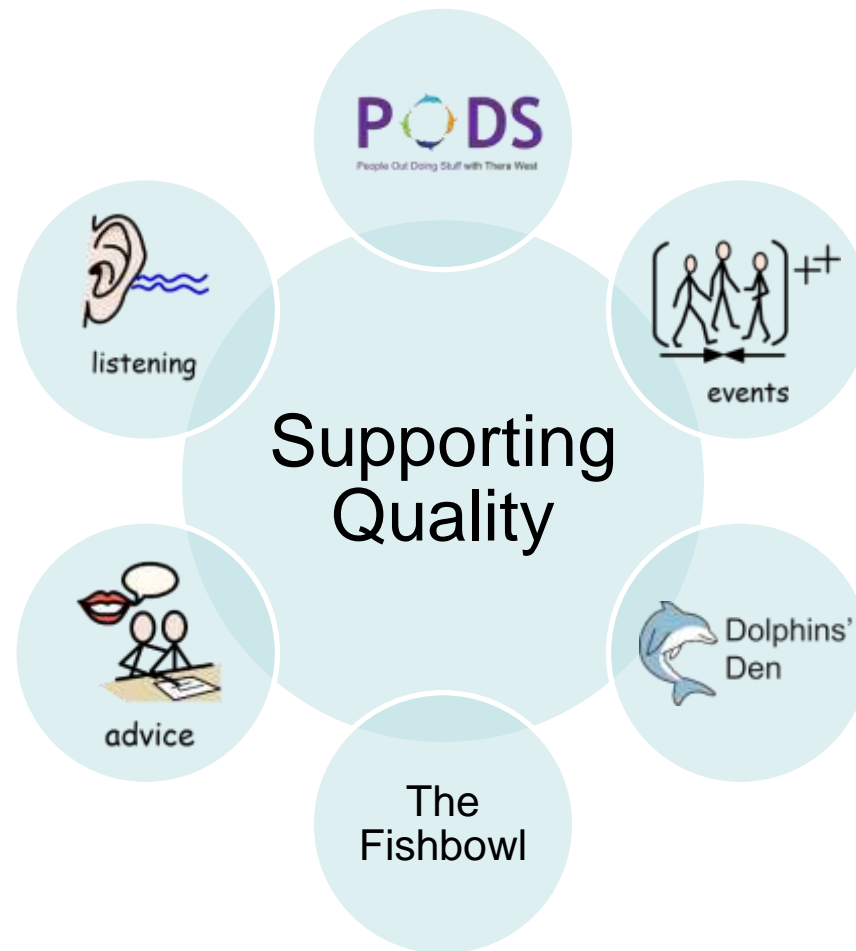


life

Living life to the full



Supporting quality



Andrew (Service Quality Director for Thera North), Ian and Keith (FPLD)



Issy (Dolphins' Den participant), Ian and Andrew



Dolphins' Den celebration
event in Cheltenham



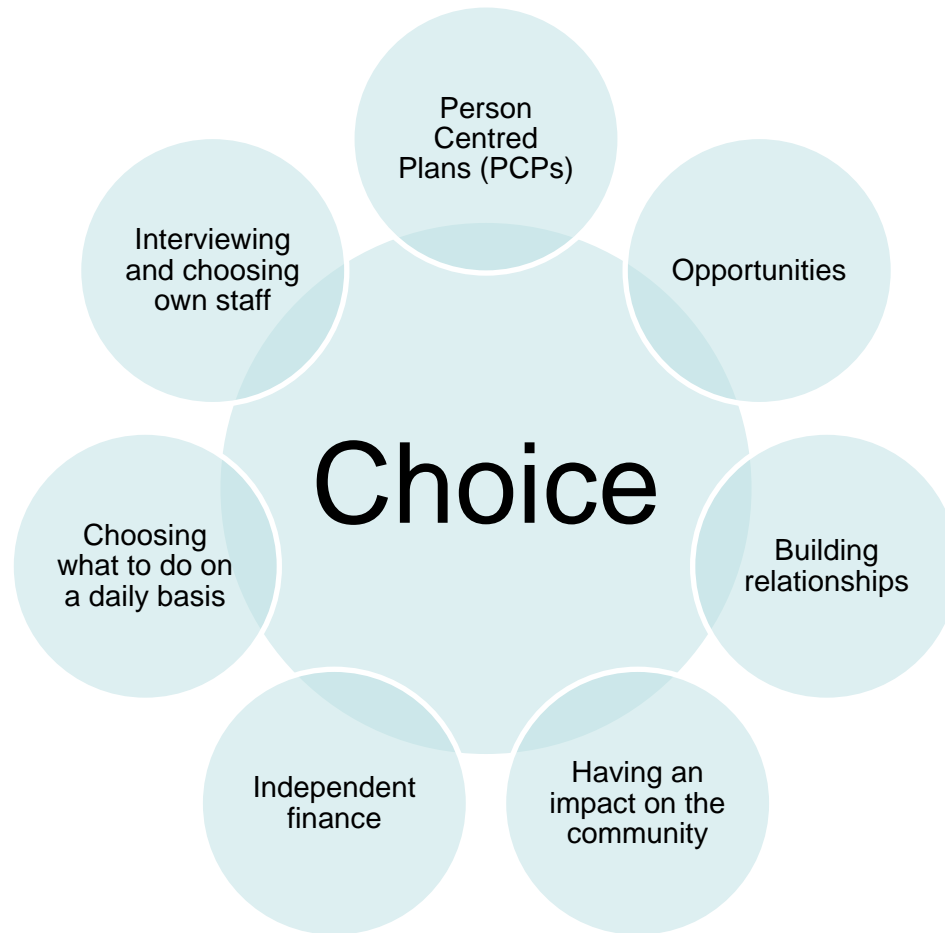
Customer engagement



At the Gloucestershire Employment Showcase



Customer engagement



More information

Find out more about Thera West by visiting:

www.thera.co.uk/thera-west

Contact me:

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