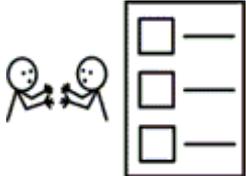
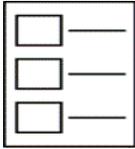
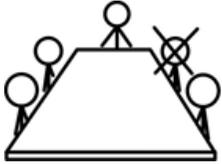
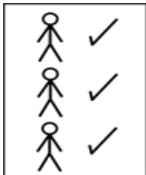
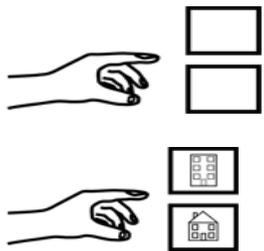
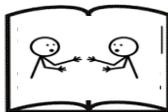
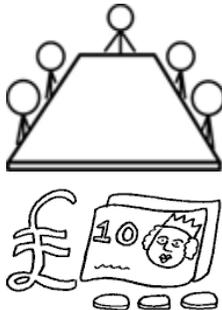


The Easy Words Dictionary

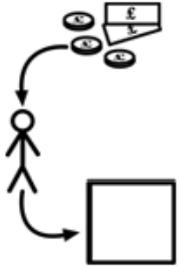
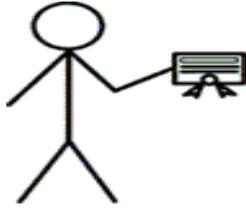
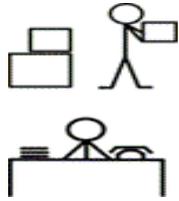
Difficult word	What does it mean?	Where did we get the picture	What picture do we use?
Accessible	Easy to get into or use. This is usually used to say it is easy to get into a building or easy to park.	Change	
Accessible Information and communication	Making sure papers, reports, talks and the meetings are easy to understand. For example using easy words and pictures and making tapes of the notes.	Word Bank	
Action	What we have agreed to do.		<p>Use the photograph of the person who is doing the thing.</p> <p>Or use a picture of what the person is going to do</p>
Advocacy	Support to speak up for yourself if you find speaking up for yourself difficult.	Word Bank	

Agency	An organisation or group that gives a service .		Put the name of the agency and use their logo if available.
Agenda	What we will talk about at the meeting. Plan of the meeting.	Word Bank	
Aim	What you want to happen. A goal		We do not use a picture for this.
Any other business	Anything else people want to talk about.	Word Bank	
Apologies	People who could not come to the meeting.	Word Bank	
Assessment	Find out – what people need or want from services. E.g. for health needs.		We do not use a picture for this
Attached	Something is with something else. For example There is a report attached to these notes.	Clip Art	

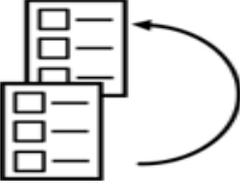
<p>Attended</p>	<p>Came to the meeting.</p> <p>Present</p>	<p>Word Bank</p>	
<p>Away Day</p>	<p>See Time Out</p>		<p>We do not use a picture for this</p>
<p>Cabinet</p>	<p>The cabinet are a group of people who tell the council what to do. The cabinet will say what the most important things are for the council to do. They also make important decisions.</p>		<p>We do not use a picture for this.</p>
<p>Capital</p>	<p>Money to build new buildings or make big changes to buildings.</p>		<p>We do not use a picture for this.</p>
<p>Chair</p>	<p>The person who makes sure the meeting goes well.</p>		
<p>Choice</p>	<p>Being able to say what you do want and what you do not want. Choice also means people and services making sure there are different things to choose from.</p> <p>For example: Choosing where you want to live and who you want to live with, choosing what you do in your spare time, choosing the people you want to support you Choosing what you want to drink or what you want to wear.</p>	<p>Word Bank</p>	

