

***Elementary My Dear Watson* - Liam Quinn & Derek Watson, SOS Kilkenny**

SOS Kilkenny has in the past 10 years moved from a predominantly Vocational Model of Day Service provision to one of Customer Service based on individualised supports and community inclusion. Today's presentation will focus briefly on that journey and hopefully highlight the very basic steps that services can take to improve "customer satisfaction". We will discuss how those changes have come about not because of any *enlightened thinking* from management but as a result of *enlightened listening*. Service users have been telling us what they wanted and services have improved because we have become better at listening!