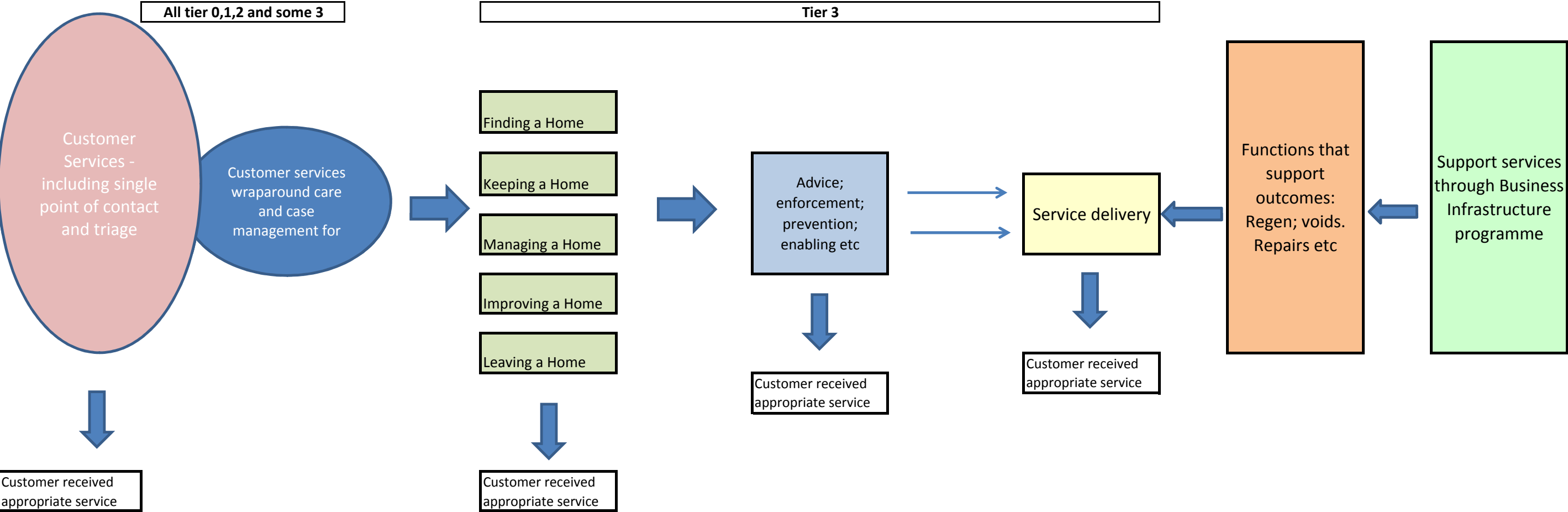


Appendix B: Customer Journey workstream - HUI Programme June 2014



PROMOTING PREVENTION, CHOICE, ASPIRATION AND ENABLING INDEPENDENCE

