

# Reaching out to vulnerable people

Empowering staff and engaging stakeholders

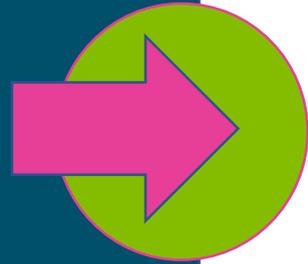
## Session Aims

How to engage with vulnerable and isolated residents living in Supported Living Services

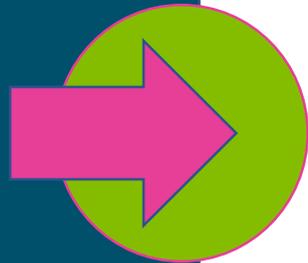
How to work and build better relationships with providers

How to work and build better relationships with commissioners, the council and local boards

# Supported Living Services (SLS)



Refers to accommodation in the community, designed to support people with physical disability, learning disabilities or mental health conditions.



It covers a range of services and support packages, depending on the resident's requirements.



## Why we visit SLS – The Challenges

1. High levels of deprivation
2. Small homes with 3 to 10 residents
3. high number of SLS home across the borough
4. Many independent providers
5. Seldom heard residents
6. Variable quality of services
7. Lack of ASC capacity to visit often

## We Want to

- Give residents a voice
- Improve services for vulnerable people
- Achieve impact with services and commissioners

## Empowering Staff and Volunteers

- Use transferable skills
- Use body language and listen
- Share information and liaise with experts
- Do a skills analysis and find support
- Work as a team / share skills and experience

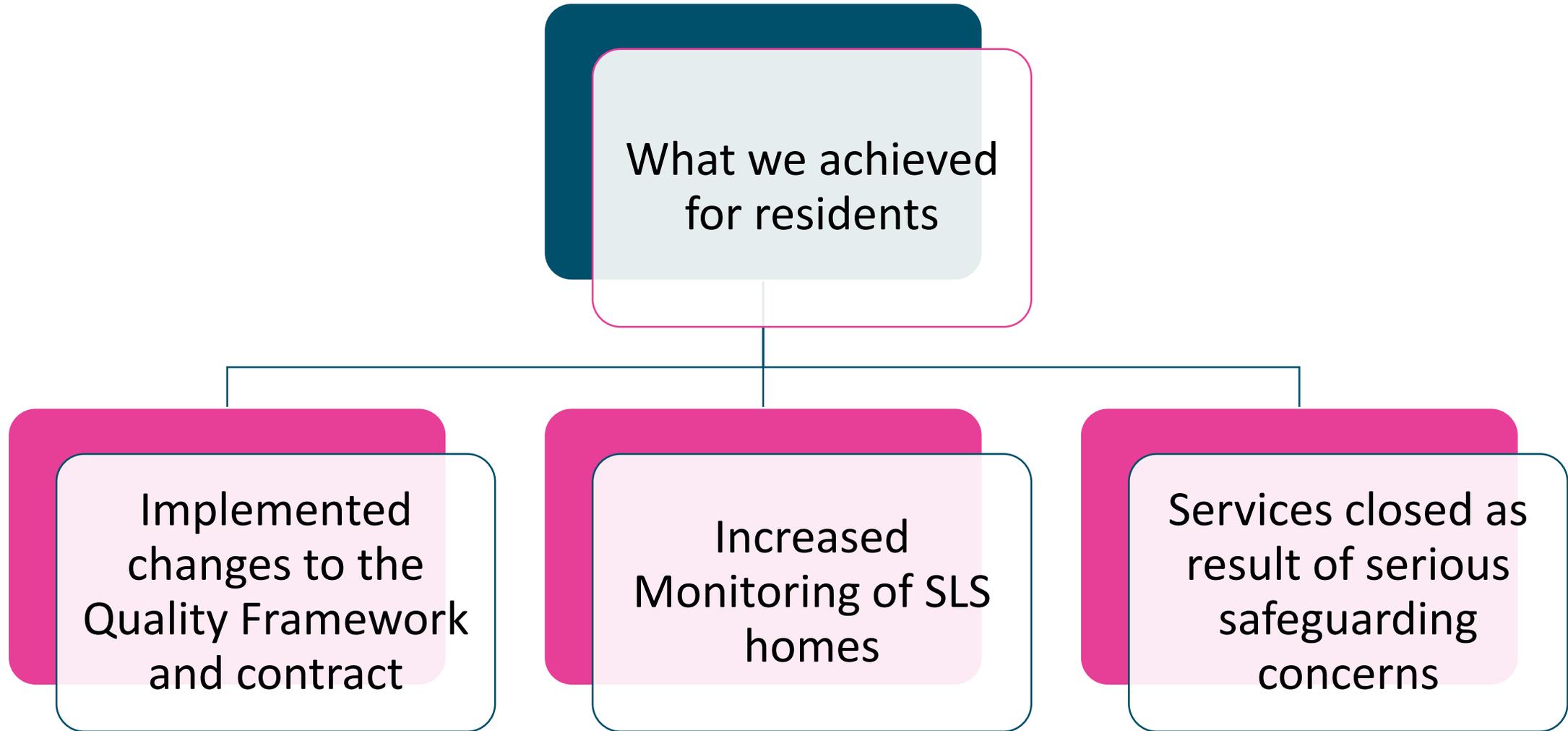
Remember: We can't know everything!

## Achieve Impact with Providers

- Let them get to know you
- We are not inspectors
- Listen, be open and constructive
- Provide support if you can

## Make Changes with Commissioners

- Identify your local allies
- Keep in touch with key people
- Emphasise where your projects align with statutory and local priorities



# Contact Details



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Thank you