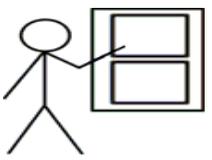
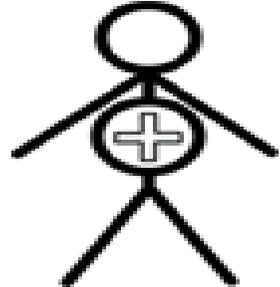
<p>Circulate</p>	<p>Send something to a group of people.</p> <p>For example - We will circulate the notes.</p>		<p>We do not use a picture for this.</p>
<p>Co-chairs</p>	<p>Two people who share the work of chairing the meeting</p>		
<p>Communication passport</p>	<p>A communication passport tells everyone</p> <ul style="list-style-type: none"> • The best way to help a person understand • The best ways that a person can tell other people about things 		
<p>Commissioning Board</p>	<p>This is a group of people who look after the pooled budget and help make sure lead commissioning is done well. They will help make sure the money is used to buy the right services. In Leicestershire there are four Partnership Board members who are part of the Commissioning Board.</p>	<p>Word Bank and Change</p>	
<p>Consultation</p>	<p>Asking people what they think about something or what they would like to happen.</p>		<p>We do not use a picture for this</p>
<p>Council</p>	<p>Councils look after services for people in their area. There is a council in each area of the country</p> <p>The council makes plans about important things in your area like transport, housing and education.</p>		<p>We do not use a picture for this</p> <p>Use their logo if available</p>

<p>Date and time of the meeting</p>	<p>Date and time of the next meeting.</p>	<p>Word Bank</p>	<table border="1"> <thead> <tr> <th colspan="4">Month</th> <th colspan="3">Year</th> </tr> <tr> <th>M</th> <th>T</th> <th>W</th> <th>T</th> <th>F</th> <th>S</th> <th>S</th> </tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> </tbody> </table>	Month				Year			M	T	W	T	F	S	S																																										
Month				Year																																																							
M	T	W	T	F	S	S																																																					
<p>Deadlines</p>	<p>The time or date something has to be finished by.</p>		<p>We do not use a picture for this. Use the date you want it to be done by.</p>																																																								
<p>Defer</p>	<p>Decide to do something later or Put off until another time</p>		<p>We do not use a picture for this.</p>																																																								
<p>Definition</p>	<p>What something is or what it means.</p>		<p>We do not use a Picture for this.</p>																																																								

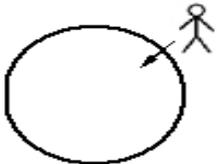
<p>Direct payments</p>	<p>A direct payment is money social services can give someone with a disability instead of offering a care service.</p> <p>That person uses the money to buy the support they need.</p> <p>The person with a disability chooses what support or services they use and who they will get them from.</p>	<p>Word Bank</p>	
<p>Discrimination</p>	<p>When people are treated unfairly for any reason usually because of their race, disability, age or sex.</p>		<p>Use a picture of the type of discrimination you are talking about</p>
<p>Draft</p>	<p>A first try or the first time you write something like a plan.</p> <p>People can tell you what they think of the plan and add things</p>		<p>We do not use a picture for this</p>
<p>Education</p>	<p>Learning new skills and finding out new things.</p> <p>For example going to college or to classes to help you be more independent or help you get a job.</p> <p>Education can also be finding out more about something you are interested in.</p>	<p>Word Bank</p>	
<p>Employment</p>	<p>Work or having a job.</p> <p>This could be work you get paid for or voluntary work.</p> <p>Voluntary work means you do not get paid.</p>	<p>Word Bank</p>	

