

Plain facts

Getting good support

Many people get support services to help them do things. For instance, they might get help at home or support to go out shopping.

Michael Turner did a project for a network called **Shaping Our Lives**. He asked older people and disabled people what they liked and what they didn't like about their services. Then he worked with four different groups. He helped them to make their support services better.



This is what people told Michael:



We are the people who use services, so we know what is good and what is bad.



It is hard to talk about what is good, because we spend so much time complaining about the bad things.



We should have more say about how our support works.



A direct payment is money that social services can give to disabled people to buy their own services and support. People who use direct payments are much clearer about what they want.