

5 EXAMPLES OF WHAT THIS WOULD LOOK LIKE IN DIFFERENT SETTINGS

1

A change of circumstance to a tenancy i.e. the death of a family member, triggers a notification to check in on the household to see if they need support or welfare advice rather than just issuing a letter communicating a change in rent / council tax owed.

2

Detentions for lateness / behaviour issues / not completing homework are used as time to engage pupils in what else is going on for them at home / in their lives. Understanding their circumstances / showing interest / compassion may help that young person to thrive.

3

Waiting rooms in GP practices are used as time to engage with residents about health and well-being opportunities on offer locally which match their interests. This could be carried out by reception staff, volunteers, local voluntary sector providers, nurses and GP's.

4

Getting to know a patient who is 'disengaged' with rehabilitation following a Stroke. Starting from their starting point rather than our own professional agenda. If for example a patient is preoccupied with thoughts about their Will / how family members are coping, until we address these pertinent issues the patient might be unable to engage with rehabilitation plans.

5

In the process of supporting a person seeking welfare advice it becomes apparent that the presenting issue hides a number of underlying issues that have led to the immediate and pressing need for advice. An advisor will seek to understand and support the person to deal with all their needs in a holistic way rather than just deal with the presenting issue. The person is recognised as a whole person and not an advice output.