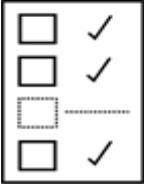
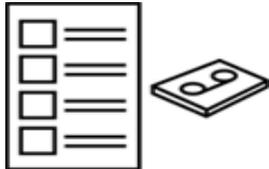
<p>Endorse</p>	<p>Say yes to.</p>	<p>Change</p>	
<p>Ethnicity</p>	<p>People who are black or Asian or come from other communities or groups like Chinese people or travellers. Sometimes it means people whose families were not born in this country.</p> <p>Communities are groups of people who like the same sort of things or come from the same place.</p> <p>A minority ethnic community is when there are less of an ethnic group than other people.</p>	<p>Miranda to check?</p>	
<p>Feedback</p>	<p>Telling people about what has happened somewhere else.</p> <p>For example someone who has been to another group telling the rest of the meeting what happened there.</p>	<p>Change</p>	
<p>Finance</p>	<p>Money – for example: the money that services have to spend – this is sometimes called a budget.</p>	<p>Change</p>	

<p>Focus group</p>	<p>A group that talks about and works on one thing that needs doing.</p>	<p>Change</p>	
<p>Forum</p>	<p>A group that meets to talk about something.</p>		<p>We do not use a picture for this.</p>
<p>Framework</p>	<p>An outline of a Plan</p>	<p>Word Bank</p>	
<p>Future agenda items</p>	<p>What we will talk about at meetings in the future.</p>	<p>Word Bank</p>	
<p>Goal</p>	<p>What you want to happen. An aim</p>		<p>We do not use a picture for this</p>

<p>Government</p>	<p>A group of people who make plans and laws about things that are important to everyone in the country. For example health services, social services, education, the police.</p> <p>The government also listens to what people say so that they can make the plans.</p> <p>For example the government wrote Valuing People.</p>	<p>Change</p>	
<p>Ground rules</p>	<p>Rules about what people should and should not do in the meeting.</p>	<p>Word Bank</p>	
<p>Health</p>	<p>How people feel in their body or in their mind.</p> <p>To be healthy you do things like</p> <ul style="list-style-type: none"> • Eat food that is good for you • Do exercise • Get the right information about your health • Go to the doctors or hospital if you need to 	<p>Word Bank</p>	

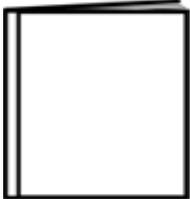
<p>Health action plan</p>	<p>A plan about your health. The plan says what you can do to stay healthy. For example what food is good for you or what exercise you do? The plan says what help you need to stay healthy like a dentist or medicine or information about your health.</p>	<p>Word Bank</p>	
<p>Health services</p>	<p>A service whose job is to give help, support and information to keep everyone in the country healthy. Health centres and hospitals are some of the places you can get help, support and information about your health. Doctors, nurses, dentists and therapists are some of the people who work for health services. A primary care trust is a group that gives health services.</p>	<p>Logo</p>	
<p>High support needs</p>	<p>People with learning disabilities who need extra support.</p>	<p>Change</p>	
<p>Housing</p>	<p>Where you live, who you live with and getting the support you need if you want.</p>	<p>Word Bank</p>	

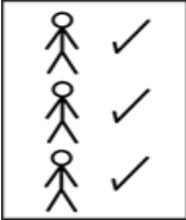
<p>Inclusion</p>	<p>Being able to do the same things and go to the same places as everyone else.</p> <p>For example going to the health centre to see your doctor or going to the leisure centre to go swimming.</p>	<p>Word Bank</p>	
<p>Independent</p>	<p>Being able to do as many things as you can for yourself or getting the support to do those things if you want.</p>	<p>Word Bank</p>	
<p>Initiative</p>	<p>A new bit of work or a new way of doing something.</p>		<p>We do not use a picture for this</p>
<p>Integration</p>	<p>Joining together. Two services joined to make one big service.</p>		<p>Use logos of two services that join together.</p>
<p>Issues</p>	<p>Important things that we still need to do something about.</p>		<p>We do not use a picture for this</p>
<p>Jargon</p>	<p>Words that a service or group of people use that other people will not understand.</p>	<p>Change</p>	
<p>Lead commissioning</p>	<p>This is about setting up ways to decide what services are needed and how to buy them. This includes planning for future services too. It includes most of the learning disability services in Leicestershire and Rutland, but not very special services like the Assessment and Treatment Unit.</p>	<p>Change</p>	

