



Presents the story of...

FA





Knowledge about how things work and who can help



What families told us would make a difference

What have we learnt from people in Cotmanhay

Be positive and focus on the celebrating the good. Don't see me as a problem.

Do what you say you'll do and don't abandon me. It might take time.

Support

of local

agencies

'What can I help you with?' Ask me what I'd like to talk about. Then reassure me and work 'with' me to resolve any problems. Take small steps to build confidence

Confidence

Keep things confidential

A 'space' to

come together

and support one

another

Be genuinely motivated to help and enjoy things. Don't be too serious!

Be qualified by your own life experiences. Be open-minded, good at listening and speak kindly to me. Don't judge or make assumptions.

Local staff to support

volunteers







What families told us would make a difference

Judgemental attitudes and not listening perpetuate the 'us and them' feeling. Continued support, with understanding empathy, exploring problems and feelings and making joint plans for improvement.

Support should be genuine and positive.

Community focused solutions offering informal support, and taking small steps Trust and honesty is needed. Admit mistakes and keep people informed. This sort of honesty means a lot to people.

What have we learnt through prototyping



Greater links with community, and tapping into local knowledge

Better information and communication about what can help be accessed Services which tackle wholefamily/ community problems not just single issues or individuals

On-going contact after the support period has ended Joint commissioning and procurement, based on the needs of people in Cotmanhay

Buy-in from senior officers and leaders