



What **you have said**



We want to know what is going on.



When we give our views, we want them to be listened to. We want to see evidence that they have been included within the decision making process.



If you do not act on our contributions, we want to understand why.



We want you to make it easy for us to promote engagement within our communities and the groups that we're involved with.



We don't want to be asked the same thing over and over. Please coordinate engagement activities and share anonymised results.



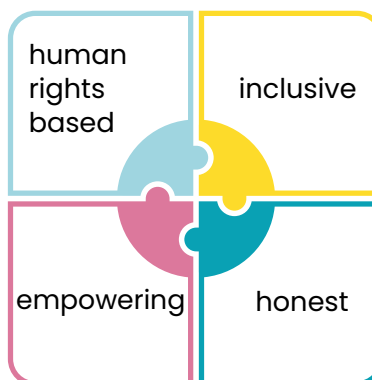
We want to be able to participate in a variety of ways that we are comfortable with and suit our different lifestyles, communication needs/styles and time constraints

What **we will do**

Our **aims**

- To enable the community /your voice(s) to shape the services they/you access
- To inform the community/you about their/your human and given rights
- To embed, recognise and celebrate you as an essential part of health and social care planning in East Lothian
- To ensure that you understand our communication and are able to interact with us
- To make you feel welcome, supported and invited to participate in, and lead engagement opportunities
- To meet your communication needs so that you are enabled to participate in health and social care
- To communicate effectively in plain, concise, accurate language
- To present information that is easily recognisable, well presented and formatted for readability and accessibility

Our **values**



Our **approach**

- ▶ bespoke
- ▶ responsive
- ▶ co-produced
- ▶ accessible
- ▶ coordinated
- ▶ effective



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