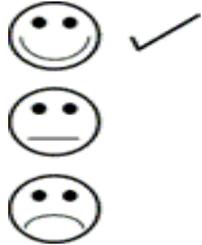
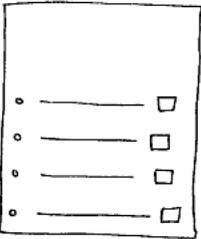
<p>Learning disability development fund</p>	<p>Money that Partnership Boards have to help make the changes in Valuing People happens.</p>	<p>Word Bank</p>	
<p>Leisure</p>	<p>Doing things you enjoy in your spare time when you are not at work or college.</p> <p>This could be things like sports or art.</p>	<p>Word Bank</p>	
<p>Locality group</p>	<p>A sub group of the Partnership Board.</p> <p>They will talk about things that are important in their local area.</p> <p>Use the picture that stands for the locality you are talking about.</p>	<p>Logos</p>	
<p>Matters arising</p>	<p>Extra things to say about the notes from the last meeting.</p>	<p>Word Bank</p>	
<p>Minutes</p>	<p>Notes from the meeting.</p>	<p>Word Bank</p>	

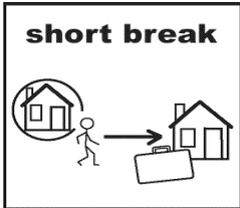
Modernisation	Bringing services up to date to make them better.		We do not use a picture for this
Monitor	To keep checking to make sure how something is going.		We do not use a picture for this
Multi-agency	Different organisations or groups working together to give a service.		We do not use a picture for this You can use the logo of the services involved.
National forum	<p>A group of people with learning disabilities from all over the country who speak up for people with learning disabilities.</p> <p>The group tells the government what people want.</p> <p>Each area of the country has a regional forum that speaks up for people with learning disabilities in that area. Some people from each regional forum go to the national forum.</p>	Word Bank	
Nominate	To say the name of someone you think should do something that needs doing.		We do not use a picture for this

<p>Nothing about us without us</p>	<p>This is a report written by people with learning disabilities.</p> <p>The report helped the government write the Valuing People plan.</p> <p>The report said what people with learning disabilities wanted to go into the plan.</p> <p>The big thing that the report said was nothing about us without us. This means all services should include people with learning disabilities properly in everything they do.</p>	<p>Word Bank</p>	
<p>Objective</p>	<p>What you want to happen. An objective is like an aim but has more information.</p> <p>An objective says things like</p> <ul style="list-style-type: none"> • Exactly what is going to change • how long it will take to change. 		<p>We do not use a picture for this</p>
<p>Partners</p>	<p>All the people or groups you are working with to do something.</p> <p>For example all the groups and people at the Partnership Board are partners.</p>		<p>We do not use a picture for this</p>
<p>Partnership</p>	<p>People or groups working together to do something.</p> <p>For example all the groups and people at the Partnership Board are working in partnership.</p>		

<p>Partnership board</p>	<p>A group of people who meet together to make sure the plans from Valuing People happen in their area.</p> <p>Each area in the country has a partnership board. Partnership boards include people from groups like health services, social services, voluntary organisations, people with learning disabilities and family carers.</p>	<p>Logo</p>	
<p>Person centred planning</p>	<p>A plan about what you want in your life. You can say what you want now and what you want in the future.</p> <p>Someone you choose, a facilitator helps you plan what you want and helps you to make the plan happen.</p>	<p>Word Bank</p>	
<p>Plan</p>	<p>Ideas about what everyone agrees should happen and what everyone needs to do to make it happen.</p> <p>For example Partnership Boards make plans about how to make Valuing People happen.</p>	<p>Word Bank</p>	
<p>Pooled budgets</p>	<p>Money that is put together from different groups to help pay for something they are working on together.</p>	<p>Change</p>	

