



Learning Disability England Quality Standards

These are our Quality Standards with respect to the Advice Service.

Good Quality Advice, Information, Training & Consultancy

Learning Disability England Advisors will give its members accurate and up to date advice, information, training and consultancy on housing, care and support and the rights and money associated with housing and support for people with learning disabilities. Information will always be provided in formats that are suitable for the needs of those who use the service.

A Responsive Service - Learning Disability England aims to respond fully to email and telephone queries from its members as soon as possible and in no more than 24 hours. Advisors will provide links and signposting information where needed.

A Respectful Service - All clients of Learning Disability England are treated with respect, privacy and dignity and are not discriminated against because of disability, ethnicity or sexuality.

Privacy and Confidentiality - All queries to the Learning Disability England Advice service will be treated confidentially unless we have concerns about the safety of a vulnerable person, in which case we will make a report to the relevant Adult Safeguarding Board.

About the Person

Learning Disability England Advisors will always take a person centred and rights based approach to advice, training and consultancy in housing and support for people with learning disabilities.

Meeting the needs of organisations

Learning Disability England Advisors will aim to deliver training to meet agreed outcomes with the client before each contract commences and will monitor and evaluate all training and consultancy that it provides.