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| Support people during the cost of living emergency Spotting vulnerability Lots of unrelated questions or comments. Tendency to repeat things. Saying yes to everything. Not talking very much and unable to answer questions. Sounding easily flustered. Suggesting someone else normally handles things for them. Supporting people with vulnerabilities Don’t start with your own thoughts, listen to their opinions and ideas. Ask what they want help with. Think about the language you use not you should, you must, but I will help you, it’s important, we need to, let’s. Talk clearly and slowly. Summarise the key points. Agree how and when is best to follow up. Conversation starters Keep it simple, don’t be afraid to ask how are you today?  Do you mind if I ask how you came to need help today? What would help you most right now? Tell me more about what is going on, I’m here to help. How should we follow this up? It’s tough for everyone right now – life is messy and complicated. Don’t worry we will try to help. Do you know what you need to do next and what to do if that doesn’t work? Central England Law Centre Website centralenglandlc.org.uk/challenge-uc-sanction Email enquiries@centralenglandlc.org.uk Telephone 02476223053  Eleven Ways of Working based on respect and kindness Unconditional positive regard for the resident End on a good note no grudges Separate the behaviour from the person Build goodwill on good days Remember there is always more than one perspective Be really clear what good looks like Be interested in them as a person, let them know something about you Catch them at their best Listen with intent to understand rather than intent to reply Earn respect rather than respect it Be kind Powered by Ignite a five year programme led by central england law centre and grapevine  Fine out more at centralenglandlc.org.uk/ignite |