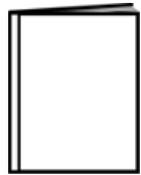
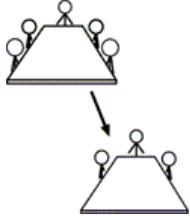
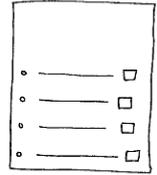
<p>Present</p>	<p>People who came to the meeting.</p>	<p>Word Bank</p>	
<p>Primary Care Trust</p>	<p>A group that helps people in their area get the services they need to be healthy.</p> <p>The primary care trust gets money from the government to pay for these services.</p>		<p>We do not use a picture for this (Use new logo when available)</p>
<p>Principle</p>	<p>The important values and beliefs that a group or services have – these tell the service the right things to do. For example, a principle could be involving people with learning disabilities in services</p>		<p>We do not use a picture for this</p>
<p>Priorities</p>	<p>The most important things. The things we need to do first.</p>		<p>We do not use a picture for this</p>
<p>Progress</p>	<p>How well things are going or What you have done and what you haven't done so far about something.</p>		<p>We do not use a picture for this</p>
<p>Project</p>	<p>A planned piece of work that someone asks a group to do.</p> <p>This work lasts for a certain length of time and has something to show for it at the end.</p>		<p>We do not use a picture for this</p>

<p>Proposal</p>	<p>A suggestion or idea a person or a group thinks should happen, they then ask other people what they think about the idea.</p>		<p>We do not use a picture for this</p>
<p>Protocol</p>	<p>A way of doing something everyone agrees is the right way. You usually write this down so that everyone knows what to do.</p>		<p>We do not use a picture for this</p>
<p>Providers</p>	<p>People who give a service. For example: health services are providers.</p>		<p>We do not use a picture for this</p>
<p>Quality</p>	<p>Agreeing what makes something good. For example the services you get. Making rules to help people do what is good and helping people keep to these rules.</p>	<p>Word Bank</p>	
<p>Questionnaire</p>	<p>A list of questions.</p>	<p>Change</p>	

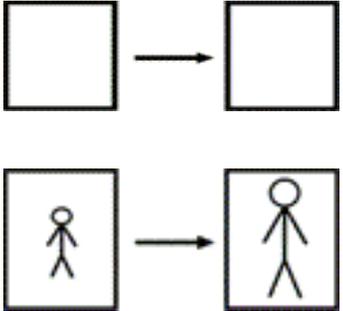
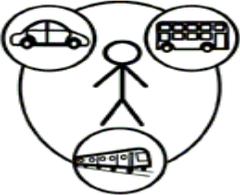
<p>Record</p>	<p>What people said or what happened. This can be written down or videoed or taped.</p> <p>For example Is this a true record of the minutes? Means - Is this what we said at the last meeting?</p>		<p>We do use a picture for this</p>
<p>Representative</p>	<p>Someone who is asked to go to a meeting by a group – to say what the group think and feedback to the group. To act and speak on behalf of a group.</p>		<p>You may use a photograph of the person</p>
<p>Resources</p>	<p>The things you need so that you can do something.</p> <p>For example people, money and time are all resources you might need to do something.</p>		<p>Use a picture of the resource you are talking about</p>
<p>Respite care</p>	<p>A place where people can go to have a break. A way to give someone a break. This can be at your own home or in another home. We now call this short breaks.</p>	<p>Through the Maze</p>	
<p>Review</p>	<p>Looking at and thinking about how you are getting on with something like a plan.</p> <p>This could be looking at what is working well, what could be better and what needs to change.</p>		<p>We do not use a picture for this</p>

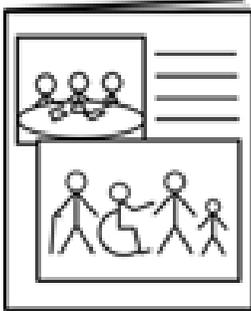
<p>Rights</p>	<p>A right is something you should be able to get so that it is fair for everyone. Sometimes it is the law that says you should get these things.</p> <p>For example you have the right to say what you think, to work or to get married if you want to.</p>	<p>Change</p>	
<p>Self advocates</p>	<p>People who can speak up for themselves. Some people may need some support.</p>	<p>Word Bank</p>	
<p>Services</p>	<p>Groups whose job is to do things that people need such as giving information, help or support.</p> <p>There are lots of different services for different things. For example health services and social services and groups like Mencap and Connexions are all services.</p>		<p>We do not use a picture for this</p>

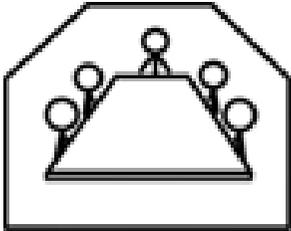
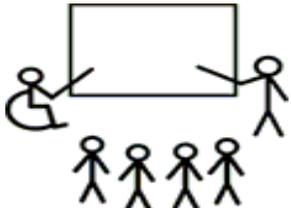
<p>Social Services</p> <p>This is now called Adult Social Care In Leicestershire</p>	<p>A group whose job is to give help, information and support to people with learning disabilities and their families.</p> <p>This is so that people can live their lives in the way they choose if people need help to do that.</p> <p>This includes where people live and what people do during the day or advice about things like benefits.</p> <p>Social workers and day service staff are some of the people who work for social services.</p>	<p>Logo</p>	<p>Adult Social Care Services Together we do make a difference</p>
<p>Stakeholders</p>	<p>People or groups who are interested in something because it matters to them what happens.</p> <p>For example people with learning disabilities and their families are stakeholders in the valuing people plan.</p>		<p>We do not use a picture for this</p>
<p>Standards</p>	<p>Rules you make about something to make sure everyone does things in the best way.</p> <p>You usually keep checking to make sure everyone is keeping to the rules.</p>		<p>We do not use a picture for this</p>
<p>Statutory services</p>	<p>These are the services that the government must make sure are there for everyone.</p> <p>For example social services and health services.</p>		<p>We do not use a picture for this</p>

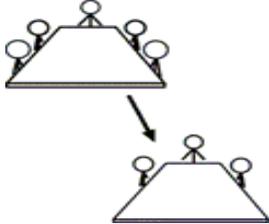
<p>Strategy</p>	<p>Plan A strategy is the big plan that tells you what is going to happen. It does not have all details of what needs to be done.</p>	<p>Word Bank</p>	
<p>Sub group</p>	<p>A smaller group that works on one thing, for example, Family Carers, Housing and Person Centred Planning. This sub group's feedback to the Partnership Board. (There is a list of subgroups at the end of the dictionary).</p>	<p>Word Bank</p>	
<p>Submit</p>	<p>To give something to someone or some people.</p>		<p>We do not use a picture for this</p>
<p>Supported living</p>	<p>To live in your own home and get help with every day things such as shopping, cooking, cleaning and paying the bills.</p>	<p>Through the Maze</p>	
<p>Survey</p>	<p>A set of questions that ask people what they think about something.</p>	<p>Change</p>	

<p>Task force</p>	<p>A group of people with learning disabilities, family carers and other groups who support people with learning disabilities.</p> <p>The task force asks people with learning disabilities and their families if the plans in Valuing People are working.</p> <p>The task force tells the government what is going well with the plans and what needs to change.</p>	<p>Logo</p>	
<p>Terms of reference</p>	<p>This is usually something written down that tells everyone what the group is there to do. It says what the group is going to do.</p> <p>It says how the group will know if the group has done these things.</p> <p>Everyone in the group usually agrees the terms of reference when the group starts off.</p>		<p>We do not use a picture for this</p>
<p>Time out</p>	<p>A time when you stop doing what you usually do so that you can think about something a bit more.</p> <p>You might go somewhere different from where you usually meet together and have a meeting or time out for a day.</p> <p>The Partnership Board call this an Away Day.</p>		<p>We do not use a picture for this</p>

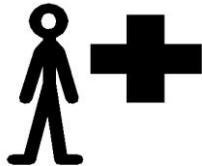
<p>Toolkit</p>	<p>Ideas and advice all put together in a pack to help you think about how to do something.</p>		<p>We do not use a picture for this</p>
<p>Transition</p>	<p>Moving from 1 thing in your life to the next thing like</p> <ul style="list-style-type: none"> • becoming an adult • moving house • getting married • leaving school and going to work or college <p>Use the top symbol with relevant pictures in, the bottom symbol is about becoming an adult</p>	<p>Word Bank</p>	
<p>Transport</p>	<p>Ways you use to get out and about like buses, trains, taxis, bikes and walking.</p>	<p>Word Bank</p>	
<p>Update</p>	<p>When you tell people how something is going.</p> <p>or</p> <p>When you tell people what you have done and what you haven't done so far about something</p>		<p>We do not use a picture for this</p>

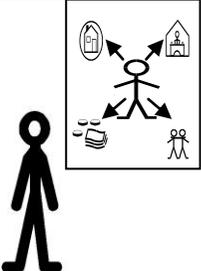
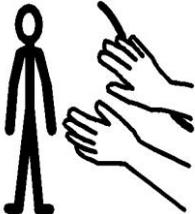
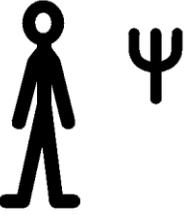
<p>Valuing people support team</p>	<p>A group of people that help make the changes in Valuing People happen.</p> <p>They work with partnership boards and other groups that want to change things for people with learning disabilities.</p> <p>The team listens to what people are saying and then tells the government so the government can change things.</p>	<p>Logo</p>	
<p>Valuing People – Leicestershire</p>	<p>A group of people that help make things happen for people with Learning Disabilities in Leicestershire.</p>	<p>Logo</p>	
<p>Valuing people the white paper</p>	<p>A plan from the government about changing things for people with learning disabilities.</p> <p>The plan is to make sure everyone has the same chances in their life.</p> <p>The plan is also a promise from the government to value and respect people with learning disabilities.</p> <p>The plan talks about rights, inclusion, choice and independence for people with learning disabilities.</p>	<p>Word Bank</p>	

<p>Venue</p>	<p>The place where we will meet.</p> <p>Or sometimes people write</p> <p>At...</p>	<p>Word Bank</p>	 <p>Or use a photograph of the place where you are meeting</p>
<p>Vision</p>	<p>Ideas about what you want to happen or what you think should happen in the future.</p>		<p>We do not use a picture for this</p>
<p>Voluntary sector</p>	<p>Charities and Organisations who are there to provide services, not to make money.</p>		<p>Use their logo if available</p>
<p>Volunteer</p>	<p>A person who offers their time. They do not get paid for this.</p> <p>Some examples are – people who go to locality groups, people who work in charity shops.</p>		<p>We do not use a picture for this</p>
<p>Workforce development</p>	<p>Deciding what skills and training staff need to help people with learning disabilities live their lives.</p> <p>Making sure there is enough staff to do all this.</p>	<p>Word Bank</p>	

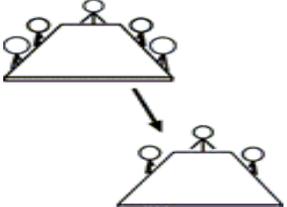
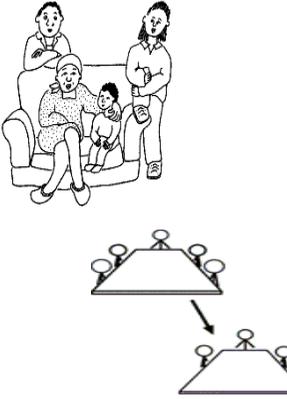
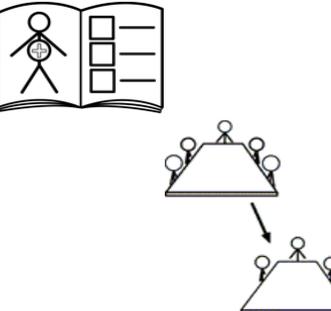
Working group	A smaller group of people who work on something the Partnership Board needs them to do. For example a plan .	Word Bank	
----------------------	---	-----------	---

People's Jobs

Job Title	What it means	Where is picture from	
Community Development Worker	<p>Community Development Workers help lots of different people work together so that people with learning disabilities can be part of the community.</p> <p>They help to make sure that Valuing People happens in Leicestershire.</p> <p>They help the locality groups.</p>		Use photo of person
Community Nurse	<p>Community Nurses help people to stay healthy and get better and improve their Health.</p> <p>They also help people to cope when they are not well so that they can have a good life.</p>	Somerset	
Mencap Community Development Officer	<p>They make sure that members of Mencap have good information and involve them in all the things Mencap does. Make sure all the groups in Mencap are doing a good job. Work with people fight for change about things that are wrong.</p>		Use photo of person
Learning support strategy officer	<p>They plan courses for people with learning disabilities and make sure they are going well. Supports people who are doing the teaching</p>		Use photo of person

	to make sure they are doing a good job.		
Occupational Therapist	The Occupational Therapist will work with you to look at your skills in everyday activities. The Occupational therapist will help you to live more independently by offering advice and guidance to make better use of the skills of daily living	Somerset	
Person Centred Planning Co-ordinator	They plan and do the training for Person Centred Planning and support people who have had the training. They also help services to work in a person centred way.	Word Bank	
Physiotherapist	Physiotherapists will help you move better and this will help you to keep well and be more independent.	Somerset	
Psychologist	Clinical Psychologists help you when you have difficulties with the way you feel and how you think about things. The clinical psychologist helps you to understand your difficulties and find the best way to get over your difficulties. The clinical psychologist works with one person at a time, families, or groups. The clinical psychologist can also	Somerset	

	help other staff who may be seeing you.		
Service Manager - Learning Disability Service provided by Adult Social Care	<p>There are 2 jobs, 1 in the south and 1 in the north.</p> <p>They look after the staff that provides the service. They also look after the money for the service and the buildings that staff work in. They make sure everyone is doing a good job and that the service is good.</p>		Use photograph of person
Social Worker	<p>The Social Worker will find out what you need. The Social Worker will support you to live the way you want to live. For example where you go in the day or having a break.</p>	Somerset	
Speech and Language Therapist	<p>Speech and Language Therapists have 2 main parts to their jobs, they work with other people to</p> <ul style="list-style-type: none"> • Make communication better for people with learning disabilities • Make sure people can eat and drink safely 	Somerset	

<p>Partnership Board Sub Groups Sub Group</p>	<p>What does the sub group do</p>	
<p>Family Carers Sub Group</p>	<p>Valuing People says that it is very important to include family carers in the way services are planned, set up and how they work.</p> <ul style="list-style-type: none"> • Family Carers are very important people at the Partnership Board. • The Family Carers Subgroup works to get better services for Family Carers in Leicestershire. • The group tries to include as many carers as possible and support the carers who go to the Partnership Board. 	
<p>Better Health Sub Group</p>	<ul style="list-style-type: none"> • Making sure that all people with a learning disability are offered a good Health Action plan, • Making sure that people are trained as health facilitators, • Making sure that Primary Care Health services such as your Doctors surgery are able to meet the health care needs of people with a learning disability. 	

We have used symbols from the Partnership Board Word Bank which are free for anyone to use, please say where they are from
 A couple of symbols, respite care and supported living are from www.through-the-maze.org.uk again please say where these are from.

The line drawings are from Change Picture Bank and you should only copy these if you have a licence, if you are using the intranet for Leicestershire County Council or Leicestershire Partnership Trust you will be covered by their licence.